Requirements Elicitation: Flower Shop

You have been given the role of specifying the requirements document for an online flower shop. The client has been running this shop for many years and has become friends with both his customers and his suppliers.

However, the client would like to streamline the process of distributing flower purchases and the purchasing of bulk flowers. He currently has one messenger for the delivery of flowers and only three suppliers of bulk flowers that he receives from Holland. One of his biggest concerns in "modernizing" his flower shop is that he may lose the personal touch offered by his shop.

His current customers appreciate his touch for determining the right flowers for the right moments in their lives. The usual customers are normally given an in-house account, which they may pay at the end of the month. New or inconsistent customers must pay either at delivery or by credit card over the phone if the flowers are a gift.

He has found that most of the mistakes in the process of ordering flowers is with new customers. A new customer must provide him with an address and possibly a credit card every time they call in for a delivery. Furthermore, if there is a discrepancy in the address or credit card, he has found that the flowers are usually delivered too late and the client has already found another shop to purchase them from. Or, that the client did not exist at all!

He is also interested in determining which flowers are popular during the major events of the year. One of the issues in working with his suppliers is to determine which flowers to get, and how many of the flowers. Waste of flowers is very expensive and he would like to use this "modernization" as a way of helping cut down on this waste.

He is currently more interested in modernizing his relationship with his clients and wishes to see how this works before risking a modernization with his suppliers.

He currently has an internet connection at the flower shop attached to his older PC. His shop already has a point of sales system for in store sales. The interface for the online store will be handled by his daughter who is currently taking lessons in web design.

It is your responsibility to elicit requirements and write a document capturing these requirements to begin discussions with the customer. Start by determining the actors of the system. Give the scenarios of the system and determine any open issues. Once you have determined the open issues, discuss these with the flower shop owner (your assistant). Now you can generalize these scenarios into use cases. Use the format from the lecture! Once you have done this, work out the non-functional requirements of the system.

Some ideas to keep in mind while working on the use cases
* Have all exceptional cases been addressed?
* Can you factor out any common functionality?
* Are your use cases both complete and consistent?