



## Computer Science Department

### Software Engineering Course Comp433, Tutorial # 2

#### THE NEED FOR COMPREHENSIVE SOFTWARE REQUIREMENTS.

Read the following sample real-world software development cases. Can you summarize the real causes of these issues? Are there specific requirements that are missing and were not specified?

##### CASE A:

“Our new sales information system seems okay, the invoices are correct, the inventory records are correct, the discounts granted to our clients exactly follow our very complicated discount policy, **but** our new sales information system frequently fails, usually at least twice a day, each time for twenty minutes or more. Yesterday it took an hour and half before we could get back to work . . . . Imagine how embarrassing it is to store managers . . . . Softbest, the software house that developed our computerized sales system, claims no responsibility . . . .”

##### CASE B:

“Believe it or not, our software package ‘Blackboard’ for schoolteachers, launched just three months ago, is already installed in 187 schools. The development team just returned from a week in Hawaii, their vacation bonus. **But** we have been suddenly receiving daily complaints from the ‘Blackboard’ maintenance team. They claim that the lack of failure-detection features in the software, in addition to the poor programmer’s manual, have caused them to invest more than the time estimated to deal with bugs or adding minor software changes that were agreed as part of purchasing contracts with clients.”

##### CASE C

“The new version of our loan contract software is really accurate. We have already processed 1200 customer requests, and checked each of the output contracts. There were no errors. **But** we did face a severe unexpected problem – training a new staff member to use this software takes about two weeks. This is a real problem in customers’ departments suffering from high employee turnover . . . . The project team says that as they were not required to deal with training issues in time, an additional two to three months of work will be required to solve the problem.”