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Daffodil International University
Faculty of Science & Information Technology
Department of Software Engineering
Course Code: 3E411, Course Title: Software Project Management & Documentation, Sec: 44_1
Quiz 2: Time: 40 Minutes

A retail company is developing an online shopping platform called "ShopEase" to improve customer experience and increase sales. The project is currently in the Project Initiation Phase. The company follows a Weak Matrix Organizational Structure, where functional managers retain most of the authority and the Project Manager acts mainly as a coordinator.
During project planning, requirements were collected only from the Marketing Department. As a result, important payment security requirements and warehouse integration features were overlooked. Recently, the Sales Director verbally requested a new feature called "One-Click Express Checkout" without submitting a formal change request through the project's change management process.

1. (5 Marks)

The **ShopEase** project requires various resources, including Project Managers, Software Developers, QA Engineers, development tools, cloud infrastructure, project budgets, and requirements documents. Based on the project scenario and the Project Resources diagram:

a) Identify the **four categories of project resources** used in the ShopEase project. (2 Marks)

b) Explain how **one resource from any two different categories** contributes to the successful development of the ShopEase online shopping platform. (3 Marks)

2. (5 Marks)
The project requirements are incomplete because information was collected from only one department.
Suggest two requirement gathering techniques, other than interviews, that could have helped identify the missing payment security and warehouse integration requirements. Explain why each technique would be effective for this project.

3. (5 Marks)
Explain the concept of the Project Scope Baseline and its importance in project management.
If the Sales Director's request for "One-Click Express Checkout" is implemented without following the formal change control process, describe two possible negative impacts on the project's schedule and budget.

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