**Waterfall Model Documents**

**Part 1/2 Evaluation**

Document 1- Business case document template

Document 2: BA Strategy

Document 3- Functional Specifications

Document 4- Requirement Traceability Matrix

Document 5- BRD Template

**Document 1- Business case document template**

* Why is this project initiated?

 1. **Addressing Current System Limitations**

The existing LMS is outdated, lacks essential modern functionalities, and does not provide an intuitive user experience.

**Enhancing Educational Delivery**

There is a growing need for a robust platform that can support diverse teaching methods, facilitate better content delivery, and enable interactive learning.

**Boosting User Experience**

An intuitive and user-friendly interface is essential for ensuring high user adoption rates. The new LMS will offer an improved user experience, making it easier for students, educators, and administrators to navigate and utilize the system effectively.

* What are the current problems?

**Outdated Technology**

* **Limited Features**: The current LMS lacks modern features such as mobile accessibility, advanced analytics, and interactive content support.

**Poor User Experience**

* **Non-Intuitive Interface**: The user interface is difficult to navigate, leading to a steep learning curve for new users.

**Limited Scalability**

* **Inability to Scale**: The system cannot handle increasing numbers of users and courses efficiently, leading to performance degradation as the institution grows.
* With this project how many problems could be solved?

With the new LMS project, several key problems will be resolved:

1. **Enhanced User Experience**: An intuitive interface will simplify navigation and improve user satisfaction.
2. **Increased Efficiency**: Automated administrative processes and advanced features will streamline workflows, reducing manual tasks and errors.
3. **Improved Security and Compliance**: Up-to-date technology will ensure data security and compliance with regulations, protecting sensitive data

* What are the resources required?

###  People

1. **Project Manager**
2. **Software Developers**
3. **UX/UI Designers**
4. **Quality Assurance Testers**
5. **Educators and Administrative Staff**

### Time

* **Project Timeline**: Detailed timeline outlining each phase (Requirements Gathering, System Design, Implementation, Testing, Deployment, and Maintenance).
* How much organizational change is required to adopt this technology?

 Adopting the new LMS requires significant organizational change, including extensive training for users, updates to administrative processes, and adjustments in teaching methodologies to leverage new features and capabilities.

* Time frame to recover ROI?

18-24 months

* How to identify Stakeholders?

Identifying stakeholders involves the following steps:

**List Key Groups**: Identify all groups impacted by the LMS, such as students, educators, administrators, IT staff, and parents.

**Conduct Interviews**: Speak with representatives from each group to understand their needs and concerns.

**Review Organizational Structure**: Analyze the institution’s hierarchy to identify decision-makers and influencers.

**Engage with Departments**: Collaborate with various departments to uncover less obvious stakeholders.

**Stakeholder Analysis**: Assess the influence and interest of each stakeholder to prioritize engagement efforts.

**Document 2: BA Strategy**



## Business Analyst Approach Strategy for LMS Project

### 1. Elicitation Techniques

* **Interviews**: Conduct one-on-one or group interviews with key stakeholders (students, educators, administrators) to gather detailed requirements and insights.
* **Workshops**: Organize interactive sessions with stakeholders to brainstorm and gather collective requirements.
* **Surveys/Questionnaires**: Distribute surveys to gather input from a broader audience.
* **Document Analysis**: Review existing documentation, such as the current LMS manuals, usage reports, and feedback forms.
* **Observation**: Observe current LMS usage to identify pain points and areas for improvement.
* **Prototyping**: Create prototypes and get feedback to refine requirements.

### 2. Stakeholder Analysis

* **Identify Stakeholders**: List all potential stakeholders, including students, educators, IT staff, administrative staff, and parents.
* **Stakeholder Mapping**: Use tools like RACI (Responsible, Accountable, Consulted, Informed) matrix to define roles and responsibilities.
* **Influence/Interest Matrix**: Classify stakeholders based on their influence and interest to prioritize engagement efforts.

### 3. Documentation

* **Business Requirements Document (BRD)**: Captures the high-level business needs and project goals.
* **Functional Requirements Document (FRD)**: Details the functionalities that the LMS should possess.
* **Technical Specification Document**: Describes the technical requirements and architecture.
* **Use Case Diagrams**: Visual representations of user interactions with the system.
* **Test Plan and Test Cases**: Defines the testing strategy and specific scenarios to be tested.
* **User Manuals and Training Materials**: Guides for end-users on how to use the new LMS.

### 4. Document Sign-off Process

* **Draft Review**: Share draft documents with stakeholders for initial review and feedback.
* **Feedback Incorporation**: Update documents based on feedback received.
* **Formal Review Meeting**: Conduct a meeting with key stakeholders to review the final documents.
* **Sign-off**: Obtain formal approval and sign-off on documents from authorized stakeholders.

### 5. Client Approvals

* **Formal Presentation**: Present the project plan, requirements, and designs to the client.
* **Approval Meetings**: Schedule regular meetings to discuss progress and obtain approvals at each stage.
* **Approval Workflow**: Define a clear workflow for obtaining and documenting approvals, including electronic signatures if applicable.

### 6. Communication Channels

* **Email**: For formal communications and document sharing.
* **Project Management Tools**: Use tools like Jira, Asana, or Trello to track tasks and progress.
* **Regular Meetings**: Weekly or bi-weekly status meetings with stakeholders.
* **Collaboration Platforms**: Use platforms like Slack or Microsoft Teams for real-time communication.
* **Stakeholder Updates**: Regular newsletters or status reports to keep all stakeholders informed.

### 7. Handling Change Requests

* **Change Request Form**: Develop a standardized form for submitting change requests.
* **Impact Analysis**: Assess the impact of the change on the project scope, timeline, and budget.
* **Approval Process**: Define a clear process for evaluating and approving change requests, including stakeholder and client approval.
* **Documentation**: Update all relevant documents to reflect approved changes.

### 8. Project Progress Updates

* **Status Reports**: Regularly update stakeholders with status reports highlighting progress, milestones achieved, and any issues or risks.
* **Dashboard**: Use a project dashboard to provide real-time visibility into project status.
* **Review Meetings**: Hold periodic review meetings to discuss progress and address any concerns.

### 9. User Acceptance Testing (UAT) and Client Project Acceptance

* **UAT Plan**: Develop a detailed UAT plan outlining the testing process, roles, and responsibilities.
* **Test Execution**: Facilitate UAT sessions with end-users, collect feedback, and document any issues.
* **Issue Resolution**: Address and resolve any issues identified during UAT.
* **Sign-off**: Prepare a Client Project Acceptance Form and obtain formal sign-off from the client upon successful completion of UAT and resolution of all issues.

**Document 3- Functional Specifications**

|  |  |
| --- | --- |
| Project name  |  Learning Management System |
| Customer name  |  Mr. Awadiya |
| Project Version  |  2.0 |
| Project Sponsor  |  Mr. Ajay Patel |
| Project Manager  |  Mrs Nidhi Jaiswal |
| Project Initiation date  |  14/5/24 |

**Functional Requirement specifications:**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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|

|  |  |  |  |
| --- | --- | --- | --- |
| **Reg. ID** | **Reg. Name** | **Reg. Description** | **Priority** |
|  |  |  |  |
|

|  |  |  |  |
| --- | --- | --- | --- |
| FR001 | User Registration Form | System should capture user details (name, email, role, password) via a user-friendly online form | High |
| FR002 | Course Creation | Educators should be able to create courses, including titles, descriptions, objectives, and schedules | High |
| FR003 | Content Upload | Educators should be able to upload various content types (text, video, audio, multimedia) | High |
| FR004 | Course Enrollment | Students should be able to enroll in courses, and admins can manage enrollment limits and prerequisites | High |
| FR005 | Assignment Management | System should allow educators to create, assign, and manage assignments and quizzes | High |
| FR006 | Grading System | Educators should be able to grade assignments, and students can view their grades | High |
| FR007 | Progress Tracking | Students and educators should be able to track progress through the courses | High |
| FR008 | Discussion Forums | Each course should have a dedicated forum for discussions | Medium |
| FR009 | Messaging System | Users should be able to send messages within the system | Medium |
| FR010 | Announcements | Educators and admins should be able to post announcements visible to relevant users | Medium |
| FR011 | Performance Reports | System should generate reports on student performance and course completion rates | High |
| FR012 | User Role Management | Admins should be able to manage user roles and permissions | High |
| FR013 | System Settings | Admins should be able to configure system settings, including themes and notifications | Medium |
| FR014 | Data Backup and Recovery | The system should support regular data backups and provide recovery options | High |
| FR015 | Single Sign-On (SSO) | The system should integrate with SSO providers for user authentication | Medium |
| FR016 | Virtual Classroom Integration | The system should integrate with tools like Zoom for virtual classroom functionality | Medium |
| FR017 | Payment Processing | The system should integrate with payment gateways for processing course fees | Low |
| FR018 | Accessibility Compliance | The system should comply with accessibility standards like WCAG 2.1 | High |
| FR019 | Mobile Accessibility | The system should be accessible via various devices, including desktops, tablets, and smartphones | High |
| FR020 | User Activity Logs | The system should maintain logs of user activities for auditing and monitoring purposes | High |

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**Document 4- Requirement Traceability Matrix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Req ID** | **Req Name** | **Req Description** | **Design (D1)** | **Test (T1)** | **Design (D2)** | **Test (T2)** | **UAT** |
| FR0001 | Login | User must be able to login to access the application | completed | Pending | uncompleted | completed | completed |
| FR0002 | User Registration | System should capture user details via a registration form | completed | Pending | completed | completed | completed |
| FR0003 | Course Creation | Educators should be able to create and manage courses | completed | Pending | completed | completed | completed |
| FR0004 | Content Upload | Allow uploading and organization of course content | completed | Pending | completed | completed | completed |
| FR0005 | User Roles and Permissions | Support multiple user roles with specific permissions | completed | Pending | completed | completed | completed |
| FR0006 | Enrollment Management | Enable student enrollment in courses | completed | Pending | completed | completed | completed |
| FR0007 | Assignment Creation | Allow creation of assignments and quizzes | completed | Pending | completed | completed | completed |
| FR0008 | Interactive Tools | Provide discussion forums, live chat | completed | Pending | completed | completed | completed |
| FR0009 | Progress Tracking | Enable student progress tracking | completed | Pending | completed | completed | completed |
| FR0010 | Announcements | Allow posting of announcements within courses | completed | Pending | completed | completed | completed |
| FR0011 | Messaging System | Provide internal messaging system | completed | Pending | completed | completed | completed |
| FR0012 | Reporting and Analytics | Offer performance reports and dashboards | completed | Pending | completed | completed | completed |
| FR0013 | User Authentication | Implement secure authentication methods | completed | Pending | completed | completed | completed |
| FR0014 | System Settings | Allow configuration of system settings | completed | Pending | completed | completed | completed |
| FR0015 | Data Backup and Recovery | Support regular backups and recovery options | completed | Pending | completed | completed | completed |
| FR0016 | Accessibility Compliance | Comply with accessibility standards | completed | Pending | completed | completed | completed |
| FR0017 | Mobile Compatibility | Ensure full functionality on mobile devices | completed | Pending | completed | completed | completed |
| FR0018 | Payment Integration | Integrate with payment gateways | completed | Pending | completed | completed | completed |
| FR0019 | User Manuals and Training | Provide comprehensive documentation and training | completed | Pending | completed | completed | completed |
| FR0020 | Feedback Mechanism | Allow users to provide feedback | completed | Pending | completed | completed | completed |

V2D1 March 2024

**Document**

**5**

**-**

**BRD**

**Template**

**Learning Management System**

**LMS001BRDV1D2**

**1.0**

**EKTA KUMARI**

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# Document Revisions

|  |  |  |
| --- | --- | --- |
| **Date**  | **Version Number**  |  **Document Changes**  |
| 05/02/2023  | 0.1  | Initial Draft  |
|  10/03/2023 |  0.2 | Updated project scope and objectives based on stakeholder feedback. |
|  22/03/2023 |  0.3 | Added detailed functional requirements for user registration and processes. |
|  15/04/2023 |  0.4 | Reviewed and Approved by QA Team |
|  30/04/2023 |  0.5 | Finalized document after addressing quality review comments and obtaining approvals. |
|   |   |   |
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# Approvals

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Role**  | **Name**  | **Title**  | **Signature**  | **Date**  |
| Project Sponsor  | Ajay Patel |  Director | Ajay Patel | 15/02/2023 |
| Business Owner  | Mohsin Shami | Chief Officer | Mohsin Shami | 29/02/2023 |
| Project Manager  | Nidhi Jaiswal | Project Manager-LMS | Nidhi Jaiswal | 4/04/2023 |
| System Architect  | Arun Kapoor | System architect-LMS | Arun Kapoor | 19/05/2023 |
| Development Lead  | Sanjay Rawat | Software Development lead | Sanjay Rawat | 07/06/2023 |
| User Experience Lead  | Karuna Singh | UX/UI lead | Karuna Singh | 10/07/2023 |
| Quality Lead  | Prasad Gill | QA lead | Prasad Gill | 30/07/2023 |
| Content Lead  | Shorab Khan | Content management lead | Shorab Khan | 10/08/2023 |

#

The RACI chart identifies the persons who need to be contacted whenever changes are made to this document. RACI stands for responsible, accountable, consulted, and informed. These are the main codes that appear in a RACI chart, used here to describe the roles played by team members and stakeholders in the production of the BRD. They are adapted from charts used to assign roles and responsibilities during a project.( RACI Can be made for IT side[Project stakeholder] as mentioned above, apart from that Can also Be made for Client side[Business Stakeholder]).

The following describes the full list of codes used in the table:

### Codes Used in RACI Chart

|  |  |
| --- | --- |
| \* Authorize document.  | Has ultimate signing authority for any changes to the  |
| R Responsible  | Responsible for creating this document.  |
| A Accountable  |  Accountable for accuracy of this document (for example, the project manager)  |
| S Supports document  | Provides supporting services in the production of this  |
| C Consulted  | Provides input (such as an interviewee).  |
| I Informed  | Must be informed of any changes.  |

RACI Chart

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Name**  | **Position**  | **\***  | **R**  | **A**  | **S**  | **C**  | **I**  |
| Nidhi Jaiswal | **Project Manager** |  |  | **A** |  |  |  |
| Amisha kumari | **BA** |  | **R** |  |  |  |  |
| Ajay Patel | **Project Sponsor** |  |  |  |  |  | **I** |
| Asit Mehra | **Stakeholder** |  |  |  |  | **C** |  |
| Aniket Agrawal | **Sr. BA** |  |  |  | **S** |  | **I** |

# Introduction

## Business Goals

Business Goals

The primary objective of our organization is to enhance the learning experience for both educators and students through the implementation of a robust Learning Management System (LMS). By leveraging technology, we aim to streamline the educational process, improve accessibility to educational resources, and facilitate collaboration among users.

Organization Need:

The organization recognizes the growing demand for flexible and accessible learning solutions in today's digital age. With the increasing prevalence of online education and remote learning, there is a critical need for a centralized platform that can effectively manage course content, facilitate communication, track student progress, and provide valuable insights for educators.

## Business Objectives

-Learning Management System (LMS) with functionalities including:

1. User Registration and Authentication
2. Course Management
3. Content Management
4. Student Enrollment and Management
5. Communication and Collaboration
6. Accessibility and Usability
7. Scalability and Flexibility

## Business Rules

1. Users must provide accurate and valid information during the registration process.
2. All user data, including personal information and course materials, must be securely stored and protected.
3. Offensive language, harassment, and discriminatory behavior are strictly prohibited.
4. Plagiarism and cheating are not tolerated within the platform.
5. Users are granted access to courses based on their roles and permissions assigned by administrators.

## Background

The project was initiated in response to several key business issues and problems identified:

1. **Inefficiencies**: Many educational institutions were relying on outdated and disparate systems for managing course materials, student information, and communication.
2. **Scalability and Accessibility**: With the rapid growth of online education, there was a growing demand for scalable and accessible learning solutions that could accommodate a diverse range of learners and learning environments.
3. **Collaboration and Engagement**: The shift to remote learning highlighted the importance of collaboration and engagement among students and educators.

The expected benefits of implementing the project and developing the LMS include:

1. **Enhanced Learning Experience**: Students will benefit from an enhanced learning experience through access to interactive course materials, collaboration tools, and personalized learning experiences tailored to their individual needs and preferences.
2. **Improved Accessibility**: The LMS will improve accessibility by providing anytime, anywhere access to educational resources and materials.

## Project Objective

 Providing a centralized platform for course management, content delivery, and collaboration.

 Improving accessibility to educational resources and fostering student engagement.

 Aligning with business objectives by enhancing operational efficiency and supporting data-driven decision-making.

 Ensuring compatibility and integration with existing systems for seamless interaction.

 Facilitating personalized learning experiences tailored to individual student needs and preferences.

## Project Scope

 1.User Authentication and Registration

2. Course Management: Enable educators to create, manage, and organize courses, including scheduling, descriptions, and enrollment settings.

Communication and Collaboration

Reporting and Analytics: Generate reports and analytics to track student performance, identify trends, and make data-driven decisions.

### In Scope Functionality

 User authentication and registration

 Course creation and management

Mobile application development for Android and iOS platforms

### Out Scope Functionality

 Customization of user interfaces beyond basic branding and theming

 Implementation of advanced machine learning or artificial intelligence features

 Development of native desktop applications

# Assumptions

Stakeholder Engagement: Assumption that stakeholders will actively participate in requirements gathering, review, and approval processes as required.

Timely Decision-Making: Assumption that timely decisions will be made by project stakeholders to address issues, resolve conflicts, and keep the project on track.

Training and Support: Assumption that adequate training and support will be provided to end-users upon deployment of the system to ensure effective adoption and utilization.

# Risks

In this section of the BRD, you describe risks. A *risk* is something that could affect the success or failure of a project. Analyze risks regularly as the project progresses. While you may not be able to avoid every risk, you can limit each risk’s impact on the project by preparing for it beforehand. For each risk, you’ll note the likelihood of its occurrence, the cost to the project if it does occur, and the strategy for handling the risk. Strategies include the following:

* **Avoid:** Do something to eliminate the risk.
* **Mitigate:** Do something to reduce damage if risk materializes.
* **Transfer:** Pass the risk up or out to another entity.
* **Accept:** Do nothing about the risk. Accept the consequences.

## Technological Risks

## Any new technology may bring about security risks if not implemented and maintained properly.

## Transferring existing data into a new system can be complex and might lead to data loss or corruption.

* There can be issues of hacking and data breaches.

##

## Skills Risks

Skill Shortages: Difficulty in finding staff with the required expertise in specific technologies or methodologies

Skill Gaps: Existing staff may lack certain skills or experience necessary to successfully complete aspects of the project

## Political Risks

Regulatory Changes: Changes in government regulations or policies related to technology, data privacy, or education could impact project requirements

## Business Risks

Loss of Investment: Significant financial resources invested in the project could be lost if the project is canceled, including expenses related to planning, development, and resource allocation.

Disruption to Operations: Project cancellation could disrupt existing business operations, workflows, or dependencies

## Requirements Risks

Changing Requirements: Risk of requirements evolving or changing over the course of the project due to shifting priorities

Conflicting Requirements: Risk that requirements from different stakeholders or business units conflict with each other, causing confusion, delays

# Business Process Overview

The business process begins with requirements gathering, followed by analysis, design, development, testing, and deployment phases. Requirements are identified and analyzed, leading to the creation of design specifications. Development teams then implement the designs, followed by thorough testing to ensure functionality and quality. Upon successful testing, the system is deployed, and end-users are trained for adoption. Ongoing support and maintenance ensure continuous system optimization and improvement.

## Legacy System (AS-IS)

The legacy system encompasses manual processes for course management, enrollment, content delivery, and student communication. These processes involve paper-based forms, manual data entry, and physical distribution of materials. Course creation and scheduling are handled manually by administrators, and student enrollment requires in-person registration. Content delivery relies on physical textbooks and handouts, with limited online resources. Communication between students and educators occurs primarily through face-to-face interactions or email.



## Proposed Recommendations (TO-BE)

The proposed system will streamline course management through an automated online platform, allowing educators to create, schedule, and manage courses digitally. Student enrollment will be facilitated through an online registration portal, improving accessibility and efficiency. Content delivery will transition to a digital format, with materials accessible online for anytime, anywhere learning. Enhanced communication features such as discussion forums and messaging will facilitate collaboration between students and educators. Overall, the proposed system will address the challenges of manual processes in the legacy system by providing a centralized, efficient, and user-friendly platform for course management and delivery.



3.5

# Business Requirements

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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|

| **Requirement ID** | **Requirement Description** | **Priority** | **Area of Functionality** |
| --- | --- | --- | --- |
| BR001 | Educators should be able to create and manage courses | High | Course Management |
| BR002 | Students should be able to enroll in courses online | High | Enrollment |
| BR003 | Educators should be able to upload course materials | High | Content Delivery |
| BR004 | The LMS should include communication tools | High | Communication |
| BR005 | Administrators should receive automated notifications | Medium | Course Management |
| BR006 | Students should receive confirmation emails | Medium | Enrollment |
| BR007 | Multimedia content should be supported | Medium | Content Delivery |
| BR008 | Announcements and updates should be instant | Medium | Communication |
| BR009 | Educators should have the option to archive or delete courses | Low | Course Management |
| BR010 | Students should be able to search for courses | Low | Enrollment |
| BR011 | Educators should have the ability to track student access | Low | Content Delivery |
| BR012 | Users should have the option to receive notifications | Low | Communication |

 |

# Appendices

## List of Acronyms

## Glossary of Terms

## Related Documents

 **List of Acronyms**

* LMS: Learning Management System
* CR: Course Management Requirement
* ER: Enrollment Requirement
* CD: Content Delivery Requirement
* COM: Communication Requirement

**9.2. Glossary of Terms**

* Learning Management System (LMS): A software application used for the administration, documentation, tracking, reporting, and delivery of educational courses or training programs.
* Course Management: The process of creating, organizing, and managing educational courses within an LMS.
* Enrollment: The process by which students register for and gain access to courses within an LMS.
* Content Delivery: The distribution and presentation of educational materials (e.g., text, videos, documents) to students within an LMS.
* Communication: The exchange of information and collaboration between students and educators within an LMS, facilitated by tools such as messaging systems, discussion forums, and live chat.

**9.3. Related Documents**

* Use Case Documentation: Detailed descriptions of specific use cases or scenarios outlining user interactions with the proposed system.
* Functional Requirements Specification: Document outlining the functional requirements of the proposed system, including features, capabilities, and user interactions.
* Non-Functional Requirements Specification: Document outlining the non-functional requirements of the proposed system, including performance, security, and usability considerations.