

**Requirements and Specification, ESOF 328, Spring 2022**  
**Beyond Functionality: Software Quality Attributes, Chapter 14, March 28<sup>th</sup>**

1. Say that users insisted that System X be highly maintainable. Write a SMART usability attribute that captures this.

<i>Maintainability</i>	Maintainability is the ability of the system to undergo changes with a degree of ease. These changes could impact components, services, features, and interfaces when adding or changing the functionality, fixing errors, and meeting new business requirements.
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Sample answer:

In order to make System X maintainable, at the time of delivery, the system shall be modular with every module clearly described as to what it does, its interfaces and sample usage. A system design document will contain models of all interactions of the modules, and the overall architecture of the software.

2. Say that the business analysts have repeatedly heard of the importance of System W being easy to use. Write a SMART usability attribute that captures this.

Sample answer:

A user who:

- has volunteered at the nonprofit for at least 5 days, so has an understanding of the processes in their area
- knows about System W but has not had training on it,

responds to the question:

Circle the most appropriate number to the statement “I can accomplish what I need to with System W” where 1 is completely untrue and 5 is completely true

1      2      3      4      5

With a 4 or 5, after 1 day of working with a volunteer who responds to the question with a 5.