Introduction

Team #8 has developed a solution for the staff members of the Temple University Library. This is a review report written for Team #8 addressing the business rules encompassing this proposed solution. This review will address both the strengths and weaknesses of the business rules your team has identified. This review will also address our team's recommendations to improve these business rules to better govern your proposed solution.

Strengths of Current Business Rules

The strength that stood out to us the most was that your team's presentation was very well thought out. Your team walked through your prototype step by step, and described the corresponding business rules that applied to each individual step. This made the process extremely easy to follow and understand; and also clarified where each business rule was being applied in the process. It is very apparent that your team has a clear vision of how you want your prototype to function and what problems your team is looking to solve. However, many of the business rules surrounding your solution are lacking the necessary detail.

Weaknesses of Current Business Rules

The first weakness that we found is that many of your team's business rules are worded in a passive manner. By using passive words, such as "*to be*" and "*should*", the business rule seems flexible and uncertain. However, a business rule should be fixed and non-negotiable. Here are the business rules we have identified with passive wording (with the passive word(s) in bold) and each business rule's corresponding correction:

- Business Rule #5: "Materials are *to be* deleted from the faculty accounts at the end of every semester." To correct this business rule simply remove the words "*to be.*"
- Business Rule #8: "Staff members *should* send completed jobs to the archive." To correct this business rule replace the word "*should*" with "*must.*"
- Business Rule #9: "Faculty *should be* notified upon completion of their request." To correct this business rule replace the words "*should be*" with "*will be.*"
- Business Rule #13: "Requests *should be* taken at a first come, first serve basis, unless special or emergency circumstances permit otherwise." To correct this business rule replace the words "*should be*" with "*will be.*"

The second weakness that we found is that some of your team's business rules are very ambiguous. In some cases a business rule does not thoroughly define a certain term or process. In other cases it is not even clear what term / process the business rule is associated with and is attempting to describe. This is a problem because a business rule should always be clear and unmistakable. Here are the ambiguous business rules we have identified, along with each business rule's corresponding correction:

- <u>Business Rule #9</u>: "Faculty should be notified upon completion of their request." With this business rule the term "*notified*" is ambiguous. How exactly will the faculty member be notified when their request is completed? To correct this business rule, your team should clearly define the method in which a faculty member will be notified (most likely by email).
- <u>Business Rule #10</u>: "Requests sent to the library must have a citation in the proper format." With this business rule the term "*proper format*" is ambiguous. What information does the proper format entail? How should the citation be organized to ensure it is in the proper format? To correct this business rule, your team should create subsequent business rules that explain all of the aspects needed to have the proper citation format.
- <u>Business Rule #16</u>: "An archive of all completed jobs for the semester is to be kept current." With this business rule the term "*kept current*" is ambiguous. How soon after a reserve request is completed must it be archived? How often must the archive be updated in order for it to remain current? To correct this business rule, your team should again create subsequent business rules that explain the required time frame for archiving a completed reserve request.

<u>Recommendations for Team #8</u>

We have two recommendations for your team that we believe will clarify and organize your business rules, and in turn strengthen your solution:

1) <u>Correct all Passive and Ambiguous Business Rules:</u>
Our first recommendation is to correct all of the passive and ambiguous business rules previously identified. As mentioned earlier, a business rule should always be fixed, non-negotiable, clear, and unmistakable. However, the current state of these select business rules does not fit this definition. By eliminating the passive wording found in some of your team's business rules, this will show that the rule is non-negotiable and must be met. Furthermore, by eliminating the ambiguous terms found in some of your team's business rules, there will be no room for misinterpretation of what the rule is governing. By making these corrections the rules encompassing your proposed solution will be much clearer and your solution will be strengthened overall.

2) <u>Set Business Rules in the Proper Sequential Order:</u>
Our second recommendation is to place all of your business rules in order based on where they apply in the overall process. While evaluating your team's business rules it was very difficult for us to determine this, as your rules appear to be in no particular order. To clarify this, we recommend following your team's proposed scenario from the beginning, and listing the rules in order as they apply to any steps in the scenario. By doing this, your team can make sure that every business rule is being followed as you design each step of the scenario in your team's prototype. Additionally, by having all of the rules in sequential order, it will be much easier to explain where they are being applied as you present your final prototype to the Temple library staff members.