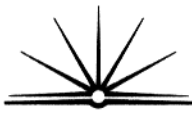


BOARD OF STUDIES  
NEW SOUTH WALES

24a)

	Delivery charge
Perishable Item	✓
Delivery distance > 6km	
Delivery distance ≤ 6km	✓
Order value > \$100	
Order value ≤ \$100	✓



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NEW SOUTH WALES

b) User documentation is essential to the store. Without user documentation the system can not operate, the details are needed if the system is to ~~op~~ work. The details must be obtained and stored so that the correct orders can be sent to the correct address, possibly the user could set up their own weekly account.

c) Privacy - in working with customer details the system must keep the information private. The customer details can not be exploited and mis-used. To insure privacy it's apparent if the system requires such as only being the delivery men able to know the address and cost. Hence no names, phone numbers are exploited, the system saves these in the internet under password entry. This way the entire details are never known to one entire person. The receptionist who takes the orders may know the name and the grocery list and the driver only the address and



delivery number.

This way the details are kept private.

The clients name and details are known partly by the system, the then are transmitted to the reception office who use a possible ID number such as the 'order number' to identify the list as then the delivery is known by the order number to the address, not the full details.

Security - the security of the systems

credit card details are an social issue.

The details could be used unethically by the system to overcharge etc the customer.

For this reason, once the order has been made and details exchanged, the customer can print a receipt as a paper copy, as they know how much <sup>they</sup> ~~they~~ are spending.

The details entered could then be deleted by the system once the exchange has been made as the order delivered.



Privacy and security are very important social and ethical issues.

To reduce incidence of either the supermarket could introduce a system where details are exchanged and a receipt is issued to the customer to allow no further problems. The receipt allows security to be successful as once the bill is paid for the details can be erased from the system automatically. The issue of privacy is a bit more complex. The details of the <sup>customer</sup> system could be stored on the system, then the order number could be used to identify the grocery requirements and the address given to the driver on the day of delivery. That way only the address, is recorded part to reception office, along with the order number which is all no private matter.