a) RULES

contains perishable items	✓	×	×	×	×
Delievery distance ≤10km	×	✓	✓	×	×
order value ≤ $100	×	✓	×	✓	×
Action					
delievery charge	✓			✓	
no delievery charge		✓	✓		✓

b) user documentation is important for this online store because it allows the record of the ~~cus~~ customer's transactions to be kept and recorded.

This then allows the store to use this information to improve their services to the user.

It allows the information of the customer's purchase to ensure correct items are sent, the cost, the address, etc. are correct and accurate.

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user documentation can also allow the store to observe trends of their customers, which could allow them to use this information to improve their services and also for their marketing strategies.

c) 1. Privacy of the customer's details is an important issue that must be addressed. Security of their information regarding their address and ~~tax~~ credit card details [as it would be a method of payment over the internet] need to be secure and the store must ensure that this information is not used for the wrong purposes.

2. With the advancement of an online store, there will be less customers purchasing the items instore. Therefore with less customers that need to be dealt with face to face, some employees may ~~need~~ be made redundant due to the

advancement in technology. This would create job losses. a/an

Through the design of the online system, the issue of security can be addressed by the store using a fire wall and other security methods such as log on/logoff, to ensure that the data stored in the database is secure. The staff that are dealing with the customers on the online site, who could be allocated login names with passwords, to ensure that they are the only people that can access this information.

Level of access can be introduced, where the staff dealing with the purchased items are not avaliable to information regarding the customer's details. This ensures security of data within the organisation. Firewalls can be used to ensure security of the data from hackers. The information

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within the database will be secure and any unauthorised entry will be prevented and disallowed.

The issue regarding job loss can be addressed, where the staff that may be made redundant in the store can be retrained and reskilled to work in the online store. The ~~jobs~~ workers that are no longer necessary in-store can be taught skills to deal with customers on-line, or the procedures of the on-line store, and therefore will not loss their job and still be of value to the store. The workers will also gain improved knowledge and skills because of the re-skilling and re-training.