

a)

~~Contains perishable Items Distance Above 10km Order Value > \$100~~

X	✓			
X	✓	X		
		X	✓	
		X	✓	X
		X	X	

Contains Perishable Items	✓	X	X	X
Distance > 10km	X	✓	✓	X
Order Value > \$100	X	✓	X	X
Delivery Charge	✓	X	✓	X

B) User documentation is important for ~~an~~ online this online store as users who have no knowledge in ~~interest~~ internet shopping, or the particular procedures for this ~~site~~ site, need to be shown how to best use the program. As the user ~~is~~ is not located locally (they are usually at home), the user cannot be shown how to use the shop ~~in~~ ~~by~~ ~~them~~ in a supervised training session; they must learn from home. The user documentation will ~~be~~ describe how the user can view product information, describe how the user places an order and pay. If the user cannot or is unable to ~~learn~~ learn how to use the site, they will not use it and will miss out on the benefits on internet shopping. As those who would use the site may ~~not~~ ~~know~~ have limited computer skills, the manual must use non-technical language and explain in a ~~short~~ clear and concise way.



2) Two social ~~and~~ or ethical issues ~~or~~ that are concerned with the impact of this site are ~~for~~ security of sensitive data such as credit cards numbers, as well as the accessibility of the site. The site raises some security concerns as if the collection of credit card numbers are required, there is a chance that the data could be intercepted by another person such as a hacker, who may then use this data for his own means. This can be addressed by the designers of the site through the use of a secure site for purchasing goods, digital certificates for identification, the encryption of data while transmitting and the prevention of storage of ~~this data~~ and unauthorised access to this data. The use of data encryption ~~mean~~ means that while the data is transmitted between the user and the supermarket, the data is changed so that someone who intercepts it cannot understand it, unless they crack the code. This increases ~~secure~~ security as the data has no meaning ~~except~~ for the supermarket, ~~thereby~~ meaning hackers cannot use the credit card number if they get it. The supermarket should not store the credit card details of customers unless they need it, and if so, the data must be restricted. This can be done through using passwords to allow only certain employees access the data and the use of a firewall to prevent hackers from entering the system and stealing the



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data. Accessibility to the site is another issue as the site and service should be made to allow use and access from everybody who can use the internet and is eligible to receive the service. This can be done by the designers through the use of easy-to-read and navigate screens, the use of good design principles to allow all visitors to read what is displayed and to include options such as enlarging text and removing color for those with seeing difficulties, as well as an option of reading the text allowed for those who are blind or very poor-eyesight. The design and text of the page should not be technical so all can understand, and it should not offend anyone.