**Task 2: Analysis and Specify Software Quality Requirements**

CloudTables-Service: a web interface for running on desktop or tablet computer for restaurant service staffs to help them providing services to the restaurant customers.

**Security and Privacy protection**

* Customer information should be secured via encryption and inaccessible to any unauthorised actors.
* Payment and sensitive information should be stored securely with strong security measures such as encryption and inaccessible to any unauthorised actors. The data should not be held any longer than necessary under GDPR regulations.

**Performance**

* Systems should be running at all operational times and levels to ensure that business can run smoothly.
* There should be minimal delays when using the system with no lag and no disconnection
* Service should not strain the hardware it runs on (e.g. efficient CPU and GPU usage)
* It should be possible to run multiple requests simultaneously without losing significant performance

**Reliability**

* The service must run at all times with regular maintenance and updates required to improve reliability
* A policy should be implemented in case of service going down
* Backups of the service must be regularly updated in case of service failure
* Service must be able to run even during other system failures

**Scalability**

* The service must be able to run for over 100+ clients
* Service must be able to store data for the 100+ clients
* Service must be able to increase the scalability over time to more clients
* Clients must have equally high performance service