

Lab Exercise 1-3 Stakeholder and Requirements AnalysisAlden A. Quiñones

Social Pension Information and Management System.**A. STAKEHOLDERS:**

1. *Beneficiaries (Senior Citizen)*
 - Needs feedback on the grievance filed;
 - Checked the system's information board for updates and announcements.
2. *Social Worker*
 - Needs profiling of their beneficiaries;
 - Conduct a validation and updates beneficiary information;
 - Access to beneficiary information during disbursement for counter-checking to avoid possible misrepresentation.
3. *Social Pension (Gov. Unit)*
 - Needs disbursement reports
 - Program implementation status reports,
 - Data analysis for terminal reports
 - Need to address grievances and program implementation issues

B. SYSTEM REQUIREMENTS**a. FUNCTIONAL REQUIREMENTS:**

- The system must allow the social worker to encode and manage beneficiary information to the database.
- The system should be able to have a data analytics functionality for the planning officer of social pension to conduct data analysis on the system particularly in the program implementation progress.
- The system must be able to generate raw and summarized reports for the reference of program manager.
- The system must grievance management module and feedback mechanism to the complainant.
- The system must have a strict validation process and be able to generate reports on the possible discrepancies in the database.

b. NON FUNCTIONAL REQUIREMENTS:

- The system should be accessible over the internet for the beneficiary to access information and inquiries.
- The system must be responsive enough to be viewed well on mobile phone or computer
- The system can only be access thru encrypted connection (https) for security reason.