

# 1 Introduction

This is the intro.

This document is the Requirement Analysis and Specification Document for the myTaxiService application. Its aim is to completely describe the system, its components, functional and non-functional requirements, constraints, and relationships with the external world and to provide typical use cases and scenarios for all the users involved. Further, this document will provide formal specification of some features of the applications.

This document is written for project managers, developers, testers and Quality Assurance. It may be useful also to users. It may be used in a contractual requirement.

## 1.1 Purpose

Aim of the document

## 1.2 Scope

The aim of the system being presented in this document is to:

- Make the process of requesting a service intuitive for any kind of user.
- Lower the time required from a user to request or book a taxi. Request time is less than 30 seconds, booking time is less than 1,5 minutes.
- Enable the user to take advantage of the taxi service from a wide range of locations, namely from every location where the user has access to an Internet enabled device that can run the application.
- Guarantee a fair management of the taxi queue by minimizing the idle time of every taxi driver using the service.

To accommodate these goals the following pieces of software will have to be developed:

### Mobile application

The mobile application is available for all major mobile OS (Android, iOS, Windows Mobile, Blackberry). There are two different version of the app, one specifically addressed to the *taxi user*, another one specifically addressed to the *taxi driver*.

The former gives the *user* the opportunity to manage his profile, request a taxi and make or dismiss a reservation. The latter enables the *taxi*

driver to accept a request issued from the system or dismiss it, signal any problem to the operators.

### **Web application**

The web application is thought to an alternate way for the *taxi user* to manage his profile, request a taxi and make or dismiss a reservation.

### **Back-end**

The back-end is the application that manages the request system and queue system.

### **Control Panel**

The control panel is the application used by the *operator* to have an overall view of the whole system, issue warnings to users or taxi drivers.

## **1.3 Definitions**

## **1.4 References**

- IEEE Std 830-1998: “IEEE Recommended Practice for Software Requirements Specifications”
- Project description: “Software Engineering 2 Project, AA 2015/2016”

## **1.5 Overview**

This document provides a detailed description of the system and it is structured in three main sections:

**Introduction** This section gives a high level description of the main topics covered throughout the whole document, that is the system purpose and its scope.

**Overall description** This section offers the reader an overview over the general factors that affect the product and its requirements.

**Specific requirements** This offers an insight over every functional and non functional requirement