2.2.2 Functional Requirements

2.2.2.1 Record Management System

* Administrators Need to be able to have full access rights so they need to be able to add, Edit, Delete, Archive all documents.
* Staff need to have Partial access to the Record Management System (RMS). So, they need to be able to edit some files as well as add files.
* Be able to filter, Search for animals and records based on specific categories.
* There needs to be security measures to protect the data in the RMS.
* All systems will need to be catered for all age groups and types of people.

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2.2.2.2 Zoo Website

There are various of functionalities the website of Claybrook Zoo entails. Firstly, the website needs to be accessible to everyone and easy to use for all age groups along with all the systems catered for all age groups and types of people. The website should also give a better outreach to the public, also as the main function of the website will be bringing more customers abroad, we will be placing social media links onto the website to attract more customers to the door, this will be by them seeing how great the service and experience is at the zoo leading them wanting to fulfil this exciting and fun experience within the zoo. Leading onto another functionality of the website is promoting events, the website will advertise the oncoming events that will occur on the website which will keep the public and customers updated on the events that will be taking place, the content will also be frequently updated on seasonal basis.

In addition, the website will have a drop down approach which makes the user want to explore and makes it very interactive to the user, the website of course will be child friendly with the graphics and games as our main target audience is families. If an individual is interested into becoming a member of Claybrook Zoo, they can sign up to be a member on the membership sector of the website, this goes the same for those who want to become a sponsor for Claybrook Zoo, once they sign up, out of one of these or both options, they can sign in the Login page using their personal login details and have all the information stored into the database where they can access it anytime. If the user forgets their password or login details they can ask for a new one by clicking “forgotten password,” if the user inputs the wrong details for example an incorrect username but a correct password a correct password a message will appear on the screen saying ‘’Username not recognised please try again’’ and if they input the wrong details three times it will automatically lead them to the help page stating what they need to do next. If there are any errors formed onto the website an error message will be displayed onto the screen or it will go back to the previous page the user was on, this functionality is effective due to it not only informing the software but also the user that what they have clicked on or what they have inputted as led for this message to appear.

Furthermore, Customers will be able to purchase merchandise and tickets anytime of the day, the Claybrook Zoo’s website will in addition allow many amount of purchases to be made at the same time without it affecting the websites capability. With more than half of the purchases of merchandise and tickets to be bought off the website, the website will be able to provide monthly reports on the sales that Claybrook Zoo have received, not only it will provide statistics on the merchandise and tickets, it will provide specific figures on the memberships that have been purchased and how many the zoo has, along with the amount of sponsors they have and how many are willing to be a sponsor.

2.2.3.3 Visitor Kiosk Information system.

* The QR code need to be accessible to everyone and easy to use for all age groups.
* All systems will need to be catered for all age groups and types of people.-
* Have the option to look at animal information through signage or a mobile device.
* Mobile app needs to be family friendly, easy to use
* Mobile app needs to hold all the records of animals in the zoo
* Mobile app needs to be synced with the mobile game
* Mobile app needs to have a payment gateway
* The main kiosks located around the zoo, will need to have mini kiosks with qr codes and information of the animals, places to visit and sponsorship