**Usability**

The stakeholders for this requirement are: the users such as students, clients, lecturers, staff, tutors etc as well as the system maintainer.

This quality is used in the context of the system being operational and usable by its users. It forms the foundation of the system. If this quality does not exist then the system its self will not exist.

Any user who is registered to a module that makes use of the system and is capable of using a basic discussion forum should be able to make use of the system without a user manual. Thus any user who has any background knowledge of social media and discussion forums should be able to navigate and understand the system with little to no effort. The system has to be designed and implemented in such a way that it has to be functional and the users find is “usable”. The same applies for the system maintainers. The system has to be implemented and designed in such a way that it is easy and simple to use by the system maintainers in order to maintain the system.

**Reliability**

The stakeholders for this requirement are: the users such as students, clients, lecturers, staff, tutors etc, as well as the system maintainer.

This quality is used in the context of the system being trustworthy of its content, structure, and overall existence. The system has to be designed and implemented in such a way that it is reliable to all end-users. The system has to maintain the same consistency throughout.

Users using the system have to find the system to be reliable. Thus random faults and errors should not occur. The user should be able to interact with the system without being placed in a situation of uncertainty and untrustworthiness. The system should ensure that all content provided by the users will be stored and used in appropriate ways that data will not get lost, and that misinformation will not occur. For system maintenance, the system should ensure that all content is stored and can be retrieved and that all activity on the system is correctly logged and van be traced back to the user .

**Performance**

The stakeholders for this requirement are: the users such as students, clients, lecturers, staff, tutors etc, as well as the system maintainer.

This quality is used in the context of the system running smoothing and upholding a high level of performance.

The system should not lack in performance. It should flow smoothly and quickly between users activities and actions. The system should display appropriate and correct information at all times. The system should not have lag and should have a high speed of performance. When feedback and statistics are requested, the system should generate them in a timely fashion. The system should not hog essential computer resources such as RAM, memory or CPU time.

**Security**

The stakeholders for this requirement are: the users such as students, clients, lecturers, staff, tutors etc, as well as the system maintainer.

This quality is used in the context of the system hiding necessary information from certain users and keeping information such identities private from the public. The system has to maintain accessibility rights and proper authorization. The system has to provide access to authorized users and deny access to intruders. Information on the system has to be kept safe and the system has have a high level of integrity.

When a user logs into the system, the users’ login details should be kept safe from other users. The system has to have protection against “hackers” and intruders that try to alter the system without having privileges to do so.

**Maintainability**

The stakeholders for this requirement are: the system maintainers.

This quality is used in the context of the system being usable by the system maintainers. It has to be easy for the maintainer to take care of the system. The maintenance of the system should not be a complex and intricate task.

When the system maintainers attempt to maintain the system, the system should be designed and implemented in such a way that the maintenance is done quick and easily without the risk of compromising security and loss of integrity of information.

**Auditability/ Monitorability**

The stakeholders for this requirement are: the system maintainers and users in need of statistics.

This quality is used in the context of the system being structured in such a way that statistics and information can be gathered and analysed easily. The system has to be designed and implemented in such a way that all activity and actions are properly logged and data mining can easily be done based on the logged information.

Users with appropriate privileges should be able to easily track and monitor users’ actions and activity on the system as well as all the shared information. The system should be easy to audit as all the activity should be well logged and not actions disregarded.