

De La Salle University

College of Computer Studies

Software Technology Department

**<TENTATIVE NAME OF SYSTEM OR COMPANY NAME>**

SOFTWARE REQUIREMENTS SPECIFICATION

|  |  |
| --- | --- |
| **Team Name** | **Blue Barracudas/Red Jaguars** |
| **Section** |  |
| **Team Members** | In alphabetical order based on surname  <surname>, <firstname> <m.i.>  <surname>, <firstname> <m.i.>  : |
| **Date Submitted** |  |

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1. **Executive Summary**

Describe your client's company or organization, its domain, the type of business it is in and about the specific division/department that you are delivering solutions to. Cite your sources (online web pages, journals, news articles) to avoid being charged with plagiarism.

Example:

*Manila Doctors Hospital is a premiere private tertiary hospital operating at 667 United Nations Avenue, Ermita, Manila, Philippines[[1]](#footnote-1). It was founded in 1956 by a group of doctors, under the corporate name Manila Medical Services Inc. (MMSI).*

*One of the services offered by Manila Doctors Hospital is Surgical Pathology located in the Laboratory Medicine Department. The Surgical Pathology Section is where cells and tissues are submitted for pathologic diagnosis and interpretation from a biopsy or a surgical procedure for routine tissue processing. The section also specializes in performing autopsies, frozen sections and rapid diagnosis of aspirates from CT Scan/Ultrasound guided biopsies. Immunohistochemical staining procedures are also performed by adept medical technologists and histopathology technicians.*

*A biopsy is an examination of tissues or cells (<cite your source>). A patient’s tissue is extracted and placed in a slide or a small glass. The tissue is then to be examined by a pathologist using a microscope. One reason why biopsies are performed is too see if a person has cancer.*

1. **Overview of the Business Process**

*This chapter presents the company’s business process and goals as an organization/department. Included in this chapter are the following items:*

* *Description of the company's existing process and business requirements*
* *Data requirements as part of the business process, including data that are captured, stored and generated (report formats should be placed in the Appendix)*
* *Existing software or tools used as part of the business process, if any*
* *Different roles in the business process*

Notes:

* You can use subsections, e.g., 2.1 Existing Business Process; 2.2 Data Requirements; 2.3 Roles in the Business Process.
* Sample forms and reports should be included in the Appendix, for example, you can write your business process as follows:

*Weekly sales reports are prepared by each Account Executive and submitted to his/her immediate superior for review. A sample report is shown in Appendix C-2.*

The following is an example overview of the business process for a fictional company named ECTPA (adapted from INTRODB Project Specs 2009). Notice how the writing style differs across each section, eventhough the contents are repeatedly stated. Make sure your content across all sections remain consistent.

***2.1 Existing Business Process***

*Easy Call Training and Placement Agency (ECTPA) provides a complete recruitment, training and placement service to deliver well-trained and competent operators to call centers. It selects and trains operators for placement in call centers that provide outsourcing services to local and foreign companies.*

*The process starts with interested applicants accomplishing a paper-based resume (see Appendix C-1), which contain useful personal information and educational background. Once received by the Applicants Registration Department, the recruitment officer notes down the date when the application form was received and stamps it with an “application” status. The officer also assigns a unique applicant identification number to each application form for easier tracking purposes, and schedules the applicant for interview. A logbook is used to track down the list of the application forms that are received every day (see Appendix C-2). Another logbook is used to track the schedule of interviews (see Appendix C-3). The resume itself is filed in a folder that is forwarded to the Applicant Screening Department.*

*Although most Filipinos are well-versed with the English language, they must still undergo training on English Communication Skills, Customer Care, Computer Operations, and Business Operations (to know the products and services of the specific company). These trainings are provided by ECTPA to ensure that qualified call center operators are sent to the call center companies. Various training courses may be created to cover the topics provided above, and new courses may be created depending on the identified industry needs. The training officer identifies the needed training courses based on consultations with Call Center Companies. The officer then schedules multiple sessions of a specific training course, with each session accommodating up to 20 students. The schedule of courses (see Appendix C-4) is posted to enable applicants to choose their own schedule.*

*The applicant screening officer reviews each resume and conducts an interview with the applicant. After the interview, the officer decides whether to accept or reject an applicant. For accepted applicants, the officer prepares a training plan (see Appendix C-5) tailored to the needs of each applicant (i.e., based on the applicant's interview outcome, educational background and work experience). The officer sends an email to each applicant informing him/her of his application status (accept or reject) and the training plan (for accepted applicants). The status of the accepted applicant is then changed to "training".*

*Applicants with the "training" status must enroll courses specified in their respective training plan. They can choose any of the available training sessions. The applicant should receive a grade of at least 3.0 for each course stated in his/her training plan before his/her status can be changed to "ready for deployment”. Each applicant is allowed to keep on re-taking the course until he/she gets the required minimum grade, provided he/she did not receive a 0.0. An applicant who receives two 0.0 for the same or different courses will automatically be rejected (status = "reject").*

*Call Center companies who need manpower may fill-up paper-based registration forms (see Appendix C-6). The account officer of ECTPA assigns a unique identification number to each registration form. This number is then used by call center companies to notify ECTPA of job openings. For each job opening, the account officer accomplishes a job opening request form (see Appendix C-7) and marks this with a status (i.e., new, applicant selection by ECTPA, applicant screening by company, completed, cancelled). A job request that is not yet completed may be cancelled by the company or the agency.*

*Applicants in the “ready for deployment” status are selected to fill the job positions based on their qualifications (matching the requirements stated by the company). There are two steps in the screening process. In the first step, the account officer of ECTPA performs an initial selection of the required number of “ready for deployment” applicants with the specified gender. Records of the candidate applicants who are selected by ECTPA will be forwarded to the company, and their status will be changed to "company screening". The corresponding job request form's status is also updated to "applicant screening by company".*

*In the second step of screening, the call center company will send back a list of candidate applicants that it has selected. The account officer forwards this list to the employment officer, who then changes status of these applicants will then be marked “deployed”. The employment officer also prepares an employment contract, and updates the work experience (employment history) record of accepted applicants to reflect this new assignment.*

*After the contract, an applicant will be returned to the applicant pool (status = "ready for deployment") if he/she receives a rating of at least 4.0 from the company. He/She will be required to undergo further trainings (status = "training"), to be identified by the employment officer, if he/she receives a rating of at least 2.5. If the applicant receives a rating of less than 2.5, he/she will no longer be employed by ECTPA and his/her record will be marked “discontinued”.*

*The business process can be visualized in the diagram shown in Figure 2-1.*

*<insert your business process diagram here>*

*Figure 2-1. Existing Business Process*

*<Reports that are produced as part of the business process must be discussed next. >*

***2.2 Data Requirements***

*A resume (see Appendix C-1) that is submitted to the Applicants Registration Department contains the following personal information namely, complete name, complete address, contact numbers (home number and cellular phone number), email address, date of birth, and gender. The resume also contains educational background, specifically the degree attained, college or university where the degree was attained, and year of completion. Furthermore, each resume is given a timestamp (date and time when it was received by the recruitment officer), a status (for example, "application"), and a unique applicant identification number.*

*A course that is defined by the training officer includes the unique course code, course title, course description, and total number of hours. For each course offering, or session, the following details are also recorded by the officer: the unique session number, starting date, ending date, schedule (e.g., MWF, start time, end time), venue, and course fee.*

*The training plan (see Appendix C-5) of an applicant contains the course code, session number, and final grade of the applicant.*

*A call center registration form (see Appendix C-6) contains the company name, complete address (street, city, zip code), contact numbers, date of registration, and a unique company identification number.*

*A job request form (see Appendix C-7) has a unique job identification number, the date the request was submitted to ECTPA, the date the request must be completed, the date the request was actually completed, and the requirements for manpower. The requirements state the quantity and gender of manpower needed, for example, 20 male and 15 female. A job request form is also assigned a status in order for ECTPA to track its progress.*

*The employment record (see Appendix C-8) of an applicant with ECTPA contains the details of each contract assignment, specifically, the starting date of employment, number of months of effectivity of the contract, salary, and rating (to be provided by the company at the end of the contract period).*

*<Other reports that are prepared by the employees of ECTPA should also be presented here.>*

***2.3 Roles in the Business Process***

*Various employees are involved in the business process of ECTPA. The roles of these employees and their tasks are summarized in Table 2-1.*

|  |  |
| --- | --- |
| Role | Description of Tasks |
| *Applicant* | * *Fills up paper-based resume* * *Enrolls in courses specified in his/her training plan* |
| *Recruitment Officer* | * *For each submitted resume:* * *Places a timestamp (date and time the resume was received)* * *Marks the applicant with an "application" status* * *Assigns a unique applicant identification number* * *Logs the application form details in the Application Form logbook* * *Schedules an applicant for interview* * *Logs the applicant name in the Interview Schedule logbook* * *Files the application form in the Applicant Screening folder* * *Handles inquiries from applicants regarding their application status* |
| *Training Officer* | * *Identifies training courses in consultation with Call Center companies* * *Schedules course sessions* * *Posts course sessions* * *Handles inquiries from applicants regarding course offerings and enrollment* * *Prepared enrollment statistics* |
| *Applicant Screening Officer* | * *Interviews applicants* * *Decides whether to "accept" or "reject" an applicant and marks the resume accordingly* * *Prepares a training plan for each accepted applicant* * *Emails each applicant regarding his/her application status* * *Changes the status of accepted applicants to "training"* |
| *Call Center Company* | * *Fills-up registration forms* * *Notifies ECTPA of job openings* * *Prepares list of accepted candidate applicants* |
| *Account Officer* | * *Assigns a unique identification number to companies* * *Accomplishes a job opening request form and updates its status accordingly* * *Selects the required number of "ready for deployment" applicants* * *Updates status of candidate applicants to "applicant screening by company" Forwards list of accepted applicants to the employment officer* |
| *Employment Officer* | * *Changes the status of the accepted applicants to "deployed"* * *Updates the employment record of the applicants* * *Prepares the employment contract* * *Reviews the feedback from companies regarding an applicant* * *Prepares a new training plan for returning applicants* * *Updates the status of the applicant accordingly (i.e., "training", "ready for deployment", "discontinued")* |

*Table 2-1. Employee Roles and Tasks in ECTPA*

1. **Problem Analysis**

This chapter presents the findings of the investigation on the organization’s needs and problems to be addressed by the software. (Only problems to be ADDRESSED) This section will also provide the reader with a background of the organization which is the primary stakeholder of the system to be developed. The various users and stakeholders of the software are also presented here.

| **ID** | **Description** | **Cause** | **Symptoms** | **Impact** |
| --- | --- | --- | --- | --- |
| # | What’s the problem? | What causes the problem? | How do we know the problem exists? | Why is this important? What are the consequences? |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

***The section ends with the statement of the problem, need or opportunity where the software is the proposed solution (BUSINESS REQUIREMENT).***

1. **Software Solution** 
   1. **Objectives**

This section starts with a statement of the general objective indicating what the development team will do to address the problem(s) identified in the previous section. The general objective should be measurable, attainable, and realistic. The usual format for this statement is “The <software> aims to … “

This statement is followed by an elaboration of the general objective. This is done by enumerating the specific objectives of your software, for example:

*“The specific objectives of the software are as follows:*

* *To provide a facility for managing the records of call center applicants, from resume to training plans;*
* *To provide a facility for tracking the employment history of call center applicants;*
* *To provide a facility for managing the scheduling of training courses;*
* *To provide a facility for call center companies to register with ECTPA;*
* *To provide a facility for managing job openings transactions from request to deployment;*
* *To generate various reports for monitoring call center operators, companies and job openings”* 
  1. **Characteristics**

This section discusses the non-functional requirements that need to be addressed to achieve the business goals stated in Chapter 2.

1. **User Stories**

|  |  |
| --- | --- |
| **User Story #1:** The lab personnel (pathologist, secretary, medical technician) will use a password to give him/her access to the system. | |
| **Estimate (Days):** | **Priority:** |
| **Pre-condition:** The system is running. | |
| **Scenario:**   1. The system prompts the lab personnel for a password. 2. The lab personnel inputs a password. 3. The system validates the password. 4. The system displays the main menu. | |
| **Post-condition:**  The lab personnel has successfully logged in. The main menu is displayed. | |
| **Acceptance Criteria:**   1. Test that if the password is correct, the main menu will show up. 2. Check if the password is incorrect, the main menu will not show up and the user will be prompted for the correct password. | |

*This chapter presents the user stories included in the product backlog.*

Notes:

* The scenario should provide the sequence of interaction between the user and the system based on valid inputs.
* There should be no mention of interface details (such as screen, buttons, clickable, presses) or platforms (web) anywhere in the user story (including pre- and post-conditions, scenario and acceptance criteria).
* Pre-conditions must state the constraints (on user roles, data availability) that must hold true before the user story can be performed.
* Post-conditions must state the outcome (on data, process, and user state) that will hold true when the user story has been performed.

**Appendix A – Improved Business Process**

*This chapter presents the improved business process when the proposed software solution is implemented. This visualizes how the software solution benefits or affects the current business process.*

**Appendix B – Interview Transcript**

**Appendix C – Sample Forms and Reports**

*This chapter contains the different forms and reports used by the company as part of its business process.*

*C-1. Customer Profile Form*

*The Customer Profile Form is filled up by an account executive for each new customer that he/she brings in to the company. This is submitted to the Accounting Office who manages all customer records of the company.*

*<copy of sample form here...>*

*C-2. Weekly Sales Report*

*The Weekly Sales Report*

**Appendix D – References and Acknowledgement**

### This section allows you to properly cite all materials that you used, be these in the form of books or online resources. You must also acknowledge any person(s) and/or organization(s) you have interviewed or gathered the information from (name, position).

1. www.maniladoctors.com.ph [↑](#footnote-ref-1)