

THE TAILORED GUEST

I m p r e s s f o r l e s s .

SRS Presentation

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System Constraints

- Restrict options of design, behavior, appearance or operation
- They become requirements due to factors outside the normal problem domain
- Describes how the product operates in various circumstances

User Interface Constraints

- Webpage design is intuitive, highlighting The Tailored Guest's boutique-like sense of style
- Hierarchy:
 - Date range of rental and availability
 - Color or type of suit
 - Pricing tier
 - Personal fit
 - Custom tailoring options
 - Checkout options
- Ability to create or log-in to an existing accounts
 - Measurements, preferences and payment information will be saved

User Interface Constraints

- Site implements contemporary design features
- Site is compatible with all devices: desktop, tablet and mobile
- Typical use period is less than 10 minutes from arrival to checkout
- Login and payment authentication is completed in under 10 seconds
 - Given acceptable device capabilities and network connection
- Design quality is as important as usability and reliability
- Users will be encouraged to choose suits that fit them well and are fashionable at the time of the event

Hardware Constraints

- System supports cross platforms (PC, tablets, smart phones, smart TV, etc.)
- System supports various browsers (Chrome, Firefox, IE, Safari, Opera)
- System can handle peak traffic hours
- All machines will support the latest HTML standards (currently HTML5)

Software Constraints

- The system must run on Linux
- The system must have IBM DB2 installed
- The system must have PHP installed

Communication Constraints

- System must be able to communicate with all printers
- System must communicate through TCP/IP
- System must communicate with the Database (the DBMS)
- System must be compatible with credit card payment options such as PayPal
- System must be able to communicate with the web server

Data Management Constraints

- System must export business intelligent data, financial data for the owner to use
- The system will hold all financial data forever. Other types of data will be determined on a case by case basis

Operational Constraints

- The system must be available 24/7
- The system should log customers into their account in 5 seconds, timing out after 20 seconds
- System allows all users to use the system simultaneously
- System allows throughput of 1000 transactions per second
- The system shall use a maximum of 75% of memory, 80% of disk space and 65% of company internet bandwidth

Operational Constraints

- Throughput of the system is kept to 3 seconds on average
 - Maximum of 8 seconds if the system is under heavy load
- Maximum Bugs or Defect Rate
 - Minor Bugs (displaying incorrect information, other display glitches) these will be kept to a maximum of 5 bugs per week.
 - Critical Bugs (such as user having too much access, not having enough access) these will be kept to a maximum of 3 bugs per week.
 - Major Bugs (such as system crash, loss of data, failure to create output) these will be kept to a maximum of 3 bugs per week

Design Standards Compliance

- Easily navigable site
- Access to the site should not be inhibited by a browser decision
- When linked to/from Twitter mobile or Facebook mobile, the site will appear the same and be useable

Functional Objectives

User can create and account:

Allow the user to register an account

Returning customers will have all of their information and preferences saved

Success will be measured by how many times the user returns to the site to rent again

Generate unique ID for each customer:

The system will generate a unique ID for each customer, which will help in handling orders, returns, and customer service requests

Success will be measured by customer satisfaction and frequent use within the system

Event Table

Event	Trigger	Source	Activity	Response	Destination
Customer creates an account	Customer enters data	Customer	Request to add information sent to server	Creating an Account with unique ID #	User Profile on System
Customer adds personal information to account	Customer adds data	Customer	Request to add information sent to server	Feedback to user	User profile on system
Customer deletes account	Customer deletes data	Customer	Request to remove info sent to system	Account Deleted	System
Customer updates personal info from account	Customer updates data	Customer	Request to update info sent to system	Account updated	Profile on System



Select which dates the suit is needed:

The system shall allow the user to select which dates the suit is needed by

The suit-selection process will be simplified by knowing which are available in the specified duration

Success will be measured by post-order surveys looking at positive vs. negative experience ratios

Success will be a 10:1 positive/negative ratio

Event Table

Event	Trigger	Source	Activity	Response	Destination
User selects rental date using interactive calendar	Item inquiry	Customer	Filters available products available	Products available are displayed	Customer

Shopping cart with date range:

Allow users to place preferred suit date ranges and preferred suits in their personal “shopping cart” which they can access later

Success will be measured by a 100% selecting dates/suits rate

Event Table

Event	Trigger	Source	Activity	Response	Destination
Customer proceeds to check out	Checkout	Customer	Sales Transaction	Payment record created, change in inventory record	Customer, Staff
Customer adds item to the cart	Item details	Customer	Change in customer balance & customer cart	Customer order updated	Customer, Staff
Customer removes item to the cart	Item details	Customer	Change in customer balance & customer cart	Customer order updated	Customer, Staff
Customer views items in the cart	Item details	Customer	Information displayed	N/A	Customer, Staff

Groomsmen notified when profile is created for them:

Grooms and groomsmen will be notified via email they have a profile waiting for them to fill out

Success will be measured by the number of users who use the link to return to the site and complete the profile

Event Table

Event	Trigger	Source	Activity	Response	Destination
Group for event is created	Data Entry	Customer	Group/event information added	Group added to System	System
Group member is added	Data Entry	Customer	Member information added	Group members updated	System
Group member details/info is changed	Data entry	Customer	Member info updated/ deleted	Group members info updated	System, Customer
Bridal/ Group is deleted	Data removal	Customer	Group removed from database	Group list updated	System

Event Table

Event	Trigger	Source	Activity	Response	Destination
Customer adds shipping information	Customer info	Customer	New info is added to profile	Customer feedback displayed	User Profile on System
Customer changes shipping information	Customer info	Customer	Updated info is added to profile	Customer feedback displayed	User Profile on System
Customer removes shipping information	Customer info	Customer	Info is removed to profile	Customer feedback displayed	User Profile on System
Customer views shipping information	View request	Customer	Info is displayed to customer	n/a	User Profile on System

Filter Preference:

Allow users to filter their suit preference by color, fit, size, and other features

Allowing customers to easily filter and 'create' a suit for them will increase customer satisfaction

Success will be measured by receiving less than 2 complaints per week from users using filter suit preference feature

Event Table

Event	Trigger	Source	Activity	Response	Destination
Customer checks item availability	Item inquiry	Customer	Item information displayed	Item availability details	Customer
TG adds new product to system	Item details	TG Admin	Item details added to database	Item inventory updated	System
TG deletes product from system	Item details	TG Admin	Item details removed from database	Item inventory updated	System
TG changes product details	Item details	TG Admin	Item details changed in inventory	Item inventory updated	System

Notify customers when items have passed return date:

Notify customers to return items or when items have passed the return date

This will help prevent stock from getting too low and prevent creating a need to purchase more back-ups of a product or having to blackout dates for longer periods of time when products are out for rental

Success will be measured by a continuous X% decrease in time between rentals of a product

Event Table

Event	Trigger	Source	Activity	Response	Destination
Notification to return overdue items	Time (X days after item was due)	System alert	Notification email is sent to customer	Customer receives alert email encouraging them to return suit	Customer
Notification that due date is coming up	Time (X days before item is due)	System alert	Notification email is sent to customer	Customer receives alert email reminding them to return suit	Customer

Pay using multiple payment methods:

Allow the user to pay using credit card or PayPal, creating an increased service benefit

With the option to use PayPal or saved credit card information, the user can check out quickly with ease

A 99% successful correct customer checkout will measure success

Event Table

Event	Trigger	Source	Activity	Response	Destination
Customer adds payment information	Data entry	Customer	Customer payment information is updated	Confirmation that customer information is updated	System
Customer changes payment information	Data entry	Customer	Customer payment information is updated	Confirmation that customer information is updated	System
Customer removes payment information	Data entry	Customer	Customer payment information is removed	Confirmation that customer information has been removed	System
Customer views payment information	Data inquiry	Customer	Customer payment information is retrieved	Customer payment information is displayed	Customer

Event Table

Event	Trigger	Source	Activity	Response	Destination
Customer makes payment	Payment	Customer	Change in customer balance and generates receipt	Customer order updated, receipt sent & suit rental shipping info is processed	Customer , Staff

Place rentals 1 year in advance:

Allow customers to place a rental up to a year in advance

This will help accommodate large events such as weddings, which typically have their event planned at least a year in advance and typically choose attire 6 months or more in advance

Success will be seen in an X increase in revenue from wedding rentals.

Keyword Search:

Allow users to search the website and find products using a simple keyword search creating increase service and increase revenue

Allowing for quick mobility around the website will increase customer experience and allow customers to easily find and rent suits

Evidence of success is that users can find all items using search bar

Success would be receiving less than 2 complaints per week that users cannot find items

Event Table

Event	Trigger	Source	Activity	Response	Destination
Customer searches for product using search bar	Item inquiry	Customer	Look up items searched for	Items queried are displayed	Customer
Customer uses filter to find products	Item inquiry`	Customer	Filters items from list	Items filtered are displayed	Customer

Event Table

Event	Trigger	Source	Activity	Response	Destination
Inventory is low	Inventory low threshold met	System alert	Create alert details	Sends a report to TG staff	TG staff
Item is out of stock	Inventory Quantity is 0	System alert	Create alert Details	Sends a report to TG staff	TG staff

Event Table

Event	Trigger	Source	Activity	Response	Destination
User is prompted/allowed to write review when item is returned	Data Entry	Customer	Item return/check-in	Item review created	System, customer