

**Business Requirements Document**

**(Guide S50 Version 1.0)**

*for*

# CIT-U Connect

**Version 1.0.0**

*Prepared for*

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# DOCUMENT REVISION LOG

**Table 1 Document Revision Log**

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Author** | **Version** | **Reason for Change** |
| 8/31/2024 | Bacarisas,  Ligan,  Perolino | 1.0.0 | Formulated a draft for the web application, CIT-U Connect. |
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# DOCUMENT REVIEWERS

**Table 2 Document Reviewers**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name & Title** | **Role** | **Approval Date** | **Version** |
|  |  |  |  |

# APPROVER & SIGNOFF

**Table 3 Client Acceptor (Project Sponsor)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name & Title** | **Role** | **Approval Date** | **Version** |
|  |  |  |  |
| Signature: |  |  |  |

# 4. INTRODUCTION (Analysis Description)

## 4.1. DOCUMENT PURPOSE

The purpose of the Business Requirements Document (BRD) is to present the stakeholder requirements needs for complaint system for Cebu Institute of Technology University accurately and unambiguously in a technology-independent manner. This information is captured and written by the Business Analysis team during the project Analysis phase.

Business language is used to describe the requirements authored in this document and is the definitive specification of the user requirements. The BRD is the primary input to the design and development phases and is the primary specification for User Acceptance. This document is intended to be read by all responsible for the management of the project development initiative including business users, user representatives and sponsors, and other interested parties.

## 4.2. DOCUMENT SCOPE

As determined during the Analysis phase of the project, the scope of this document is limited to describing the business needs of CITU-CONNECT stakeholders. These stakeholders include primary users and collaborators such as students, faculty, and staff, as well as secondary users like the support team and auditors. The scope also encompasses the business data relationship map, which outlines the data model, the event-response table (e.g., collaboration workflows, and complaint submission and resolution processes), business policies (e.g., collaboration, and complaint handling), and the process map (e.g., use cases for complaint management and social interactions).

The finalized and signed version of this document will serve as the cornerstone for all subsequent phases of the project.

## 4.3. DOCUMENT AUDIENCE

**Table 4 Document Audience**

|  |  |
| --- | --- |
| **Document Audience** | **Location** |
| **Business Owners** | The primary audience for this document. They must verify that the business requirements for CIT-U Connect, including community engagement and feedback features, are fully captured, accurate, and unambiguous. |
| **Data Architects** | Will utilize the document to understand data-related requirements specific to user interactions, feedback mechanisms, and community engagement within CIT-U Connect, and design the appropriate data structures |
| **Application Architects** | Will reference the document to design application-level solutions that align with the unique requirements of community engagement and feedback management in CIT-U Connect. |
| **Technical Architects** | Will find the document useful for understanding the overall requirements to ensure the technical architecture supports the business goals and community engagement features of CIT-U Connect. |
| **End-Users** | End-users should be able to comprehend the requirements as they are documented in a technology-independent manner, reflecting how they will interact . |

## 4.4. BUSINESS ANALYSIS APPROACH

(The objective of the Analysis phase for CIT-U Connect was to gather and document the requirements crucial to the project’s success and provide detailed supporting documentation for the design, development, and implementation phases. This phase was vital for defining the platform's functionality and ensuring it aligned with the needs of students, faculty, staff, and administrators.

Generally, the Analysis phase involved both reviewing existing campus processes and gathering new insights through direct engagement with stakeholders. This included identifying the key features necessary to foster a secure and inclusive digital environment, such as a unified community space, expressive concern channels, thoughtful moderation, and a transparent feedback loop. Moreover, the approach focused on understanding the implications of anonymous accountability and how it could be effectively implemented without compromising user trust. Additionally, prioritizing concerns for empowered decision-making was identified as a core requirement for driving positive change across the campus.

Through interviews, workshops, and surveys, we gathered input from a diverse cross-section of the campus community. This data was analyzed to identify common concerns, desired features, and potential challenges, leading to a comprehensive list of both functional and non-functional requirements. Documentation from this phase provided a strong foundation for subsequent design and development work, ensuring that all aspects of the platform addressed the real needs of the school community and supported long-term campus engagement and improvement.)

The approach included:

* **Business analysis planning and monitoring:** Ensuring that the management of the analysis phase aligns with the project objectives and conducting regular checks to verify that the analysis remains on track with the project goals.
* **Elicitation:** Gathering requirements through interviews with potential users (students, faculty, staff, and administrators), questionnaires, and group discussions, with an emphasis on understanding user needs and preferences for community engagement and feedback mechanisms.
* **Requirements management and communication:** Coordinating the requirements and ensuring that all stakeholders are kept informed and that any changes are documented and addressed.
* **Requirements analysis:** Verifying all gathered requirements to ensure they are complete, understood, and meet the business goals of CIT-U Connect.
* **Solution assessment and validation:** Evaluating potential solutions against the identified requirements and ensuring that the solutions address the identified business needs.

The inputs to this phase included:

* **Business Case:** The benefits of creating CIT-U Connect in view of improving community engagement and feedback mechanisms within the campus.
* **Master Project Plan:** The overall plan outlining the project’s scope, timeline, and resources.
* **Project Charter:** The document that formally authorizes the project and outlines its objectives and stakeholders.
* **Business Analysis Work Plan:** The strategic document which describes the concrete actions to be taken, timeframes and roles in the framework of the business analysis initiative.

# 5. USER REQUIREMENTS

## 5.1. Use Case Overview

The complaint management system for the school allows users (students, staff, and faculty) to submit complaints about school-related issues. These use cases will form the basis for planning user acceptance testing and ensuring requirements traceability. The system includes the following high-level use cases:

* Submitting a Complaint: Users can submit complaints about various school-related issues. The complaints are reviewed by an admin for genuineness before being posted.
* Trending Complaint Notification: The system identifies trending complaints based on the frequency of similar issues and notifies the admin, who can then alert the school if necessary.
* Reviewing and Approving Complaints: Admins review submitted complaints to determine their genuineness and approve or reject them accordingly.
* Managing User Accounts: Admins manage user accounts, including creating, updating, and deactivating accounts.

These use cases help identify, clarify, and organize the system requirements. They consist of a set of possible sequences of interactions between the system and users in a particular environment, related to specific goals through primary and alternate flows.

**Appendix B Use Case**

|  |  |
| --- | --- |
| Use Case Number | 001 |
| Name | Submitting a Complaint |
| Description | A user (student, staff, or faculty) submits a complaint about the school |
| Actor(s) | * User (Student, Staff, Faculty) * System |
| Pre-conditions | * User is logged in to the system * User has a valid complaint to submit |
| Flow of Events | Standard Path:   1. User logs into the complaint management system. 2. User navigates to the complaint submission form. 3. User fills out the complaint form with necessary details. 4. User submits the complaint. 5. System forwards the complaint to the Admin for review. 6. Admin reviews the complaint for genuineness. 7. If the complaint is genuine, Admin approves and post the complaint. 8. User receives a confirmation of the complaint submission.   Alternate Path:   * If the complaint is not deemed genuine, the Admin notifies the user and does not post the complaint. |
| Post-conditions | * The complaint is recorded in the system. * The user receives a confirmation of the complaint submission. |
| Exit Criteria | * The use case is complete when the user receives the confirmation |
| User Requirement # | * 001 |
| Notes & Issues | * Ensure the admin has an efficient interface to review and approve complaints. |

**Table 5 Use Case 001**

|  |  |
| --- | --- |
| Use Case Number | 002 |
| Name | Trending Complaint Notification |
| Description | The system notifies the admin when a complaint trends (many users have the same issue or complaint) |
| Actor(s) | * System * Admin |
| Pre-conditions | * Multiple users have submitted similar complaints * The system has a mechanism to identifying complaints |
| Flow of Events | Standard Path:   1. System collects all submitted complaints. 2. System categorizes complaints based on their content (e.g., cafeteria, facilities, administration). 3. System counts the number of complaints in each category over a set period (e.g., weekly). 4. System compares the counts to predefined thresholds (e.g., more than 10 complaints in a week). 5. If the count exceeds the threshold, the System sends a notification to the admin about the trending complaint. 6. Admin reviews the trending complaint. 7. Admin decides on the appropriate action and alerts the school if necessary. |
| Post-conditions | * The admin is informed about the trending complaint. * The school is alerted if the admin deems it necessary. |
| Exit Criteria | * The use case is complete when the admin is notified about the trending complaint |
| User Requirement # | * 002 |
| Notes & Issues | * Ensure the system can accurately categorize and count complaints. * Set appropriate threshold for detecting complaints. |

**Table 6 Use Case 002**

|  |  |
| --- | --- |
| Use Case Number | 003 |
| Name | Reviewing and Approving Complaints |
| Description | The admin reviews submitted complaints to determine their genuineness and approves or rejects them. |
| Actor(s) | * Admin * System |
| Pre-conditions | * Complaints have been submitted by users * Admin is logged into the complaint management system. |
| Flow of Events | Standard Path:   1. Admin logs into the complaint management system. 2. Admin navigates to the list of submitted complaints awaiting review. 3. Admin selects a complaint to review. 4. Admin reads the complaint details. 5. Admin determines if the complaint is genuine. 6. If genuine, Admin approves the complaint, and the System posts it. 7. If not genuine, Admin rejects the complaint, and the System notifies the user. |
| Post-conditions | * Genuine complaints are posted in the system. * Users are notified about the status of their complaints. |
| Exit Criteria | * The use case is complete when the admin is notified about the trending complaint |
| User Requirement # | * 003 |
| Notes & Issues | * Ensure the system can accurately categorize and count complaints. * Set appropriate threshold for detecting complaints. |

**Table 7 Use Case 003**

# FUNCTIONAL REQUIREMENTS

**Table 8 Function Overview**

|  |  |
| --- | --- |
| **Function** | **Description** |
| **User Authentication** | Basic login and logout functionality to ensure secure access |
| **Data Management** | Simple CRUD operations (Create, Read, Update, Delete) for managing data |
| **User Interface** | A straightforward and user-friendly interface for easy navigation |
| **Notification System** | Basic alerts or notifications, such as email or in-app messages (for status and feedbacks given by the admin) |
| **Dashboard** | Display key information, and stats like trending issues or complaints |
| **Interaction** | Allow users to like and comment on posted complaints |
| **Admin** | Admins manually review each pending posts and decides to approve or reject it. |

# DATA REQUIREMENTS (Structure)

## PHYSICAL DATA MODEL

A diagram of a computer

Description automatically generated