\<Logo\>

Milk Mart System
Software Requirement Specification

Project Code: MMS

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RECORD OF CHANGE

*A - Added M - Modified D - Deleted

Effective Date	Changed Items	A* M, D	Change Description	New Version
08/05/2024	Initial	A	Add project over view	1.0
15/05/2024	Context Diagram	A	Add context diagram	1.0
15/05/2024	Use case diagram	A	Add use case diagram	1.0
15/05/2024	Non-functional requirements	A	Add non-functional requirement	1.0
15/05/2024	Cover page	M	Modify cover page	1.0
15/05/2024	Use case specification	A	Add use case specification	1.0

SIGNATURE PAGE

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TABLE OF CONTENTS

1   INTRODUCTION

*[The introduction of the **Software Requirements Specification (SRS)** provides an overview of the entire **SRS**. It includes the purpose, scope, definitions, acronyms, abbreviations, references, and overview of the **SRS**.]*

*[Note: The **SRS** document captures the complete software requirements for the system, or a portion of the system. Following is a typical **SRS** outline for a project using only traditional, natural-language style requirements—with **no use-case modeling.** It captures all requirements in a single document, with applicable sections inserted from the Supplementary Specifications (which would no longer be needed). For a template of an **SRS** using use-case modeling, which consists of a package containing Use Cases of the use-case model and applicable Supplementary Specifications and other supporting information, see rup_srsuc.dot.]*

*[Many different arrangements of an **SRS** are possible. Refer to [IEEE830-1998] for further elaboration of these explanations, as well as other options for **SRS** organization.]*

1.1 Purpose

[Specify the purpose of this SRS. The SRS fully describes the external behavior of the application or subsystem identified. It also describes nonfunctional requirements, design constraints, and other factors necessary to provide a complete and comprehensive description of the requirements for the software.]

The purpose of this software system project is to create an e-commerce platform specialized in dairy products and related health care content for pregnant women and infants. The system aims to provide a comprehensive shopping and information resource for its users, with different functionalities tailored to various user roles: guests, members, staff, and admin.

1.2 Scope

[A brief description of the software application that the SRS applies to, the feature or other subsystem grouping, what Use-Case model(s) it is associated with, and anything else that is affected or influenced by this document.]

This software application is an e-commerce platform specializing in dairy products and health care information for pregnant women and infants. The platform is designed to cater to different types of users, each with distinct functionalities to ensure a comprehensive shopping and informational experience. The primary roles within the system include Guests, Members, Staff, and Admins, each with specific capabilities and responsibilities.

Features and Subsystems

The application encompasses the following major feature groupings and subsystems:

1. Guest Features:

   - View product information and reviews.

- Search for dairy products.

- Purchase products.

- Access health care articles and purchase recommended products.

2. Member Features:

- Advanced purchasing options (bank transfer, online payment).

- Utilize vouchers and accumulate loyalty points.

- Provide product reviews and feedback.

- Register for online consultation services.

- Pre-order out-of-stock products.

3. Staff Features:

- Confirm and manage orders.

- Manage inventory and user accounts.

- Create voucher codes and handle reports.

- Manage and update health care articles.

- Track order statuses.

4. Admin Features:

- Manage user accounts.

- Track and analyze revenue.

- Manage product listings.

1.3 Definitions, Acronyms, and Abbreviations

[This subsection provides the definitions of all terms, acronyms, and abbreviations required to properly interpret the SRS. This information may be provided by reference to the project's Glossary.]

Acronyms	Definition
SRS	Software Requirements Specification

1.4 References

[This subsection provides a complete list of all documents referenced elsewhere in the SRS. Identify each document by title, report number if applicable, date, and publishing organization. Specify the sources from which the references can be obtained. This information may be provided by reference to an appendix or to another document.]

1.5 Overview

[This subsection describes what the rest of the SRS contains and explains how the document is organized.]

The upcoming section of this document will cover both the functional and nonfunctional aspects of the software. In the functional requirements section, we will present a series of use case descriptions outlining various use cases. Meanwhile, the nonfunctional requirements section will see more into topics such as usability, reliability, performance, and design constraints of the system.

2   OVERALL DESCRIPTION

[This section of the SRS describes the general factors that affect the product and its requirements. This section does not state specific requirements. Instead, it provides a background for those requirements, which are defined in detail in Section 3, and makes them easier to understand. Include such items as:

- *product perspective*

- *product functions*

- * user characteristics*

- *constraints*

- *assumptions and dependencies*
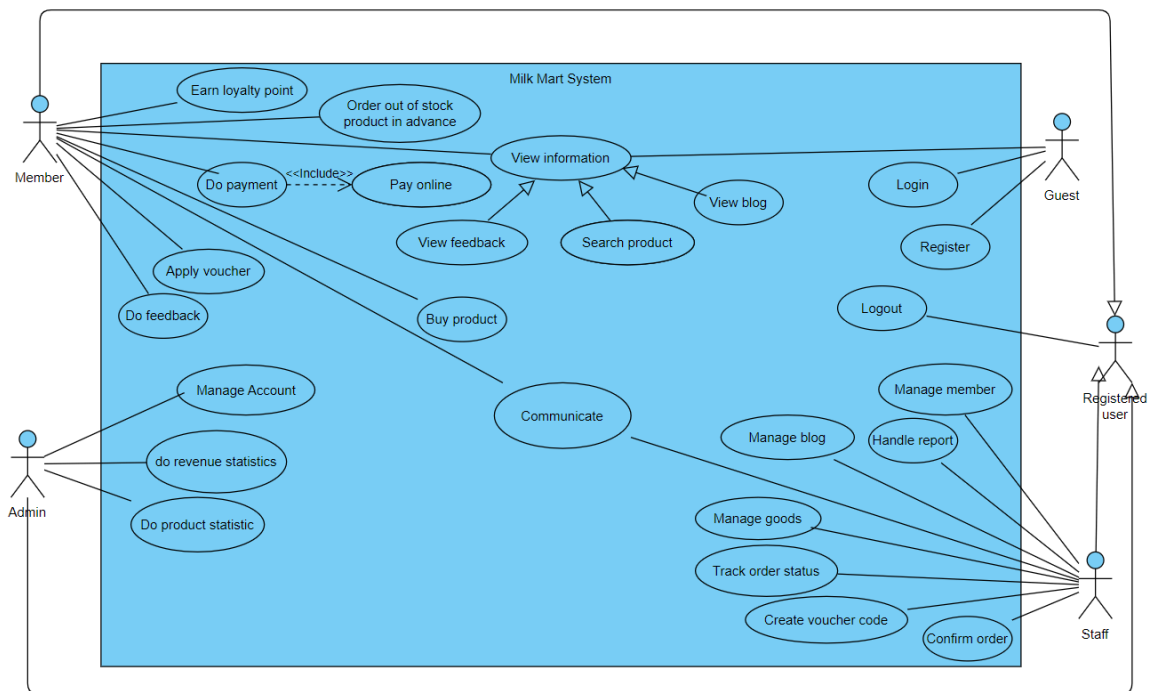
- *requirements subsets]*
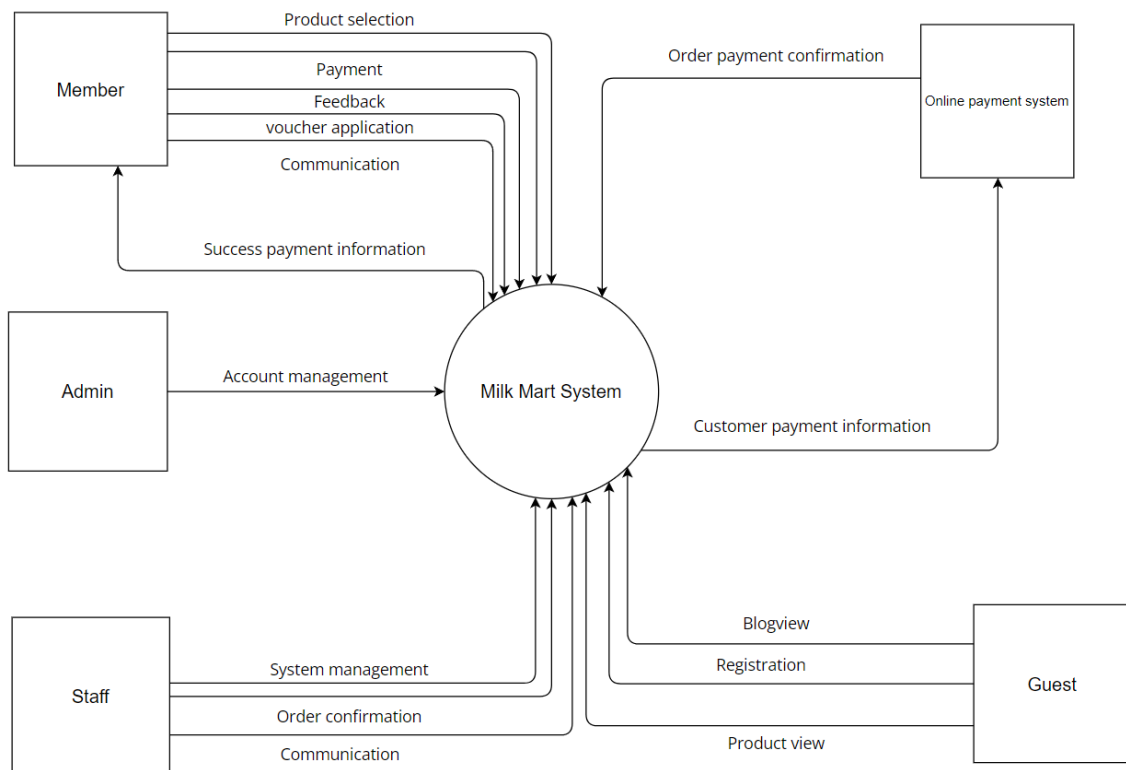
3 FUNCTIONAL REQUIREMENTS

3.1 Use case diagram

[The main Use Case Diagrams of the system]

3.2 Do feedback

USE CASE-n SPECIFICATION			
Use-case No.	UC 3.2	**Use-case Version**	<1.0>
Use-case Name	Do feedback		
Author	Công Lê Hiếu		
Date	15/05/2024	**Priority**	Low

Actor:

   Member

Summary:

   Member in the system has the ability to give feedback if he/she wants to.

Goal:

   The goal is for member to give feedback on the product

Triggers

   Member needs to give feedback about some products.

Preconditions:

   PRE-1: The user logged in as a member in the system

Post Conditions:

   POST-1: The system receives the feedback from the customer

Main Success Scenario:

1. 1The member click on feedback textbox.
2. The member gives comment in the textbox.
3. The member selects "Post" option.
4. The feedback is public to the system.

Alternative Scenario:

   N/A

Exceptions:

   N/A

Relationships:

   N/A

Business Rules:

   The feedback must be the same as the what the member comment on.

3.3 Apply voucher

USE CASE-n SPECIFICATION			
Use-case No.	UC 3.3	**Use-case Version**	<1.0>
Use-case Name	Apply voucher		

Author	Công Lê Hiếu		
Date	15/05/2024	**Priority**	Low

Actor:

 Member

Summary:

 Member in the system has the ability to apply voucher if he/she has it.

Goal:

 The goal is for member to give promotion to the member on a specific kind of product

Triggers

 Member needs to has the voucher of that product in advance

Preconditions:

 PRE-1: The user logged in as a member in the system

Post Conditions:

 POST-1: The system applies promotion on that product

Main Success Scenario:

1. The member selects "Apply promotion" option.
2. The member inputs the voucher code in the textbox.
3. The member selects "Apply" option.
4. The task is saved to the database and shown "Apply voucher successfully"

Alternative Scenario:

1. The member selects "Apply promotion" option.
2. The member inputs the voucher code in the textbox.
3. The member selects "Apply" option.
4. The system shown "Voucher not available"

Exceptions:

 N/A

Relationships:

 N/A

Business Rules:

 The voucher must not exceed 75% the price of the product

3.4 Order out of stock product in advance

USE CASE-n SPECIFICATION

Use-case No.	UC 3.4	**Use-case Version**	<1.0>
Use-case Name	Order out of stock product in advance		
Author	Công Lê Hiếu		
Date	15/05/2024	**Priority**	Normal

Actor:

> *Member*

Summary:

> *Member in the system has ability order the product in advance if the product is out of stock*

Goal:

> *The goal is for member to buy the product beforehand.*

Triggers

> *The product has to run out of stock*

Preconditions:

> PRE-1: The user logged in as a member in the system

Post Conditions:

> POST-1: The member order the out of stock product seamlessly

Main Success Scenario:

1. The member selects "Order now" option.
2. The system redirect to the payment system.
3. The member click "Pay now"
4. The task is saved to database.

Alternative Scenario:

Exceptions:

> N/A

Relationships:

> N/A

Business Rules:

> The requirement only works if the product is out of stock

3.5 Pay online

USE CASE-n SPECIFICATION			
Use-case No.	UC 3.5	**Use-case Version**	<1.0>
Use-case Name	Pay online		
Author	Công Lê Hiếu		
Date	15/05/2024	**Priority**	High

Actor:

   Member

Summary:

   Member in the system has ability pay online for the order they want

Goal:

   The goal is for member can pay his/her order through online payment system seamlessly.

Triggers

   N/A

Preconditions:

   PRE-1: The user logged in as a member in the system

Post Conditions:

   POST-1: The member order the out of stock product seamlessly

Main Success Scenario:

1. The member selects "Pay online" option.
2. The system process the payment.
3. The task is saved to database.

Alternative Scenario:

Exceptions:

   N/A

Relationships:

   N/A

Business Rules:

   The online payment system must be secure and reliable

3.6 View feedback

<table>
<tr><td colspan="5">USE CASE-n SPECIFICATION</td></tr>
<tr><td>Use-case No.</td><td>UC 3.6</td><td>Use-case Version</td><td colspan="2"><1.0></td></tr>
<tr><td>Use-case Name</td><td colspan="4">View feedback</td></tr>
<tr><td>Author</td><td colspan="4">Công Lê Hiếu</td></tr>
<tr><td>Date</td><td>15/05/2024</td><td>Priority</td><td colspan="2">Low</td></tr>
</table>

Actor:

Member, Guest

Summary:

Member and guest has ability view previous review, feedback

Goal:

The goal is for member and guest look at the feedback and review seamlessly.

Triggers

N/A

Preconditions:

N/A

Post Conditions:

POST-1: The guest and member view the feedback and review seamlessly

Main Success Scenario:

1. The member selects "Feedback" option on each product.
2. The system show all previous feedback.

Alternative Scenario:

N/A

Exceptions:

N/A

Relationships:

Generalization relationship with the "View information" use case. (is a part of the view information functionality)

Business Rules:
The feedback must be accurate and reliable.

3.7 Search product

USE CASE-n SPECIFICATION			
Use-case No.	UC 3.7	**Use-case Version**	<1.0>
Use-case Name	Search product		
Author	Công Lê Hiếu		
Date	15/05/2024	**Priority**	Normal

Actor:

Member, Guest

Summary:

Member and guest has ability search the keywords for the product he/she wants

Goal:

The goal is for member and guest to search for the specific product that he/she needs.

<u>Triggers</u>

N/A

Preconditions:

N/A

Post Conditions:

POST-1: The guest and member view product based on the keyword the member, guest provided.

Main Success Scenario:

1. The member, guest click on the search bar.
2. The member, guest input the keywords that he/she wants to find the specific products
3. The system returns the list of product based on the given keywords

Alternative Scenario:

N/A

Exceptions:

N/A

Relationships:

Generalization relationship with the "View information" use case. (is a part of the view information functionality)

Business Rules:

The list of product return after searching successfully must be accurate and reliable.

3.8 View blog

USE CASE-n SPECIFICATION			
Use-case No.	UC 3.8	**Use-case Version**	<1.0>
Use-case Name	View blog		
Author	Nguyễn Thiên Hưng		
Date	15/05/2024	**Priority**	Normal

Actor:

Member, Guest

Summary:

Member and guest has ability view the blog.

Goal:

The goal is for member and guest to view blog to get useful information about product that he/she is concerned about and wants to buy.

Triggers

N/A

Preconditions:

N/A

Post Conditions:

POST-1: The guest and member view blog and redirect to specific product that blog introduce.

Main Success Scenario:

1. The member, guest click "Blog".
2. The system show list of blogs.

3.   The member, guest click on what blog they are interested in.

Alternative Scenario:

>   N/A

Exceptions:

>   N/A

Relationships:

>   Generalization relationship with the "View information" use case. (is a part of the view information functionality)

Business Rules:

>   The product introduced by the blog must have the correct link.

3.9 Register

USE CASE-n SPECIFICATION			
Use-case No.	UC 3.9	**Use-case Version**	\<1.0\>
Use-case Name	Register		
Author	Nguyễn Thiên Hưng		
Date	15/05/2024	**Priority**	Normal

Actor:

>   *Guest*

Summary:

>   *Guest have the ability to register an account.*

Goal:

>   *The goal is for guest to register an account to the web appliccation.*

Triggers

>   N/A

Preconditions:

>   N/A

Post Conditions:

POST-1: The guest and member view blog and redirect to specific product that blog introduce.

Main Success Scenario:

1. The guest click "Register".
2. The guest provide an information that system required.
3. The guest click "Confirm".

Alternative Scenario:

N/A

Exceptions:

N/A

Relationships:

N/A

Business Rules:

The information that guest provide need to be a correct format.

3.10 Buy product

USE CASE-n SPECIFICATION			
Use-case No.	UC 3.10	**Use-case Version**	<1.0>
Use-case Name	Buy product		
Author	Nguyễn Thiên Hưng		
Date	15/05/2024	**Priority**	High

Actor:

Member

Summary:

Member have the ability to buy products.

Goal:

The goal is for member to buy the product he/she needs.

Triggers

N/A

Preconditions:

N/A

Post Conditions:

POST-1: The member buy the products based on their choice.

Main Success Scenario:

The member click on the products that they want to buy.

The system shows a button "Add to cart" or "Buy now".

The member clicks "Buy now" to make payment.

Alternative Scenario:

1. The member click on the products that they want to buy.
2. The system shows a button "Add to cart" or "Buy now".
3. The member clicks "Add to cart" to choose more product.
4. The member click "Cart", then click "Payment" to make payment.

Exceptions:

N/A

Relationships:

N/A

Business Rules:

The member can not buy the product that is out of stock.

3.11 Logout

USE CASE-n SPECIFICATION			
Use-case No.	UC 3.11	**Use-case Version**	<1.0>
Use-case Name	Logout		
Author	Nguyễn Thiên Hưng		
Date	15/05/2024	**Priority**	Normal

Actor:

Member, Staff, Admin

Summary:

Member, Staff, Admin have the ability to logout.

Goal:

The goal is for member, staff, admin to logout the website.

Triggers

N/A

Preconditions:

N/A

Post Conditions:

POST-1: *The goal is for member, staff, admin to logout the website.*

Main Success Scenario:

1. The member, staff, admin click "Account".
2. The member, staff, admin click "Logout".

Alternative Scenario:

N/A

Exceptions:

N/A

Relationships:

N/A

Business Rules:

The data that is saved locally must be removed.

3.12 Login

USE CASE-n SPECIFICATION			
Use-case No.	UC 3.12	**Use-case Version**	<1.0>
Use-case Name	Login		
Author	Nguyễn Thiên Hưng		

Date	15/05/2024	Priority	High

Actor:

Guest

Summary:

Guest have the ability to login.

Goal:

The goal is for guest to login to the website.

<u>Triggers</u>

N/A

Preconditions:

N/A

Post Conditions:

POST-1: *The guest already has an account.*

Main Success Scenario:

1. The guest clicks "Login".
2. The guest input username and password.

Alternative Scenario:

N/A

Exceptions:

N/A

Relationships:

N/A

Business Rules:

An account that guest input must be registered.

3.13 Manage blog

USE CASE-n SPECIFICATION			
Use-case No.	UC 3.13	**Use-case Version**	<1.0>
Use-case Name	Manage blog		

Author	Nguyễn Thiên Hưng		
Date	15/05/2024	**Priority**	Normal

Actor:

Staff

Summary:

Staff have the ability to manage blog.

Goal:

The goal is for staff to create, delete or edit the blog.

Triggers

N/A

Preconditions:

N/A

Post Conditions:

POST-1: *The staff discover the information about the product that will be introduced in the blog.*

Main Success Scenario:

1. The staff login to the website .
2. The staff can click "Create", "Delete", "Edit" the blog.

Alternative Scenario:

N/A

Exceptions:

N/A

Relationships:

N/A

Business Rules:

- *Content must follow guidelines.*
- *Posts need approval before publishing.*
- *Maintain a consistent posting schedule.*

3.14 Manage Member

USE CASE-n SPECIFICATION

Use-case No.	UC 3.14	Use-case Version	<1.0>
Use-case Name	Manage member		
Author	Võ Minh Trí		
Date	15/05/2024	Priority	Normal

Actor:

Staff

Summary:

Staff can overseeing their activities, coordinating tasks, providing support, and ensuring effective communication within the group.

Goal:

Manage their members.

Triggers

N/A

Preconditions:

N/A

Post Conditions:

Team members are effectively assigned tasks, supported in their development, and monitored for progress.

Main Success Scenario:

1. Assign tasks based on each member's skills and desires.
2. Support members to develop skills to contribute to organizational or group goals.
3. Monitor progress and performance, providing feedback to ensure everyone is operating effectively and achieving team goals.

Alternative Scenario:

N/A

Exceptions:

N/A

Relationships:

The relationship between managing members revolves around overseeing, guiding, and supporting individuals within a group or organization to ensure they contribute effectively to the collective goals.

Business Rules:

Only members who are assigned specific tasks and have appropriate skills can participate in the project, ensuring performance and quality of work.

3.15 Handle Report

USE CASE-n SPECIFICATION			
Use-case No.	UC 3.15	**Use-case Version**	<1.0>
Use-case Name	Handle Report		
Author	Võ Minh Trí		
Date	15/05/2024	**Priority**	Normal

Actor:

    Staff

Summary:

    Staff can Handle reports.

Goal:

    Efficient management of incoming reports.

Triggers

    N/A

Preconditions:

    N/A

Post Conditions:

    Reports are accurately processed, stored securely, and accessible as needed.

Main Success Scenario:

1. Reports are received through designated channels.
2. Authorized personnel review each report for accuracy and relevance.
3. Reports are categorized and prioritized based on their nature and urgency.

Alternative Scenario:

N/A	

Exceptions:

N/A

Relationships:

N/A

Business Rules:

Each report must be processed within a specified timeframe to ensure timely action.

3.16 Manage Goods

USE CASE-n SPECIFICATION			
Use-case No.	UC 3.16	**Use-case Version**	<1.0>
Use-case Name	Manage goods		
Author	Võ Minh Trí		
Date	16/05/2024	**Priority**	Normal

Actor:

Staff

Summary:

Staff can Manage goods.

Goal:

Efficiently manage inventory to ensure availability and optimal stock levels.

Triggers

N/A

Preconditions:

N/A

Post Conditions:

Inventory is accurately updated, goods are in good condition, and stock levels are optimized.

Main Success Scenario:

1. Goods are received and inspected upon delivery.
2. Accurate records are updated for incoming and outgoing inventory.
3. Stock levels are regularly reviewed and adjusted based on demand.
4. Goods are stored in appropriate conditions to maintain quality.
5. Inventory discrepancies are identified and resolved promptly.

Alternative Scenario:

N/A

Exceptions:

N/A

Relationships:

N/A

Business Rules:

All received goods must be checked for quality and quantity before storage.

3.17 Track order status

USE CASE-n SPECIFICATION				
Use-case No.	UC 3.17	**Use-case Version**	<1.0>	
Use-case Name	Track order status			
Author	Võ Minh Trí			
Date	16/05/2024	**Priority**	Normal	

Actor:

Staff

Summary:

This process generates unique voucher codes meeting specified criteria for promotional use, ensuring availability and security.

Goal:

To provide real-time updates on the status of customer orders, enhancing transparency and customer satisfaction.

Triggers

N/A

Preconditions:

N/A

Post Conditions:

Orders are tracked throughout their journey, status updates are communicated effectively, and any issues are resolved promptly.

Main Success Scenario:

1. Customer places an order.
2. The order is entered into the tracking system.
3. System updates the order status at each checkpoint (e.g., received, processed, shipped, delivered).
4. Customers receive automatic notifications about the status changes.
5. The order is delivered on time, or any issues are communicated and resolved promptly.

Alternative Scenario:

N/A

Exceptions:

N/A

Relationships:

N/A

Business Rules:

- Every order must be tracked from initiation to completion.
- Customers must receive timely updates at key stages of the order process.

3.18 Create voucher code

USE CASE-n SPECIFICATION			
Use-case No.	UC 3.18	**Use-case Version**	<1.0>

Use-case Name	Manage blog		
Author	Võ Minh Trí		
Date	16/05/2024	**Priority**	Normal

Actor:

Staff

Summary:

Staff have the ability to manage blog.

Goal:

Generate unique voucher codes for promotional purposes.

Triggers

N/A

Preconditions:

N/A

Post Conditions:

Valid voucher codes are generated and ready for distribution.

Main Success Scenario:

1. Admin generates a new voucher code.
2. The code is unique and meets specified criteria.
3. The code is added to the database of available vouchers.
4. The voucher code is ready for distribution or use.

Alternative Scenario:

N/A

Exceptions:

N/A

Relationships:

N/A

Business Rules:

- *Voucher codes must be unique.*
- *Codes should adhere to specified criteria (e.g., length, format).*
- *Generated codes must be securely stored.*

3.19 Confirm orders

<table>
<tr><td colspan="5">USE CASE-n SPECIFICATION</td></tr>
<tr><td>Use-case No.</td><td>UC 3.19</td><td>Use-case Version</td><td colspan="2"><1.0></td></tr>
<tr><td>Use-case Name</td><td colspan="4">Confirm orders</td></tr>
<tr><td>Author</td><td colspan="4">Võ Minh Trí</td></tr>
<tr><td>Date</td><td>16/05/2024</td><td>Priority</td><td colspan="2">Normal</td></tr>
</table>

Actor:

Member, Guest

Summary:

This process verifies order accuracy, sends confirmation emails, and updates the system for smooth processing.

Goal:

Verify and finalize customer orders for processing.

Triggers

N/A

Preconditions:

N/A

Post Conditions:

Orders are confirmed and ready for fulfillment.

Main Success Scenario:

1. Customer submits an order.
2. Order details are reviewed for accuracy.
3. Confirmation email is sent to the customer.
4. Order is marked as confirmed in the system.

Alternative Scenario:

N/A

Exceptions:

N/A

Relationships:

    N/A

Business Rules:

- *Orders must be verified before confirmation.*
- *Confirmation emails should be sent promptly.*
- *Confirmed orders are prioritized for processing.*

3.20 Manage Account

USE CASE-n SPECIFICATION

Use-case No.	UC 3.20	Use-case Version	<1.0>
Use-case Name	Manage Account		
Author	Trần Duy Khải		
Date	16/05/2024	Priority	Normal

Actor:

    Admin

Summary:

Admin have ability to manage account of all members

Goal:

The purpose of managing account goals is to ensure that the resources within the account are being used effectively to achieve desired outcomes.

Triggers

    N/A

Preconditions:

    N/A

Post Conditions:

    Managed account members help ensure that accounts are properly managed and that its objectives are effectively met.

Main Success Scenario:

1. Admin has a management dashboard
2. Admin can edit any information of any account if needed.
3. The task is saved to database.

Alternative Scenario:

N/A

Exceptions:

N/A

Relationships:

N/A

Business Rules:

- Only the admin can manage all the accounts of the system.

3.21 Communicate

USE CASE-n SPECIFICATION

Use-case No.	UC 3.21	Use-case Version	<1.0>
Use-case Name	Communicate		
Author	Trần Duy Khải		
Date	16/05/2024	Priority	Normal

Actor:

member, staff

Summary:

Staff can easily connect to members

Goal:

The is for member and staff getting connected together.

Triggers

N/A

Preconditions:

N/A

Post Conditions:

N/A

Main Success Scenario:

1. Member and staff selects the chat function in the system
2. Member and staff input text into the textbox
3. Member and staff click "Send" to send the message to the other person

Alternative Scenario:

N/A

Exceptions:

N/A

Relationships:

N/A

Business Rules:

-The dialogue between member and staff must be secure.

4   NON-FUNCTIONAL Requirements

[This section describes the non-functional requirements of the system. Some examples are listed as below]

4.1 Usability

[This section includes all those requirements that affect usability. For example,

specify the required training time for a normal users and a power user to become productive at particular operations

specify measurable task times for typical tasks or base the new system's usability requirements on other systems that the users know and like

specify requirement to conform to common usability standards, such as IBM's CUA standards Microsoft's GUI standards]

-   The application must be intuitive and easy to use for all user roles, including administrators, member, guest, staff.
-   After 4 hours of training, all users can use all functions of the system easily.

<Usability Requirement One>

[The requirement description goes here.]

4.2 Reliability

[Requirements for reliability of the system should be specified here. Some suggestions follow:

Availability—specify the percentage of time available (xx.xx%), hours of use, maintenance access, degraded mode operations, and so on.

Mean Time Between Failures (MTBF) — this is usually specified in hours, but it could also be specified in terms of days, months or years.

Mean Time To Repair (MTTR)—how long is the system allowed to be out of operation after it has failed?

Accuracy—specifies precision (resolution) and accuracy (by some known standard) that is required in the system's output.

Maximum Bugs or Defect Rate—usually expressed in terms of bugs per thousand lines of code (bugs/KLOC) or bugs per function-point(bugs/function-point).

Bugs or Defect Rate—categorized in terms of minor, significant, and critical bugs: the requirement(s) must define what is meant by a "critical" bug; for example, complete loss of data or a complete inability to use certain parts of the system's functionality.]

<Reliability Requirement One>

[The requirement description.]

- The system shall provide a high reliability so that users will be able to access the system most of the time.
- The system will be available for 99% of the time between 6AM to 11:59PM Indochina Time, and 95% of the time between midnight to 5:59AM Indochina Time.

4.3 Performance

[The system's performance characteristics are outlined in this section. Include specific response times. Where applicable, reference related Use Cases by name.

Response time for a transaction (average, maximum)

Throughput, for example, transactions per second

Capacity, for example, the number of customers or transactions the system can accommodate

Degradation modes (what is the acceptable mode of operation when the system has been degraded in some manner)

Resource utilization, such as memory, disk, communications, and so forth.

<Performance Requirement One>

[The requirement description goes here.]

Interfaces

- The system must be fast so that it will not affect the productivity of users.
- All interactions between users and the system should not exceed 3 seconds of processing.

4.4 Supportability

[This section indicates any requirements that will enhance the supportability or maintainability of the system being built, including coding standards, naming conventions, class libraries, maintenance access, and maintenance utilities.]

<Supportability Requirement One>

[The requirement description goes here.]

4.5 Design Constraints

[This section indicates any design constraints on the system being built. Design constraints represent design decisions that have been mandated and must be adhered to. Examples include software languages, software process requirements, prescribed use of developmental tools, architectural and design constraints, purchased components, class libraries, and so on.]

<Design Constraint One>

[The requirement description goes here.]

4.6 On-line User Documentation and Help System Requirements

[Describes the requirements, if any, for o-line user documentation, help systems, help about notices, and so forth.]

4.7 Purchased Components

[This section describes any purchased components to be used with the system, any applicable licensing or usage restrictions, and any associated compatibility and interoperability or interface standards.]

4.8 Interfaces

[This section defines the interfaces that must be supported by the application. It should contain adequate specificity, protocols, ports and logical addresses, and the like, so that the software can be developed and verified against the interface requirements.]

User Interfaces

[Describe the user interfaces that are to be implemented by the software.]

Hardware Interfaces

[This section defines any hardware interfaces that are to be supported by the software, including logical structure, physical addresses, expected behavior, and so on.]

Software Interfaces

[This section describes software interfaces to other components of the software system. These may be purchased components, components reused from another application or components being developed for subsystems outside of the scope of this SRS but with which this software application must interact.]

Communications Interfaces

[Describe any communications interfaces to other systems or devices such as local area networks, remote serial devices, and so forth.]

4.9 Licensing Requirements

[Defines any licensing enforcement requirements or other usage restriction requirements that are to be exhibited by the software.]

4.10 Legal, Copyright, and Other Notices

[This section describes any necessary legal disclaimers, warranties, copyright notices, patent notices, wordmark, trademark, or logo compliance issues for the software.]

4.11 Applicable Standards

[This section describes by reference any applicable standard and the specific sections of any such standards which apply to the system being described. For example, this could include legal, quality and regulatory standards, industry standards for usability, interoperability, internationalization, operating system compliance, and so forth.]

5   SUPPORTING INFORMATION

[The supporting information makes the SRS easier to use. It includes:

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Appendices

These may include use-case storyboards or user-interface prototypes. When appendices are included, the SRS should explicitly state whether or not the appendices are to be considered part of the requirements.]