CLup

Covid Line up

1. INTRODUCTION
2. Purpose

This document has the purpose to clearly define the functionalities that the system-to-be will provide, the goals it strives to achieve, indicate general use cases and describe its limitations as to guide the engineers’ job and the stakeholders’ decision making.

The system tries to put an end to overcrowding inside common spaces and physical queues as much as possible, as to reduce the possibility of getting infected by Covid-19 while **doing** a daily activity such as grocery shopping. It will incentivize its users to line up virtually to go to said shops and permit to the shop managers to check how many people are inside at any time.

1. Scope

In the following tables are listed the most relevant world and shared phenomena. In this application, it is critical to consider, among world phenomena, the behaviour of the user, since there are some factors (e.g. W1,W2,W6,W7) that if not considered and handled, can create problems that may lead to unwanted situation, as the creation of a line in front of the store.

1. World Phenomena
2. Shared Phenomena

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| --- | --- |
| **W1** | User reaches the shop |
| **W2** | User lines up in front of the shop |
| **W3** | User enters the shop |
| **W4** | User exits the shop |
| **W5** | User gets into a corridor to get a product |
| **W6** | User takes physical ticket with him |
| **W7** | User loses physical ticket |

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|  |  | Controlled by |
| S1 | VUser gets ticket through the app | World |
| S2 | VUser books a visit through the app | World |
| S3 | PUser requests ticket from the dispenser | World |
| S4 | PUser retrieves ticket from the dispenser | Machine |
| S5 | User scans QR code at entrance | World |
| S6 | User scans QR code at exit | World |
| S7 | Turnstiles opens | Machine |
| S8 | Turnstiles closes | Machine |
| S9 | VUser is notified about his coming turn | Machine |
| S10 | VUser registers providing requested infos | World |
| S11 | VUser queries available markets | World |
| S12 | Shop manager queries statistics on shop entrances | World |

1. Definitions, Acronyms, Abbreviations

Physical user: the person who goes directly to the market without using the application.

Virtual user: any person who uses the app to line up virtually and asks for a ticket.

User: Either a physical user or a virtual user.

Ticket: QR/Bar code that permits you to enter inside the market at a certain time written on the ticket. (TBD!)

Store, Market, Supermarket, Shop: Any building that provides goods and services in return for money and are connected to the CLup application.

1. Revision history

Group meetings:  
 1st meeting: Defined a very high level of what we want our application to be and what it will provide, by brainstorming scenarios and possible stakeholders’ needs and wants. Duration: 1.5h, 14/10/2020

2nd meeting: Defined scenarios and some key World and Shared Phenomena. We categorized the shared phenomena into World/Machine controlled.

Duration 1.5h, 17/10/2020

3rd meeting: Revised the R&DD document of the last year’s group.

Duration 1.5h, 24/10/2020

4th meeting: Defined Use Cases

Duration 1.5h, 14/11/2020

5th meeting: Defined Functional Requirements, Domain Assumptions and Goals  
Duration 2h, 21/11/2020

1. Reference documents  
     
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2. Document Structure

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1. OVERALL DESCRIPTION
2. Product perspective:
3. Scenarios
4. Hajsen wishes to buy groceries but remembers that the nearest market is small, and he would probably have to wait for an hour. Instead of going downstairs and waiting in line:

* He opens the app on his phone and clicks on the button to “Get a ticket”
* He chooses the market he wants to go from a map
* The system shows the first available hour to enter the market
* Hajsen decides to go at that time and clicks on “Confirm”
* The system sends a notification to remind about his **appointment**, and Hajsen gets ready to go
* He arrives in the market in the assigned time and opens his app again
* He clicks on the “Show ticket” and scans it in the apposite machine
* After he finishes buying the groceries and paying for it, he opens the app and shows the ticket to the cashier
* Now he can exit the market

1. Giulio has just remembered that he promised to her fiancée a special dinner the following day. Since it’s too late and he has no time to do the shopping, he decides to book a visit to the nearest supermarket to his home for the following day:

* He opens the app on his phone and clicks on the button to “Book a visit”
* He selects the time he would want to go
* He selects the available supermarkets for the chosen time from a map
* The system asks Giulio an estimate of how much time his visit will last and a list of items (or categories of items) he intends to buy. Since Giulio has not a clear idea of what he will purchase and how much the visit will take, he clicks on “Confirm” leaving the two previous fields empty
* The system sends a notification to remind him the visit, so Giulio gets ready to go
* He arrives in the market in the assigned time and opens his app again
* He clicks on the “Show ticket” and scans it in the apposite machine
* After he finishes to do the shopping and paying for it, he opens the app and shows the ticket to the cashier
* He proceeds to exit the market

1. Shalini is the manager of one of the grocery shops of the chain “Ellelunga” and she wants to check on peak times how many people are entering inside the shop

* She opens the application either on a smartphone or on the PC
* She presses on the button log in as manager
* She logs in with her credentials
* On the home page she sees the button “Statistics and Diagnostics” and presses it
* In front of her there are number of effective and expected entrances for the current week

1. Alberto B. hates technology, so he gambles his luck and tries to enter inside the market, unfortunately there are no available places to enter so he takes a ticket from the dispenser

* He gets to the ticket dispenser in front of the shop and presses the button to get a ticket
* Reading the ticket he sees the time spot in which he can enter the market
* Since the time spot assigned is 2 hours later, he decides to do other things he had to do instead of queuing in front of the shop
* When the time is getting close to the appointment time, he gets back to the shop
* He retrieves the ticket from his pocket and scans it in the apposite machine, that lets him enter the market
* After he finishes buying the groceries and paying for it, he shows the ticket to the cashier
* Now he can exit the market

1. World and Shared phenomena details

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1. Class Diagram
2. Statecharts

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1. Product functions:

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| Actors | User |
| Entry condition | No entry condition |
| Events flow | 1. The user opens the Clup app on his smartphone and clicks on the “Create account” button. 2. The user fills all the mandatory fields. 3. The user clicks on the “Confirm” button. 4. The user receives a notification confirming the registration. |
| Exit condition | User’s data are saved into the database and the registration terminates successfully |
| Exceptions | 1. The user chooses an already registered username or email 2. The user does not fill one or more mandatory fields 3. The use inserts not valid information in one or more fields   For all the exceptions the system notifies the user that an error occurred. The Events flow starts again from point 2. |

1. Use cases
2. Register user

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| Actors | User |
| Entry condition | The user is already in the Clup app homepage |
| Events flow | 1. If the user wants to access Clup services anonymously then he clicks on the “Anonymous user” button, otherwise he inserts username and password, then he clicks on the “Login” button. 2. The user selects the “Get virtual ticket” button. 3. The system redirects the user to a page where he can select the time or the market where he would want to go (from a map): 4. If the user selects the time, the system provides through the map only the available market. 5. If the user selects a market from the map, the system provides a list of available times. 6. The user completes the procedure either selecting a market from the map (case a) or a time (case b), then he clicks on the “Confirm” button. 7. The system notifies the user that the procedure has been successfully managed. 8. The system sends to the user the virtual ticket with the QR code to enter the market. |
| Exit condition | The user successfully receives the virtual ticket |
| Exceptions | 1. The user clicks on the “Login” button but either the username or the password is wrong.   The system notifies the user about the error. The Events flow starts again from point 1 |

1. Get a virtual ticket
2. Book a visit

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| --- | --- |
| Actors | User |
| Entry condition | The user is already in the Clup app homepage |
| Events flow | 1. If the user wants to access Clup services anonymously then he clicks on the “Anonymous user” button, otherwise he inserts username and password, then he clicks on the “Login” button. 2. The user selects the “Book a visit” button. |
| Exit condition | The user successfully receives the virtual ticket. |
| Exceptions |  |

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1. User Characteristics

Virtual User: A person who has a smartphone or any smart device that can connect to the internet and the application as to virtually line up or book a visit. He will have to show the image of the ticket of his appointment in the right place in the entrance of the store.

Physical User: A person who goes directly to the shop and takes a ticket with the date and the time written on the card, from the dispenser. He will have to show the card of the ticket of his appointment in the right place in the entrance of the store.

Cashier: An employee of the shop who will provide with the correct scanning of the ticket before the exit of a Physical/Virtual User. If the market has a self check-out department, the turnstile will serve as the aforementioned employee.

Manager: An employee of the shop who is interested in checking the number of entrances or exits and in regulating them as needed. He will have the possibility to use our application for the statistics of entrances and exits.

1. SPECIFIC REQUIREMENTS
2. External Interface Requirements:  
   1. User Interfaces:
   2. Hardware Interfaces:
   3. Software Interfaces:
   4. Communication Interfaces:
3. Functional Requirements:
4. Performance Requirements:
5. Design Constraints:  
   1. Software Compliance:
   2. Hardware Limitations:
   3. Other Constraints:
6. Software System Attributes:  
   1. Reliability:
   2. Availability:
   3. Security:
   4. Maintainability:
   5. Portability:
7. FORMAL ANALYSIS USING ALLOY
8. EFFORT SPENT
9. REFERENCES