

*myTaxiService*  
Requirements Analysis and Specification  
Document

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# Chapter 1

## Introduction

### 1.1 Purpose

This document represent the Requirement Analysis and Specication Document (RASD). The main goal of this document is to completely describe the system in terms of functional and non-functional requirements, analyse the real need of the customer to modelling the system, show the constraints and the limit of the software and simulate the typical use cases that will occur after the development. This document is intended to all developer and programmer who have to implement the requirements, to system analyst who want to integrate other system with this one, and could be used as a contractual basis between the customer and the developer.

### 1.2 Scope

The system described in this document is a taxi service for large cities. The main goals of the system are: 1) simplify the access of passangers to the service 2) guarantee a fair management of taxi queues. The system is composed by a web application, a mobile application and a web server.

There are three types of actors that can use the system: visitors, taxi drivers and passengers. Visitors have only two operations allowed: log in or sign in. Passengers can use both the web application and the mobile application to request a taxi. Taxi drivers use only the mobile application to modify their status and to confirm to the system that they are going to take care of a certain request from a certain passenger.

The system, when a passenger request a taxi, informs an available taxi driver (FIFO mode) about the current position of that passenger. At this time the taxi driver has two options:

- accept : the system sends a notification to the passenger with the estimated waiting time

- reject : the system searches for another available taxi driver

The system allows also a passenger to:

- reserve a taxi by specifying the origin and the destination of the ride
- share a taxi with others (if possible) by specifying all the rides that he/she wants to share. In this case the system defines the cost of the ride for each passenger

Besides the specific user interfaces for passengers and taxi drivers, the system offers also APIs to enable the development of additional services on top of the basic one.

## 1.3 Definitions, acronyms, and abbreviations

### Definitions

- User: person that uses the service applications.
- Visitor: user that has not registered nor logged in.
- Registered user: user that has registered to the service.
- Passenger: passenger registered to the service.
- Taxi driver: taxi driver registered to the service.
- System: the union of software and hardware to be developed and implemented.

### Acronyms

### Abbreviations

## 1.4 References

- Software Engineering 2 Project AA 2015/2016: Project Description And Rules
- Software Engineering 2 Project AA 2015/2016: Assignments 1 and 2 (RASD and DD)
- Software Engineering 2 Project AA 2015/2016: RASD-meteocal-example1
- Software Engineering 2 Project AA 2015/2016: RASD-meteocal-example2

## 1.5 Overview

This document is essentially structured in three parts:

- Section 1: Introduction: it gives a description of the document and some basic information about the system. It also identifies the stakeholders and the actors involved.
- Section 2: Overall Description: it gives general information about the software and hardware product, constraints and assumptions.
- Section 3: Specific Requirements: this is the core of the document. It describes the functional and non-functional requirements combined with some scenarios. There is also a class diagram that gives an overall representation of the system.

## Chapter 2

# Overall Description

### 2.1 Product perspective

The system is composed by a web application, a mobile application and a web server. The web application runs on most common browsers, namely Chrome, Internet Explorer, Firefox, Safari. It needs a web server that supports PHP. The mobile application needs a platform supporting Android, iOS or Windows Phone. Both applications interact with a DBMS. Additional functionalities are provided through the use of APIs or interfaces, i.e. taxi reservation and the taxi sharing option.

### 2.2 Product functions

The system allows different kinds of user to perform different actions. In particular:

- Visitors can simply register or log in, thus becoming either a passenger or a taxi driver user.
- Passengers can request, reserve and share taxi rides.
- Taxi drivers can modify their availability status and respond (accept/refuse) to impending ride requests.

### 2.3 User characteristics

Registered users can be either passengers or taxi drivers.

The system wants to give both an easy way to interact, thus optimizing the taxi service. To do so, passengers must be able to install and use the mobile application, or use the web application. On the contrary, taxi drivers can only install and use the mobile app; besides, their cellphone must be provided with a GPS. All users must have access to the Internet.

## 2.4 Constraints

### 2.4.1 Regulatory policies

myTaxiService is a service provided by the public company responsible for public transportation in the city. The user, who reaches this service by web or mobile application, has to agree to License Agreement rather than Privacy policy and Terms of use at registration.

The user access and use of the services constitutes his/her agreement to be bound by these Terms, which establishes a contractual relationship between him/her and myTaxiService. If user does not agree to these Terms, he/she may not access or use the services. myTaxiService may immediately terminate these Terms or any services with respect to him/her, or generally cease offering or deny access to the Services or any portion thereof, at any time for any reason. myTaxiService collects the information provided by the user, for example when creating or making changes to services on demand, through contact with customer service or during other communications. This information may include: name, email, phone number, mailing address, profile picture, payment method, products required (for service delivery), delivery receipts and other information user choose to provide. The personal data will be used only to provide the services requested.

User is responsible for obtaining the data network access necessary to use the services. User mobile network's data and messaging rates and fees may apply if he/she accesses or uses the services from a wireless-enabled device. User is responsible for acquiring and updating compatible hardware or devices necessary to access and use the service and applications and any updates thereto.

myTaxiService does not guarantee that the services, or any portion thereof, will function on any particular hardware or devices. In addition, the services may be subject to malfunctions and delays inherent in the use of the Internet and electronic communications.

### 2.4.2 Hardware limitations

myTaxiService defines the minimum requirements for using web and mobile applications.

- *Web application*  
Supported minimum version browsers: Chrome 25, Internet Explorer 10, Firefox 20, Safari 25. Other browsers may also work  
Web access at the minimum speed of 1Mbps
- *Mobile application*  
Operating system: Android, iOS, Windows Phone  
Memory: 512MB RAM  
Hard drive: 50MB of free space  
GPS navigation system (only for taxi drivers)  
Web access at the minimum speed of 1Mbps



### 2.4.3 Interfaces to other applications

myTaxiService is a stand-alone application and does not have to meet any interface to other applications. It is available on web and mobile stores.

### 2.4.4 Parallel operation

myTaxiService supports parallel operations cause of the nature of service. Many users can access to the service at same time thus system and database have to work with parallel requests.

### 2.4.5 High-order language requirements

myTaxiService requires the following high-order languages based on different platforms.

- *Web*  
HTML 5 and CSS 3 standards.
- *Android*  
Java 8
- *iOS*  
Swift 2.0
- *Windows Phone*  
C# 6.0

### 2.4.6 Reliability requirements

myTaxiService relies on network connections thus reliability issues are equivalent to performance issues. However, the applications should not corrupt server data as a result of its actions. The system has to guarantee whole-time availability.

### 2.4.7 Criticality of the application

myTaxiService relies on network systems and servers. Scheduled downtime is acceptable. This system requires a generator backup and redundant power in the event of failover.

### 2.4.8 Safety and security considerations

myTaxiService guarantees secure communications through AES encryption algorithms.

## **2.5 Assumptions and dependencies**

### **2.5.1 Assumption**

- Passenger requests a ride from web or mobile applications
- Passenger sets a correct meeting point
- Passenger sets a correct destination
- Taxi driver reaches the meeting point
- Taxi driver picks up the correct passenger
- Accurate taxi driver's locations are known by GPS
- Taxi driver reports correctly his availability
- The city is divided in taxi zones
- The taxi queue in a zone contains only taxi drivers available in that zone
- Taxi driver confirms or denies a passenger request call

## **2.6 Apportioning of requirements**

## Chapter 3

# Specific Requirements

### 3.1 External interface requirements

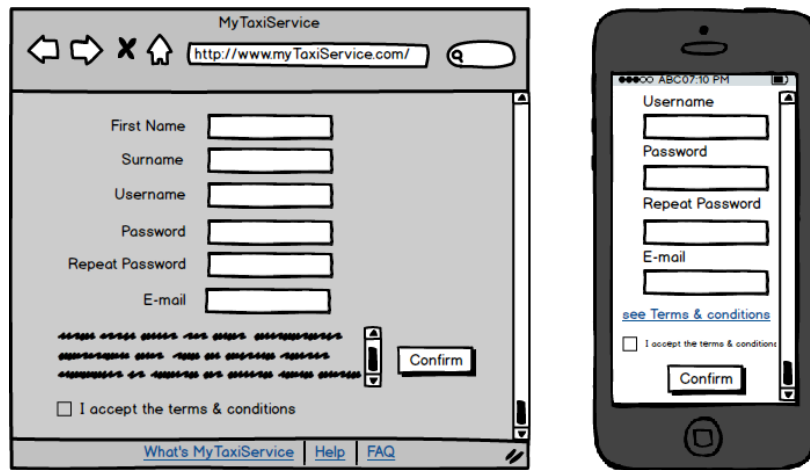
#### 3.1.1 User interfaces

The interface of MyTaxiService can be for web application and mobile application. Here will be presented some of the most important pages and screens of MyTaxiService.

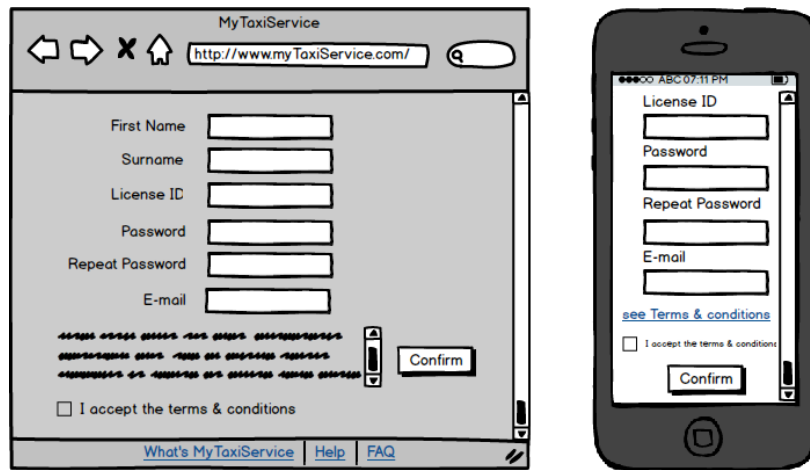
**Log in:** In the figure below is shown the MyTaxiService's homepage



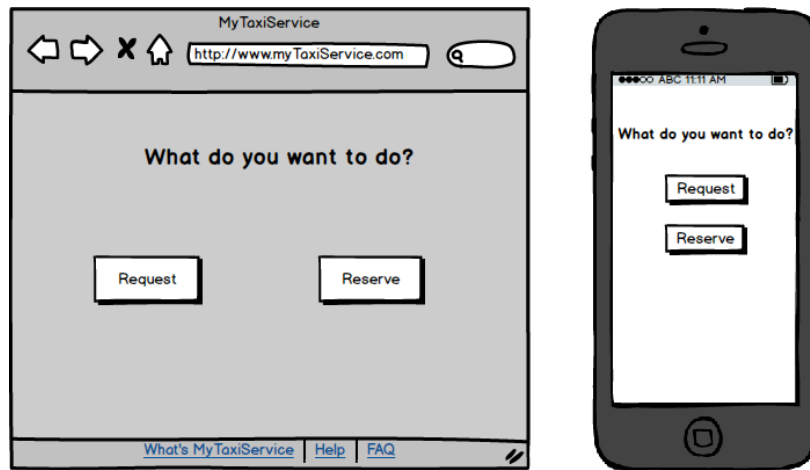
**Registration passenger:** Here the view of the visitor who want to register as a passenger



**Registration taxi Driver:** Here the view of the visitor who want to register as a taxi driver



**Passenger view:** View of the passenger



**Request a taxi:** View of the passenger when he/she requests a taxi



**Reserve a taxi:** View of the passenger when he/she reserves a taxi



MyTaxiService

http://www.myTaxiService.com/

### Reserve a taxi

Origin  [use maps](#)

Destination  [use maps](#)

Time: hours/minute   ☐ Share

Number of passenger

Remember that you can reserve a taxi 2 hours before the ride

[Confirm](#)

[What's MyTaxiService](#) [Help](#) [FAQ](#)

ABC07:27 PM

### Reserve a taxi

Origin  [maps](#)

Destination  [maps](#)

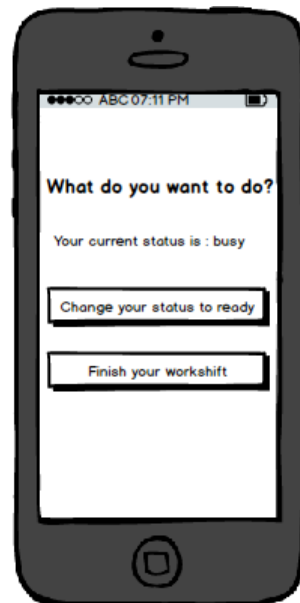
Time: hours/minute   ☐ Share

Number of passenger

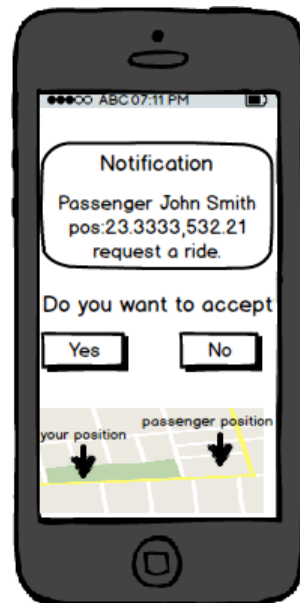
Remember that you can reserve a taxi 2 hours before the ride

[Confirm](#)

**Taxi driver view:** View of the taxi driver



**Taxi driver notification:** Notification that the taxi driver, chosen by the system, sees when a passenger request a ride.



**Passenger notification :** Notification that the passenger see when a taxi accept the ride



### 3.1.2 API interfaces

MyTaxiService uses Google Maps APIs in order to show to the passengers and to the taxi driver their position in the city. This API is continuous update and works for all the OS and browsers web supported by MyTaxiService. More information are available on the site: <https://developers.google.com/maps/>

### 3.1.3 Hardware interfaces

MyTaxiService doesn't support any hardware interfaces.

### 3.1.4 Software interfaces

- Database Management System (DBMS):  
Name: MySQL  
Version: 5.7  
Source: <http://www.mysql.it/>
- Java Virtual Machine (JVM):  
Name: JEE  
Version: 7  
Source: <http://www.oracle.com/technetwork/java/javaee/tech/index.html>

- Application server:  
Name: Glassfish  
Version: 4.1.1  
Source: <https://glassfish.java.net/>

### 3.1.5 Communication interfaces

- Protocol: TCP Service: HTTPS Port : 443
- Protocol: TCP Service: HTTP Port : 80
- Protocol: TCP Service: DBMS Port : 9247

## 3.2 Functional requirements

### 3.2.1 Login

The visitor landing on myTaxiService site or app has the possibility to provide username (or email) and password to access the service, if he/she is already registered to the service. Submitted wrong informations will be notified by the system to the visitor. User who doesn't remember him/her login informations can ask the system to provide him/her the username and a new password. The visitor not registered can reach registration page.

#### Scenarios

1. Alan opens myTaxiService mobile app. He is not registered to the service indeed he wants to. He taps on "Register" in the bottom of screen. Now, providing his personal informations, he can register to the service.
2. Berry is a new user. He opens myTaxiService website but doesn't remember his password to access the service so he clicks on "Forgotten username and password?". He has to insert the mail provided at registration and if it is correct the system will send the username and a new password to the email.
3. Charlie is familiar with myTaxiService website and he wants to use also the mobile app. He knows that he can enter either username or email and password. He clicks on Login. It is successful.

### 3.2.2 Registration

The visitor, from the home page of the service both web or mobile application, can reach the registration page. The user can choose between two kinds of registration, one as a passenger the other as a taxi driver. Both registrations require providing personal informations but the latter needs more data and a valid taxi license. After the visitor agrees to Terms of use, Privacy policy,

and License Agreement, and his/her informations verified, he/she receives a confirmation email. The visitor, after the confirmation of email, is able to use the service.

### Scenarios

1. Daisy is a taxi driver. myTaxiService has been just released. She wants to subscribe the service so she reaches the web site. She provides all her personal informations and her taxi license credentials. The system verifies her informations and sends her an email confirmation. She confirms her mail. Now Daisy is registered to the service as a taxi driver but she has to use her mobile application to be able to use the service. She downloads the application on his phone and, if it is provided with a GPS navigation system, use the service.
2. Ellie hasn't got a car but she has to commute to work. She opens the application on her phone and taps on "Register". She provides her personal information.....

#### 3.2.3 Ride request

### 3.3 Performance Requirements

myTaxiService will perform 95% of the operations within 4 second; the total amount of the operations within 10 seconds. The system should ensure at least 2000 passengers connected and 500 taxi drivers connected.

### 3.4 Design constraints

myTaxiService wants to reach most of taxi drivers and passengers, requiring minimum specifications for devices. Taxi drivers, registered to the system, have to use their own devices provided with GPS navigation system to perform the service. Mobile applications have to offer backward compatibility.

### 3.5 Software system attributes

**Reliability** The mean time between failures (MTBF) shall exceed 3 months.

**Availability** In order to maintain the system up-to-date and secure, myTaxiServer schedules downtime periods where will be executed routine operations. The service should be available 99% of the time.

**Security** myTaxiService to ensure service availability and data protection use:

- AES cryptography algorithm on network operations
- Data are encrypted and stored in backup drives to prevent system failure
- Login authentication. Users, after the registration, have to confirm their e-mail with the security code sent to the e-mail write in the registration form
- SQL injection detection

Server architecture will be implemented separating data from application. Application server must be separated from database and from the web server. All architectures are divided by firewalls.

**Maintainability** To ensure an easy maintenance of the software, it must be well-documented and written following coding patterns.

**Portability** Web programming ensures a wide target of browser. Mobile applications instead, cause of different languages and devices, have to be written following coding patterns for easy portability. Availability of the service is ensured by hardware and software limitations in Section 2.4.2.

## 3.6 Other requirements

# Appendix A

## Appendix

### A.1 Actors

There are three types of actors that use MyTaxiService:

- visitors: they can only log in or sign up
- passengers: they can request, reserve or share a taxi
- taxi drivers: they can accept/deny a ride and modify their status

### A.2 Identifying stakeholders

The main stakeholder of the project is the government of a large city. The government, with the help of the transport council, decided to improve the actual taxi service with MyTaxiService. With MyTaxiService the stakeholders want to:

- symplify the access of passangers to the service
- guarantee a fair management of taxi queues
- give the possibility to the passengers to reserve a taxi
- give the possibility to a passenger to share a taxi with other passengers

### A.3 Alloy

### A.4 Software and tool used

### A.5 Hours of works