



*Power EnJoy*  
Requirements Analysis and Specification  
Document

Redaelli Marco 877622, Zanolli Francesco 877471

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# Chapter 1

## Introduction

This document represent the Requirement Analysis and Specification 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.

### 1.1 Scope

The software described in this document is a new digital management system for car-sharing service that exclusively use electrical cars. Nothing like this software already exists so the development of it need to start from zero. The software main goal is the simplification of the car sharing service and the management of the reservation and the usage of electric cars. It can be applied to different small and big city and even in a large urban area and it's composed by a mobile application who permit to the user to interact with the system and a web platform that explain to the users all the procedure to access to the service. There are two type of users:

- Visitors: all the visitors have access to the login and registration page on the mobile application and will be also able to visit the information part of the website that include FAQ page and Home page
- Registered user: this user can, after the registration, reserve a car, drive it, park and charge in the predefined area and finally it can reports problems of the system.

After the login the user can look for nearest car and reserve it, he will than have 1 hour to get to the car open it and start the renting. At the end of his ride

the user have to park the car in a safe area and if it's necessary/possible plug it into recharge. Besides the specific user interfaces for users, the system offers also APIs to enable the development of additional services on top of the basic one.

## 1.2 Definitions, acronyms and abbreviations

### Definitions

- User: Someone registered on the system
- Visitor: user that has not registered nor logged in
- System: the union of software and hardware to be developed and implemented
- Parking area: it is a reserved area, predefined by the system, where I can park the car but I cannot recharge it.
- Safe area: it is a reserved area, predefined by the system, where I can park the car and plug it into charge.
- Free car: The car is visible on the map and available for a reservation
- Reserved car: The car is not visible on the map and the user who reserved it didn't access yet.

### Acronyms

- RASD: requirements analysis and specification document
- AES: Advanced Encryption Standard
- FIFO: First In First Out
- ETA: estimated time of arrival
- API: application programming interface
- GPS: Global Positioning System

## 1.3 References

- Software Engineering 2 Project AA 2016/2017: Assignments AA 2016-2017
- IEEE Standard 830-1998 IEEE Recommended Practice for Software Requirements Specifications.
- IEEE Standard 1016 tm -2009 Standard for Information Technology-System Design-Software Design Descriptions.
- Rasd TaxiDriver example 2.pdf (past year's project)

## 1.4 Overview

This document is essentially structured in four parts:

- Introduction: it gives a description of the document and some basic information about the system. It also identifies the stakeholders and the actors involved
- Overall Description: it gives general information about the software and hardware product, constraints and assumptions
- 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
- Appendix: it provides information that is not considered part of the actual RASD. It includes: software and tools used, alloy implementation, project group organization

## Chapter 2

# Overall description

### 2.1 Product perspective

The PowerEnJoy system is composed by a mobile application, a web server and a DBMS. The mobile application runs on iOS, Android and Windows Phone and the main core of the entire system. Whereas the web server is used as a publicity method to redirect the user who wants to sign in and also as an help for users who want to resolve common problem. Additional functionalities are provided through the use of APIs or interfaces.

### 2.2 Product functions

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

- Visitors can simply register or log in.
- Logged user can reserve and rent a car, plug a car into a safe area and finally communicate with the customers service in case of any problems during one of this operations

The user's action as the all the sequence is it possible to do with them is explain in the figure 3.2

#### 2.2.1 Goals

Here are described the software's high level goals:

$G_1$  Allow visitor to sign up

$G_2$  Allow user to log in

$G_3$  Allow user to rent a car



$G_4$  Allow user to book a car in a certain location

$G_5$  Allow user to see the reservation's confirmation and the time of expiration

### 2.2.2 UML

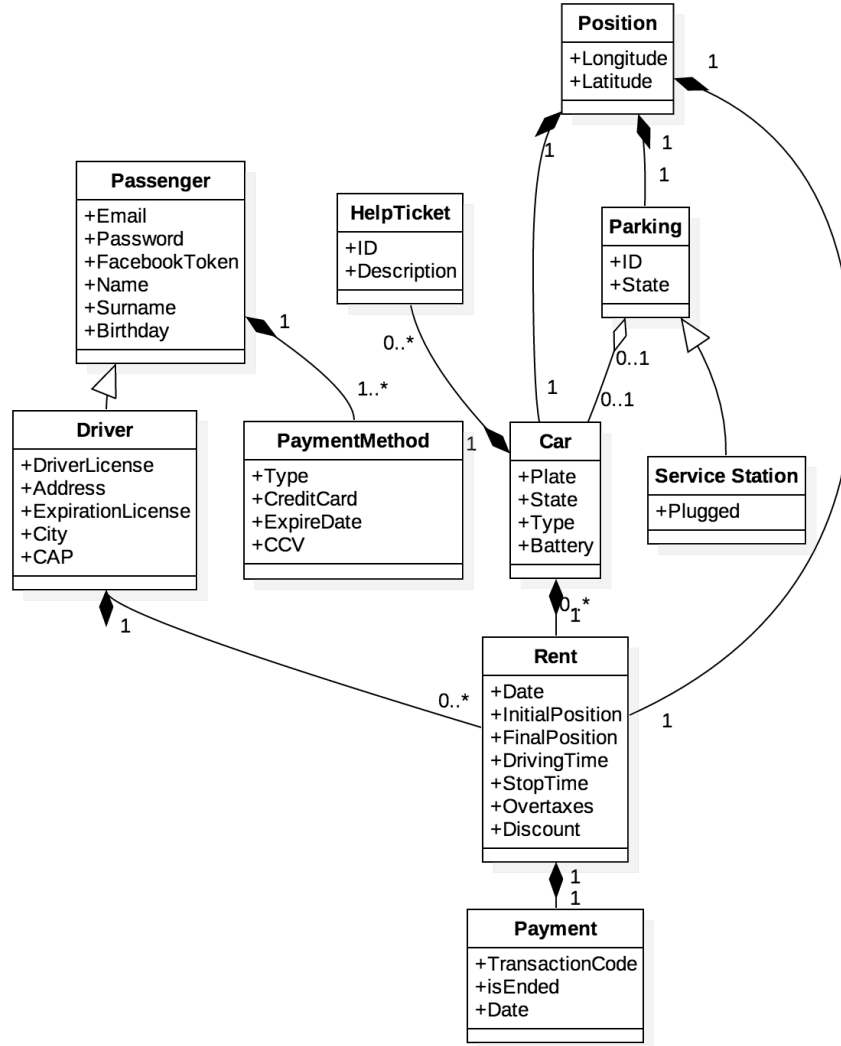


Figure 2.1: Class Diagram

## 2.3 User characteristics

The system wants to give to the users an easy way to interact with it. This without undermine the complexity of the problem and achieving all the goal imposed by the stakeholder. To do so, users must be able to install the mobile the application from the store, besides, their phone must be provided with a GPS, a camera and an internet connection.

## 2.4 Constraints

### 2.4.1 Regulatory policies

PowerEnJoy is a service provided by a private company. The user, who reaches this service 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 PowerEnJoy. If user does not agree to these Terms, he/she may not access or use the services. PowerEnJoy 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. PowerEnJoy 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, payment method, 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.

PowerEnJoy 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

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

- *Web application*

See that the web application is a static web site used as advertisement it does not require a minimum access speed and it is built to Browse from

Internet explorer 8 or more, intending all the different version of Chrome, Firefox and Safari exit during this time

- *Mobile application*

Operating system: Android, iOS, Windows Phone

Memory: 512MB RAM

Hard drive: 40MB of free space

GPS navigation system

Web access at the minimum speed of 1Mbps

### 2.4.3 Interfaces to other applications

PowerEnJoy provides APIs to enable development of additional software on this platform. Furthermore PowerEnJoy manages the communication between itself and the payment management system, to do so the system use the API of the most common payment services used on the web. It is request a system that can work automatically without asking each time the permission to the user. The system sends a payment request with the information of the rent and the amount to pay and the external payment method has to answer with a code that indicate the result of the transaction. Related to the policy of the external system the money that PowerEnJoy earn from the users has to be returned from the payment system no more than a moth after the rent.

### 2.4.4 Parallel operation

PowerEnJoy 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 Reliability requirements

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

### 2.4.6 Criticality of the application

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

### 2.4.7 Safety and security considerations

PowerEnJoy guarantees secure communications through AES encryption algorithms.

## 2.5 Assumptions and dependencies

This assumptions are related to the domain and to the environment where the user act.

- $A_1$  The phone must have a camera and the application must have the right to use it
- $A_2$  The user who reserve and/or rent the car is legally responsible for everything that happens during this time
- $A_3$  The validity of the payment method is verifiable as the correct end of a payment.
- $A_4$  The car is furnished by some device that allow the system to completely control and communicate with it. As open it from distance, control the passengers number, check its position, check its battery state.
- $A_5$  The user's GPS must be switched on using the mobile app
- $A_6$  The user's GPS must work rightly
- $A_7$  The users must have a working internet connection
- $A_8$  There are a method to charge the battery of the car

## 2.6 Apportioning of requirements

## Chapter 3

# Specific requirements

In this chapter are analysed all the requirements related to the system. Each section corresponds to a specific category of requirement. In particular the section 3.1 explain the requirements and the constraints the system must to respect to achieve the goal imposed by the customer, as the user interface.

### 3.1 External interface requirements

#### 3.1.1 User interfaces

The interface of PowerEnJoy can be both for web application and mobile application. From figure 3.1 to figure 3.4 are presented some of the most important pages and screens of PowerEnjoy. In particular in figure 3.3 is showed the home page of the PowerEnJoy's application, it is composed by a map and some marker located on the map depending of the position of the car. It important to understand that only the car in a free state are showed within the map. The figure 3.4 appear whereas when the user click on a marker in the map and shows the information of the selected car and a button to reserve it.

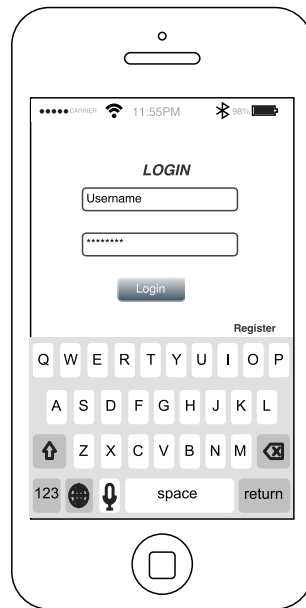


Figure 3.1: Login page

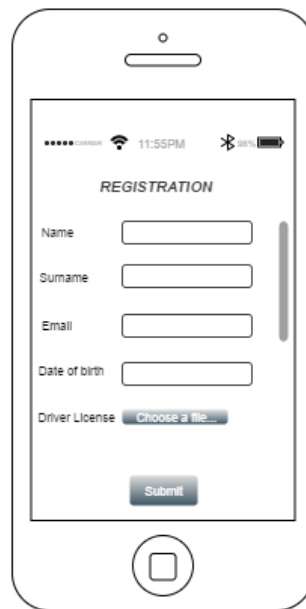


Figure 3.2: Registration page

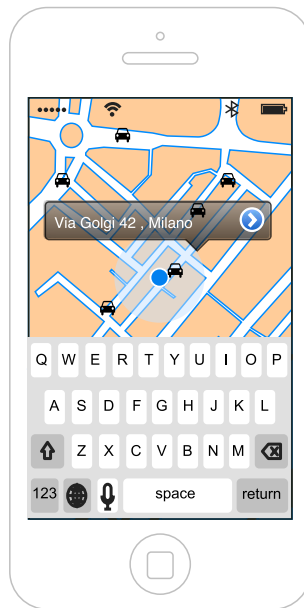


Figure 3.3: Home page or Map page

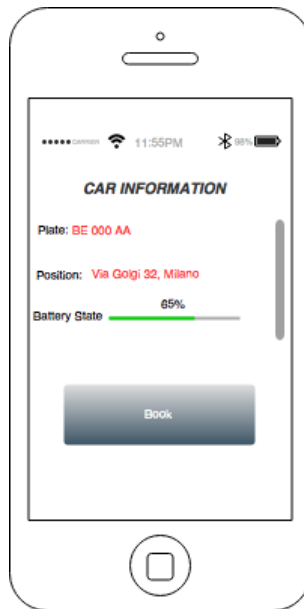


Figure 3.4: Car information page

## 3.2 Use Cases

In this paragraph some use cases will be described. These use cases can be derived from the scenarios and the use case diagram.

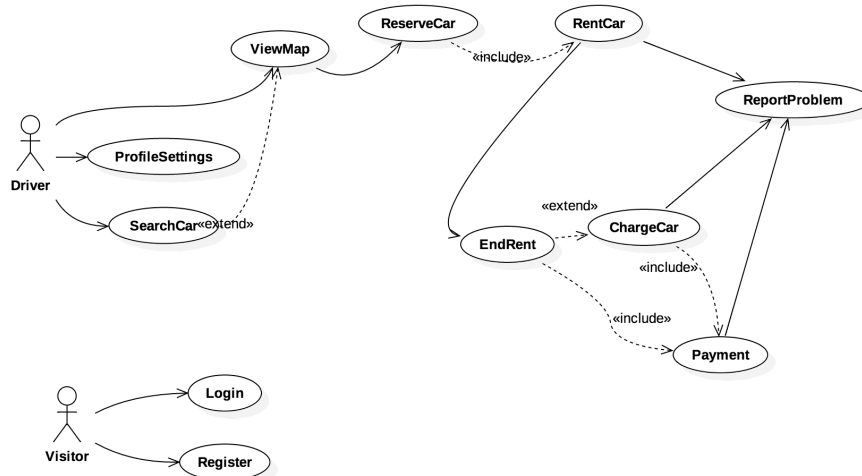


Figure 3.5: Use cases diagram

**Name:** User registration

**Actors:** Visitor

**Entry conditions:** There are no entry conditions

**Flow of events:**

- The visitor arrive to the home page of the application, as is not logged in is redirect to the login/registration page
- The visitor enter his personal information, his driver license, a photo of his driver license and some payment method
- The visitor clicks on the confirm button
- The application suggest the user to read his emails to receive the password
- The visitor login after read the password

**Exit conditions:** The visitor is redirect to the home page of the application



**Exception:** The information furnished by the visitor are not correct or ambiguous as the following case:

- The Email has not the correct format
- The Birthday is not at least eighteen years ago
- The Payment method is not valid
- The information's of the driver license don't correspond with the information furnished by the visitor
- The Driver license is not valid

Also the visitor could had forgot to enter some requested camp or to accept the Terms and Conditions. In all this case, the system does not send any mail to the visitor but notifies him that an error has been made and allows to input the incorrect data again

---

**Name:** User Login

**Actors:** User

**Entry conditions:** There are no entry conditions

**Flow of events:**

- The user arrives at the Login page of the mobile application.
- The user inputs his email address and his password.
- The user clicks on the log in button.
- The system redirects the user to the home page.

**Exit conditions:** The user is successfully redirected to the application home page.

**Exception:** The email and/or the password furnished by the user are not correct. In this case, the system does not redirect the user to the home page but notifies him that an error has been made and allows to input his email and password again. The user can also forget his/her password, in this case he/she can ask to generate another password and received it on his/her personal email address.

---

**Name:** Reserve a car

**Actors:** User,

**Entry conditions:** There is at least a car not reserved neither used.

**Flow of events:**

- The user arrives at the home page of the application that shows the map with the markers of the cars.
- The user choose a car.
- The user clicks on the marker of the car chosen.
- The user clicks on the "Reserve" button
- The application shows to the user the time remained to start the engine and the position of both the actors.
- The user arrives next to the car.
- The user clicks on the button "Open the car"
- The car is opened by the system
- The user get into the car and start the engine.

**Exit conditions:** The user successfully start the engine of the car

**Exception:** Two users reserve the same car in a really small difference of time, the system in this case will delete the reservation that is requested later.

---

**Name:** End a rent

**Actors:** User, Car

**Entry conditions:** The car is in the state In Use

**Flow of events:**

- The user stop the engine of the car and get out of the vehicle.
- The car check if all the doors are closed and there is no one into the it.
- The system close the car
- The system wait 5 minute
- The system send the request for payment to the external system
- The external system answer to the request
- The system notify the user about the end of the rent with a message on the app

**Exit conditions:** The user successfully end the rent

**Exception:** • The car is not parked in predefined area, in this case the system will not allow the user to end rent and close the car.

- The payment request failed, in this case the system block the user and he/her will not be able to use the system again until he complete the payment
  - The car is stopped but the user still inside or a door is open, in this case the rent will not end and the user is charged as he/she would still driving.
- 

**Name:** Profile settings

**Actors:** User

**Entry conditions:** The user needs to be logged into the application

**Flow of events:**

- The user click on profile in the menu of the application
- The user change his/her information that have changed
- The system notify the user that the settings have been successfully updated.

**Exit conditions:** The user successfully save his/her new settings

**Exception:** The information furnished by the user are not correct or ambiguous as the following case:

- The Email has not the correct format
- The Birthday is not at least eighteen years ago
- The Payment method is not valid
- The information's of the driver license don't correspond with the information furnished by the visitor
- The Driver license is not valid

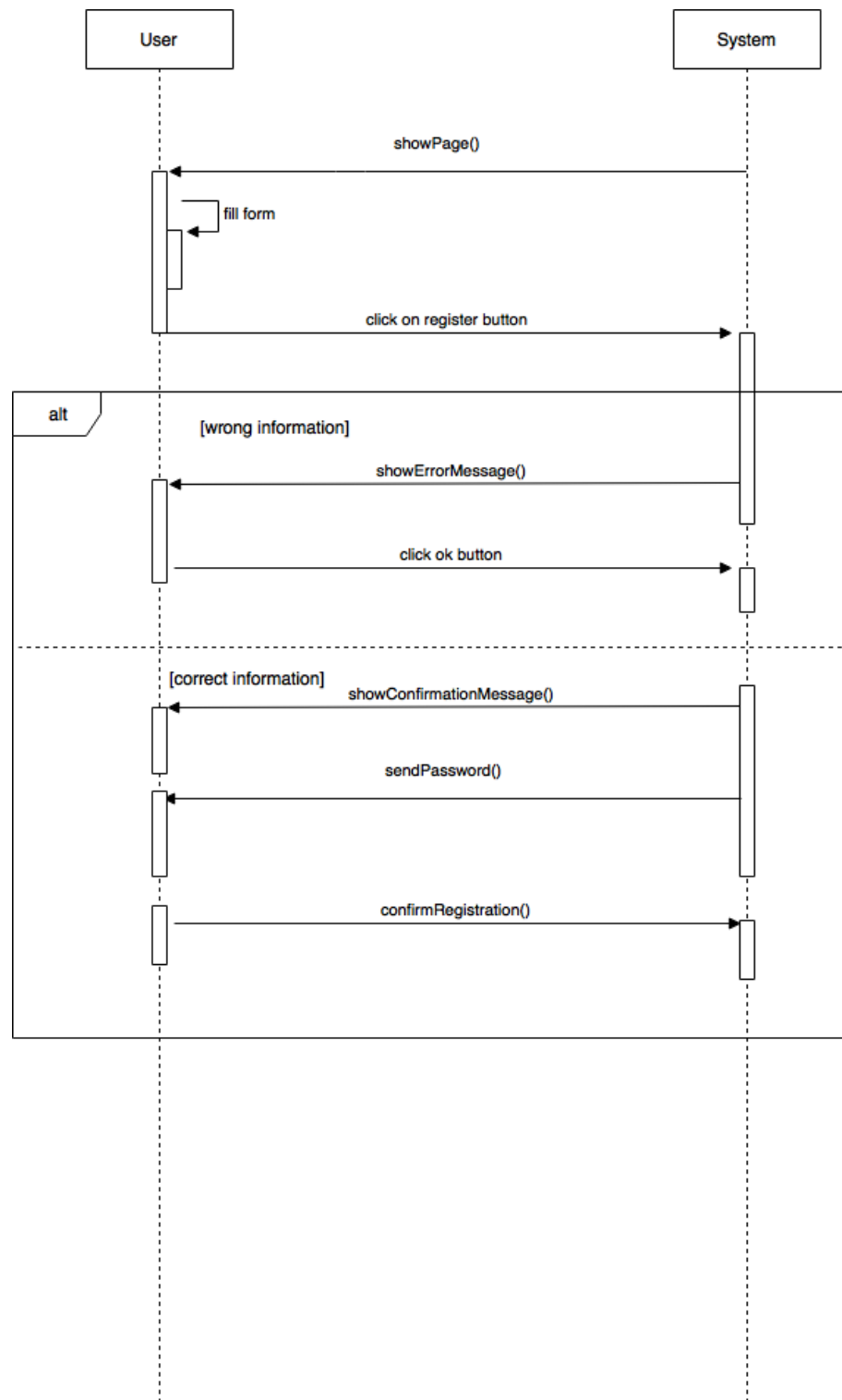
## 3.3 Functional requirements

### 3.3.1 Registration

Visitors can register to PowEnJoy through mobile application. This operation requires the visitor to fill a registration form with personal data and accept PowEnJoy terms and conditions, including personal data policies, according to local law. The system requires the visitor personal information as name, surname, and birthday, payment information ( as a credit card or a paypal account) and proof of the possession of a valid driver license If any of the previous requirements are not met or any input is invalid, the registration fails and the

system asks the visitor to repeat the process. Other- wise, a verification email containing the password of the account is sent to the provided email address. To validate his account the visitor needs to login one time with the provided password.

**Scenario** Meg is a student. She has heard about PowEnJoy and, finding it an easy and ethical way to travel, wants to subscribe to it. Therefore, she download the mobile application from the store and clicks on Register in the main screen. She fulfil the form, accepts the term and conditions and she click Confirm. However, the system cannot verify Meg's driver license because she forgot to put the photo that prove the possession of it. It therefore asks Meg to take the picture from her mobile's camera. Once she has enter everything correctly she click on Confirm, this time the application valid his credential and tell to meg to check her emails, she will find the confirmation of the correct registration and the given by the software. Meg read her emails and can finally open the application again and login with the given password and the email she gave before.



## Diagrams

### Special Requirements

- Visitor can abort the registration process at any time.
- The password in the email must be used within 1 day, otherwise the registration is deleted along with the visitor's info.
- Registration form contain the following information (fields):
  - Email address.
  - First name.
  - Surname.
  - Address.
  - City.
  - Postal Code.
  - Credit card code.
  - Expiration date of the credit card.
  - Secure code of the credit card.
  - Driver license code.
  - Expiration of driver license.
  - Photo of a driver license.
- Email address cannot be the same as ones from other PowerEnJoy users.
- The photo of the driver license must be taken by the camera of the mobile.

### 3.3.2 Login

Visitors on PowerEnJoy mobile application may access to an existing registered user account providing its corresponding email address and password. In case the submitted info do not match with any existing account info, the system notifies the visitor that the email address doesn't exist, or that it exists, but the submitted password is wrong. In case a user forgets his/her password, the system allows him/her to retrieve it, automatically creating a new password, setting it as the user's one and sending it to the provided email address.

### Scenario

1. Freddy is user of PowerEnJoy. He already downloaded the application from the store and he has already done the registration from the application. He cannot remember the password given from the system during the registration time. Therefore he open the app on the home page and he is redirect to the login page. He click then on the forget password link

and the application ask him his email address. He insert the email address and then the application show another message telling the user to check the emails. Once he has received the new password, Freddy can finally open again the application and login with the his email address and the new password.

2. Eleonor is a lawyer familiar with the PowerEnJoy system, she have recently changed phone and she has already download the application again. She open the application and she is redirect in the login page. she fills both fields and clicks on ?Log in?. The system verifies her info: the operation ends successfully, and she gains access to the user homepage.

## Diagrams

### Special Requirements

- Visitors must fill the "email field" with an existing email address in order to successfully log in.
- Visitors must fill the ?password? field with the only password corresponding to the submitted email address in order to successfully log in.
- The system will ignore log in requests if at least one of the ?email? and ?password? fields are left blank.
- The system allows visitors to retrieve their password if they forget it, by clicking ?Forgot password?.
- The system requires visitors to submit an existing email address in order to retrieve their password.
- The system will take care of assigning the user a new password, when he/she states to have lost the previous one.
- The system will take care of sending to the email address submitted by the visitor the new assigned password, when he/she states to have lost the previous one.
- The system allows visitors to retrieve their password once a day.
- The system remember the user's credential until the user decide to logout.

### 3.3.3 Reserve car

Logged user on PowerEnJoy can look for cars near his/her position, or next to a specify address, and reserve one for a rent. This operation is possible using the map on the home page of the application that indicate with a marker the position of the car, only the cars that are in a free state can be reserved and are visible on the map

**Scenario** Francis needs to go home from a dinner with his friends. It is late and there are public transport anymore. He is already registered and successfully logged-in in the PowerEnJoy application. He decided to reserve a car using the application. He opens the application and he is directly redirect to the application home page that contains the map with the markers of cars near him. He choose a marker and he click on it. The app show him the information of the car as its battery charge and its position. The car is really close to him therefore he click on the button reserve and he moves next to the car. Meanwhile the application shows him the a timer, the vehicle registration plate, his position and the position of the car. Once the Francis arrives next to the car the app shows him a button to open the car. The rent start when Francis start the engine of the car.



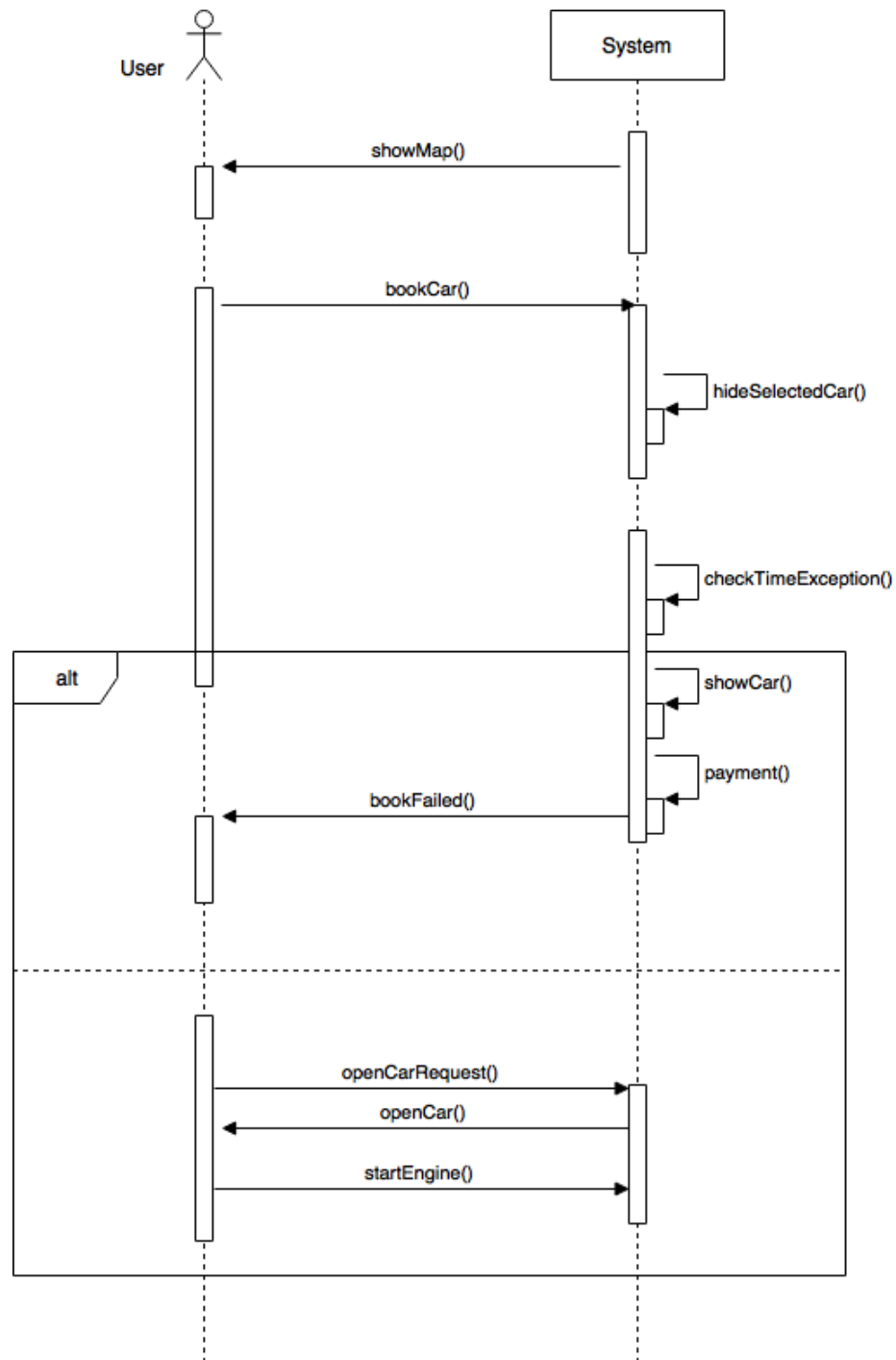


Figure 3.7: Registration sequence

## Diagrams

### Special Requirements

- A car change is state from "*Reserved*" to "*In use*" only when the engine starts
- A car can be reserved and showed on the map only if its state is "*Free*"
- A car stays in the "*Reserved*" state for at maximum one hour, if it's not picked-up it return to the state "*Free*"
- Each car have a precise position
- An user can open the car through the app only if it is near to it
- Each user can reserve only one car at the same time
- A car can be reserved from only one user at the same time

#### 3.3.4 End a rent

Once the user has finish his/her ride he/she have to parks the car in a safe area or a parking, stop the engine and get off the vehicle. The system check if all the requirements to end the rent are respected and close the car. The system wait 5 minute to let the user plug the car if he/she wants to. After the wait time the system send the payment request to the external payment system. The end of a rent can also provide some discount on the final payment or the add some overtaxes.

### Scenario

1. Isa is an habitual user of PowerEnJoy. She picked-up a car to cross the city and be ecologic with the system. She has finished her ride and she wants to end the rent. She parks the car near a safe area near her destination and she stops the engine of the car. The safe area, as defined, has a plug to recharge the car so Isa plugs the car just after she has stopped the car. The system notify Isa of the correct end of her rent and show her the final bill, that contain a discount of 30%, with a message on the application.
2. Laura took a car of PowerEnJoy to get home with her family, her husband and her tow child. She park the car in a parking but unfortunately the battery of the car is at 10% and there are no safe area next to Laura's house, the most near is 3.2 Km away. Laura end her rent stopping the engine of the car and receive a message from the app that show her an overtaxes of 30% due to the position of the parking and the state of the battery life of the car.

3. Mary rented a car to go home from her university, once she arrives next to her destination she park the car into a parking, she stop the engine and get off the car. Unfortunately the chosen area is not an allowed parking area and the system does not let the her close the car even if nobody is into it. Therefore she moves the car into another parking area and this time, once she followed the procedure, the system close the vehicle and wait 5 minute before charging Mary for her rent. Once the payment is successfully ended the system send a notification to Mary with the resuming of her rent and the bill.

## Diagrams

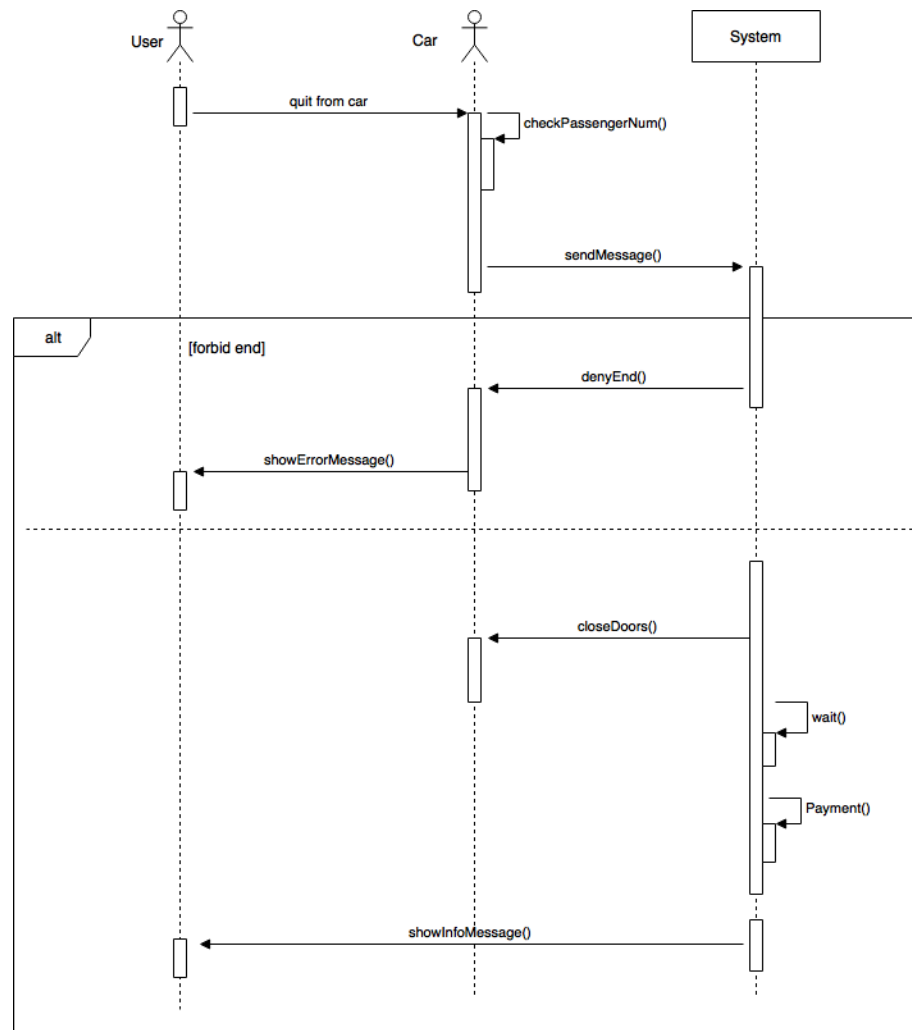


Figure 3.8: Registration sequence

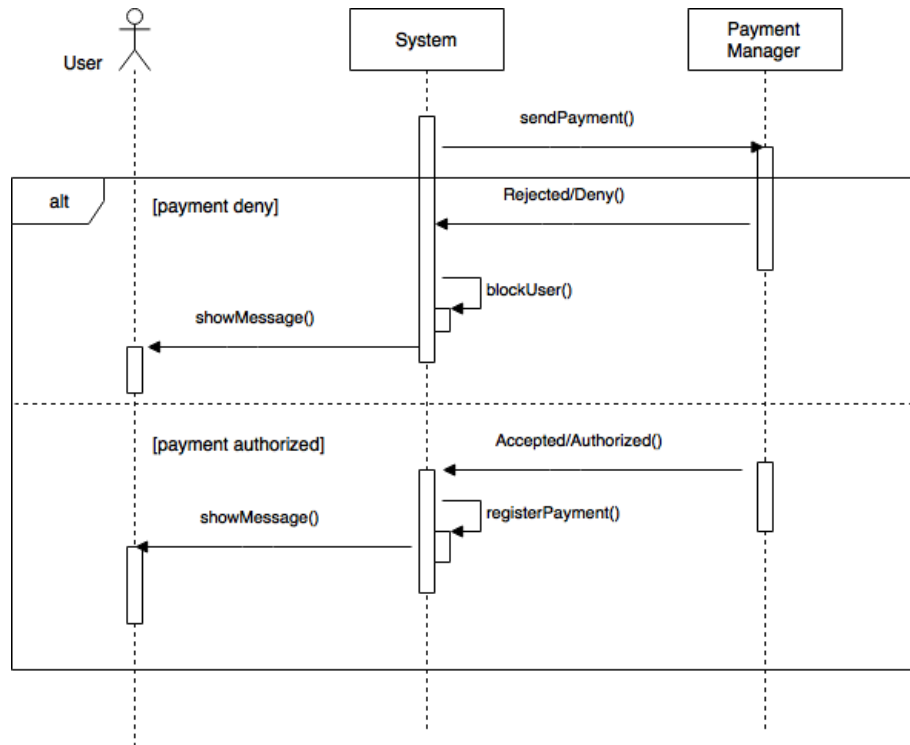


Figure 3.9: Registration sequence

### Special Requirements

- If the system detects the user took at least two other passengers into the car, the system applies a discount of 10% on the last ride.
- If a car is left with no more than 50% of the battery empty, the system applies a discount of 20% on the last ride.
- If a car is left at special parking areas where they can be recharged and the user takes care of plugging the car into the power grid, the system applies a discount of 30% on the last ride.
- If a car is left at more than 3 KM from the nearest power grid station or with more than 80% of the battery empty, the system charges 30% more on the last ride to compensate for the cost required to re-charge the car on-site.
- The user has five minutes to plug the car if he/she wants a discount
- The rent end-up only if the car is closed, parked in a parking/safe area and there is anybody in the vehicle.

- The car can be closed only if it is turned off, there is no one in it and if it is parked into a safe/parking area
- The discount can be apply only if there are not any overtaxes
- Only one discount can be apply to the rent, the one who is the most convenient for the user.
- The user has 2 minute before the check of the requirements condition

### 3.3.5 Report problems

Every logged-in user can report a problem to the PowerEnJoy team during the all time of use of the system. In particular the user has a button to immediately contact the customer service during:

- The reservation of a car, in case the car is not opened by the system.
- The rent of a car, in case of accident or problem due to the system.
- The charge of a car, in case some safe area is not working correctly.
- The payment, in case of some error appeared during the payment time.

#### Scenario

1. Marc is a logged user who has already reserved a car. The rented car is really near to him and Marc wants to open it. Unfortunately the board computer of the chosen car, the one that able the system to open it, it is broken. Therefore he decides to call the customer service with the button in the reservation page. The customer service office answer to his call and let Marco abort his reservation without paying any additional feeds.
2. Claire is a user of PowerEnJoy who is renting a car, during her ride she rear-end another vehicle. Unaware about the procedure to follow she open the PowerEnJoy application and she click on "Customer service" in the menu. An employ of PowerEnJoy system answers and explains all the document Claire needs to complete before end her rent with the procedure to follow in her case. The operator opens also a Intervention request with the third-part company who is responsible to maintain and repair the cars of the system.
3. Jack is using a PowerEnJoy's car and he wants to park it because he is near to his destination. The battery charge is under 20% and he wants to plug the car in charge in order to let the next user able to use it for a longer period of time. Unfortunately the nearest safe area is broken and Jack cannot plug the car into charge. To not income in overtaxes he decides to call the Customer service. The employ answers to Jack's call and report the problem to the third-part agency. In plus the PowerEnJoy employ preserve Jack to receive overtaxes on his last rent but he also block every type of discount.

## Diagram

### Special Requirements

- The user must be able to contact the customer service 24h/24h

### 3.3.6 Profile settings

The system allows logged in users to view and modify their profiles at any moment, as long as they're logged in. While modified email addresses, driver license or payment method must be unique in all the system, otherwise the system denies the modification request. In case of modified email address, the system sends a confirmation email to the new address. Modification will successfully ends when the user clicks the link in the sent email.

### Scenario

1. Zac uses to periodically change his account password, in order to increase protection. To do so, every 3 months, he opens PoweEnJoy on his mobile phone, chooses ?Profile?, then ?Modify?. He selects the password field, writes down a new one, then writes it again in the ?Confirm password? field. Finally, he clicks ?Confirm?: the system informs him that his account password has successfully been updated.
2. Sailor is a user of PowerEnJoy and she has recently change her credit card because it was expired. She needs so to open PoweEnJoy on his mobile phone, chooses ?Profile?, then ?Modify?. She selects the old credit card and she writes all the new information about her new payment method. Finally she clicks "Confirm" and the system informs her that the account payment has been successfully updated.

## Diagrams

### Special Requirements

- Account settings are accessible from the start screen of both apps, through the ?Profile? button.
- The system allows users to view all their profile info, submitted during registration
- The system allows users to modify all their profile info, submitted during registration.
- Modifying the password requires to write the old one, and the new one twice; if the former password is not correct or if the two new passwords submitted do not match, the system asks for all passwords again and notifies the user.

- Modifying the email address, the driver license requires that the new one doesn't match with the one of another registered user.
- Modifying the email address requires confirmation through an email sent to the submitted email address.
- The system allows users to abort modifications at any time.
- The system allows users to delete their account: confirmation is required to proceed.

### 3.4 Performance Requirements

PowerEnJoy will perform 95% of the operations within 4 seconds; the total amount of the operations within 10 seconds. The system should ensure at least 2000 passengers connected.

### 3.5 Design constraints

PowerEnJoy wants to reach most of users, requiring minimum specifications for devices. User, 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.

### 3.6 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, PowerEnJoy 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.

# Revision

In the following are listed the differences between versions:

1. First version

# Hours of work

In the following are listed the hours of work that each member of the group did:

1. Marco Redaelli: *hours*
2. Francesco Zanolli: *hours*