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**The Domain Context**

The domain context of the Student Smart Printing Service (HCMUT\_SSPS) involves the system which provides the student in various campuses an easy and efficient way to print documents. It intergrates with the HCMUT’s sign-on (HCMUT\_SSO). It also provides many features for the Student Printing Service Officer (SPSO) to manage the system. The system is provided through a web-based app and a mobile app.

**The Stake Holders**

The Stake Holders consists of 3 objects: student, SPSO, IT department.

* Students: require a system that friendly, easy to use, … to upload their files, print it and manage the history of their print jobs. They also need a method to calculate their balance while printing and purchasing if needed.
* SPSO: they need to manage all the printers in the campus, the permitted file types, the default number of pages of each student, the dates that the system will give the default number of pages to all students, they also must be able to see the printing history (log) of student and the report of the using of the printing system each month and each year
* IT department: their needs are being able to upgrade the system periodically, ensure the maintenance of the system, supports the integration with the HCMUT-SSO authentication and handles technical maintenance.

**The Stake Holders’s benefits**

* Students: being able to access all the printers in the campus easily with the real-time balance tracking, customize their print jobs (file type, page size, …), ability to purchase additional pages if needed, access to their printing history.
* SPSO: data-driven insights from monthly and yearly reports,
* IT department: have less burden on IT resources because the system has already provided a self-service system to both students and SPSO.