

Software Requirement Specification

For

Cemetery Service

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1. INTRODUCTION

1.1 PURPOSE

This document states the Software Requirement Specification for implementing the online cemetery service portal. The proposed system will facilitate the introduction of a new solution that could enhance and improve the service standards offered to the customer. The Purpose of this document is to provide guidelines for the development of the Cemetery service system.

1.2 INTENDANT AUDIENCE AND USERS

This project is a prototype for the cemetery service online platform that user can register online this project need to save customer-sensitive information and this has been implemented under the guidance of council members.

1.3 SCOPE OF PROJECT

Cemetery Service System is an internet-based application, stakeholders of the application are the Admin and users of other relevant parties. Users can request the cemetery service and Admin can approve or reject that request. If the request is approved Users have to pay for the service amount using a credit card or debit card. This application will develop getting efficiency and the design will meet the user's needs while remaining easy to understand and use. This system helps to get the details contained in a relational database. The purpose of online Registration and login is to user identification and user information authentication, create convenient and easy-to-use applications trying to send requests for services, and make payments. The system is based on a relational database with its service management and payment services.

1.4 REFERENCES

- <https://www.negombo.mc.gov.lk/admin/login.html>
- https://www.negombo.mc.gov.lk/services/index_new.html

2. OVERALL DESCRIPTION

2.1 PRODUCT PERSPECTIVE

- **User login**

A login page is a web page or entry page to a website that requires user identification and authentication, regularly performed by entering a Mobile number/ email and password combination. Login may provide access to an entire site or part of a website .logging off a cemetery service system may be manual by the user or it can occur automatically when certain conditions (such as closing a page, turning off the computer, a long time delay, etc) occur.

- **User request cemetery service and pay for service**

User request cemetery service after logging into the system and If the admin approved the requesting user can pay for the service.

- **Admin approve or reject the request**

Admin rejects or approved the user's request after reviewing.

2.2 USER CLASSES AND CHARACTERISTICS

Customer

Users should be able to register to access the system to request cemetery service. After register, the user can log in using a Mobile number / Email as user Id and, password. The system allows to user to request service and the user can pay for service through the system.

The customer should be able to do the following functionalities.

- Log in
- Request service
- Pay for service

Admin

Admin should be able to log in to the system using a user credential. Admin can approve or reject requests requested by the user.

- Log in
- Approve service request
- Reject service request

- Update payment

2.3 OPERATING ENVIRONMENT

The entire set of applications is built on technologies to ensure product performance and durability.

The following technologies and software are used to develop the application.

- OS –Windows
- Database – MYSQL
- Platform Language – HTML/CSS/JS/PHP/C#

2.4 PRODUCT FEATURES

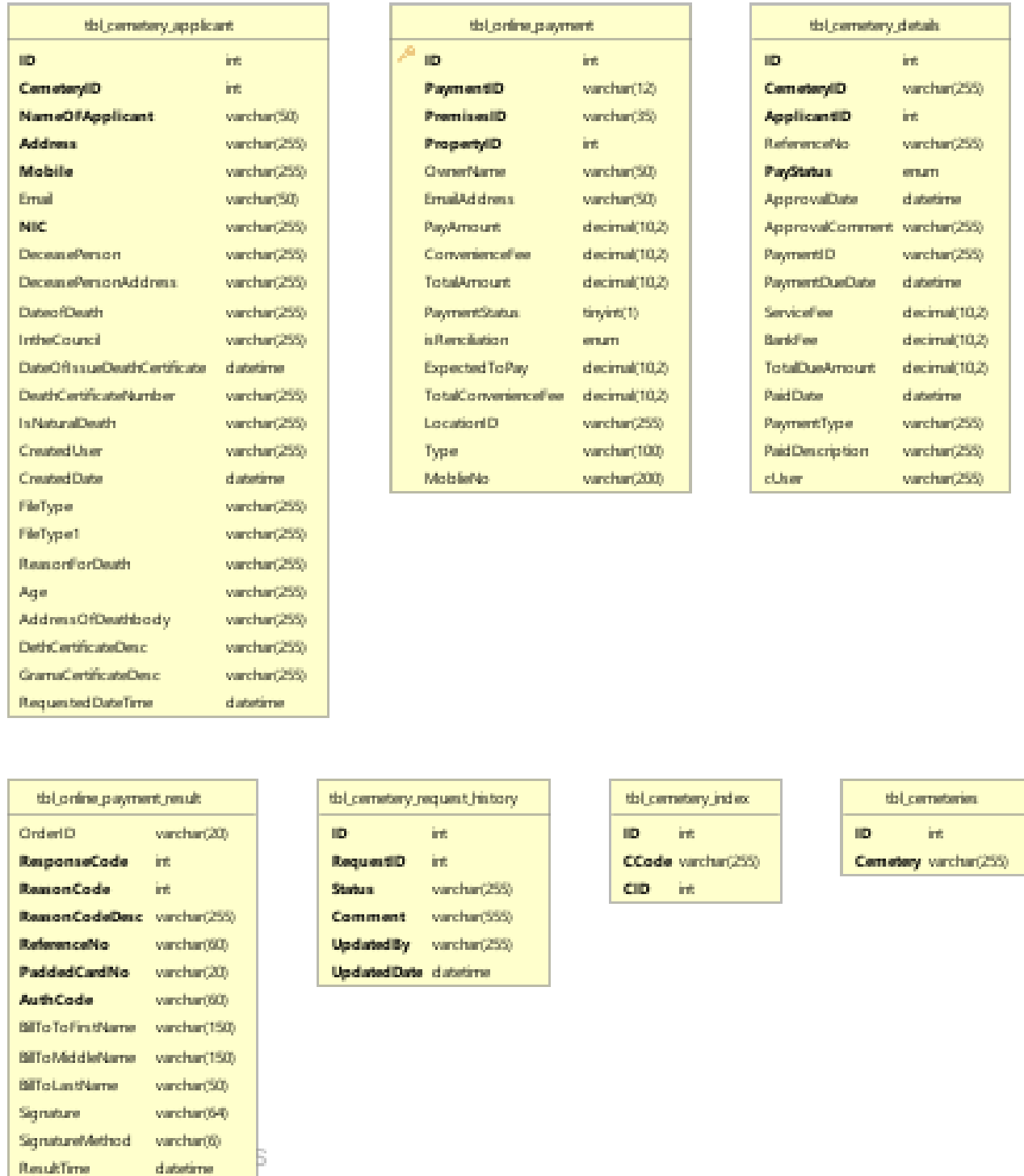


Figure 1-Data base

3. SYSTEM FEATURES

3.1 USER LOGIN

3.1.1 Flow chart

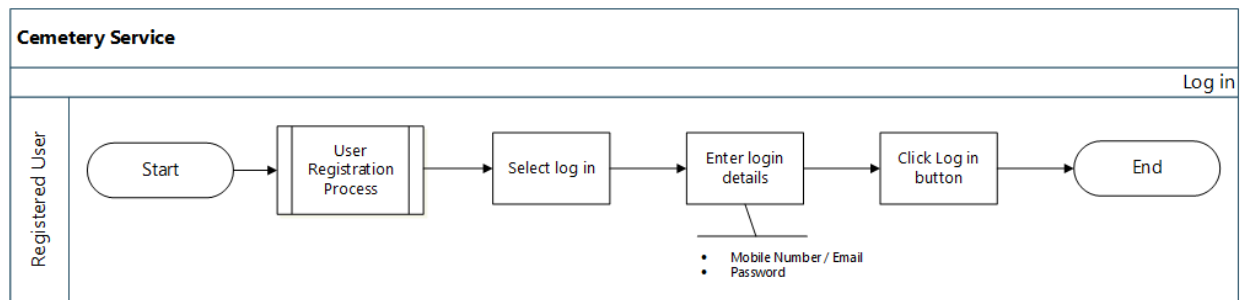


Figure 2-User Login

3.1.2 Description

Scenario User login into the system.

Actor Registered User

Precondition

1. The user should have a web browser
2. User should have an internet connection.
3. User should have registered to the system.

Registered users can access the cemetery service system after they log in the system. Users have to enter their Mobile Number / Email and Password to log in to the system.

Error flow

- If the user enters an invalid mobile number or email, the system will display “Invalid Mobile Number” or “Invalid Email”.
- User enters an invalid email/mobile number or password to the system display “Invalid credential”.

3.1.3 Stimulus/ Responses

1. Stimulus: The user clicks the login icon.

Response: The system displays the login form.

2. Stimulus: The user enters login details and clicks the log-in icon.

Response: System direct to the user overview.

3. Stimulus: If the user enters an invalid Mobile number or Email.

Response: The system displays an error message.

4. Stimulus: The user enters an Invalid password.

Response: The system displays an error message.

3.1.4 Functional Requirement

REQ-1: The system shall be able to show the Login option.

REQ-2: The system shall be able to display the Login form.

REQ-3: The user shall be able to enter details for the Login form.

REQ-4: The user shall be able to submit the Login form.

REQ-5: The system shall be able to check the validity of login details.

REQ-6: The system shall be able to load the user dashboard.

3.2 REQUEST CEMETERY SERVICE

3.2.1 Flow chart

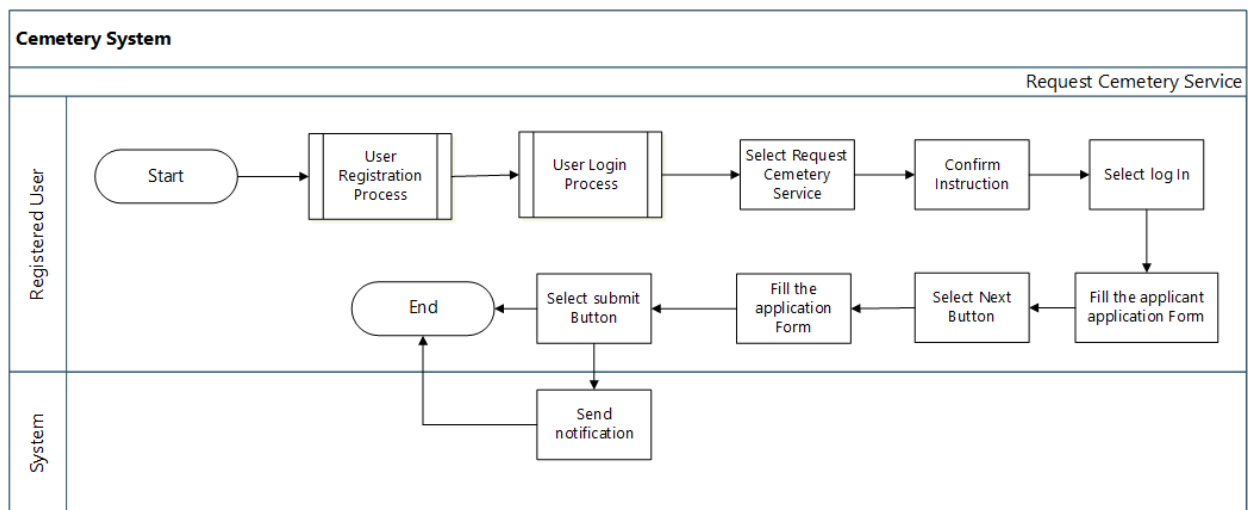


Figure 3-Request cemetery service

3.2.2 Description

Scenario User request cemetery service

Actor Registered user

Precondition 1. The user should have a web browser.

2. User should have an internet connection.
3. User should have logged in to the system.
4. User should have requested cemetery service.

- Registered users can request cemetery service by filling out the application form.
- The user should be able to enter the following data for registering service. (Applicant table)

Table 1-Application form data

Field	Field type	Length	Priority	Comment
Name	Text field	50	Mandatory	
Address	Text field	225	Mandatory	
Mobile Number	Numeric field	225	Mandatory	
Email	Text field	50	Optional	
NIC	Text field	225	Mandatory	
Service required date	Date field	-	Mandatory	
Service required time	Date field	-	Mandatory	
Death Certificate Number	Text field	225	Mandatory	
Decease Person	Text field	225	Mandatory	
Decease Person Address	Text field	225	Mandatory	
Death certificate Number	Text field	225	Mandatory	
Is Natural death	Text field	225	Mandatory	
Date of issue death certificate	Date/Time	225	Mandatory	
Reason for death	Text field	225	Mandatory	
Death certificate Description	Text field	225	Mandatory	
Grama certificate Description	Text field	225	Mandatory	
Requested date time	Date/Time	225	Mandatory	

Error flow

- If the user has not entered the required field data and submit, the system displays an error message for each field.
- User must enter past date for Date of Death field and Date and time of issue of post mortem Certificate in the application form. If not display “date should be in the past”.
- Before submitting the application user must check the check box. if not system displays the error message “Please verify that you are not a robot”.

- Date of post-mortem certification issued date should be higher than the date of death.
- Enter a valid NIC number.
- Enter a valid mobile number ex.07XXXXXXXXX.

3.2.3 Stimulus / Responses

1. Stimulus: The user selects the request cemetery service option.

Response: The system displays the Applicant instruction page.

2. Stimulus: The user selects the check box and views the application

Response: System display form of Application.

3. Stimulus: The user completes the application and clicks the Next button.

Response: The system displays the next form of Application.

3.1 Stimulus: The user enters details of the application form and clicks Submit button.

Response: The system displays the notification to confirm submission.

3.2 Stimulus: The user enters details of the application form and clicks Save and Draft button.

Response: The system saves entered data as a draft in the database.

3.3 Stimulus: The user enters the details of the application form and clicks the Clear button.

Response: The system clears entered data in the entire application form.

3.4 Stimulus: The user enters the details of the application form and clicks the Back button.

Response: The system goes back to the previous page.

4. Stimulus: The user clicks Clear Button.

Response: The system clears all entered details of the applicant form.

5. Stimulus: The user clicks the pending list button.

Response: The system goes back to my request list page.

3.2.4 Functional Requirements.

REQ-1: The user shall be able to fill out the application.

REQ-2: System shall be able to send a notification after submitting the application.

3.3 VIEW BOOKING PAYMENT DETAILS.

3.3.1 Flow chart

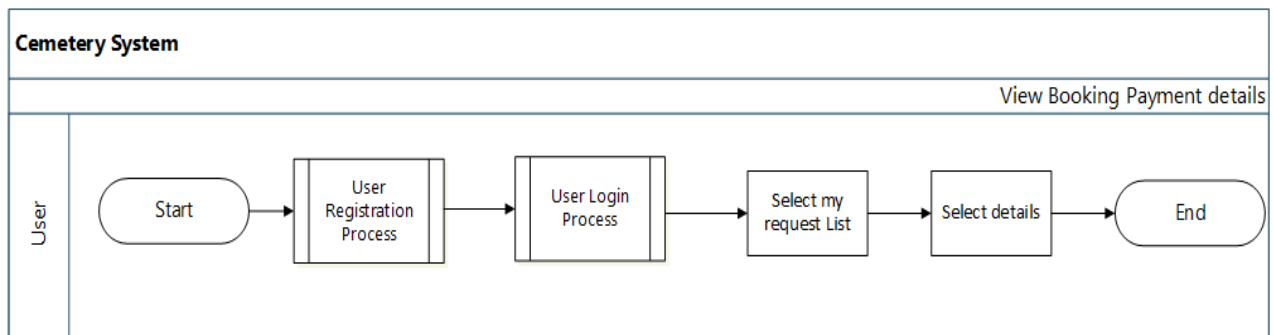


Figure 4-View booking payment details

3.3.2 Description

Scenario User views booking payment details.

Actor Registered user

Precondition:

1. User should have a web browser.
2. User should have an internet connection.
3. User should have registered to the system.
4. User should have logged in to the system.
5. User should have requested cemetery service.

Existing registered users can view the requested list details (Reference number, Status, Name of Death Person, Payment Due Date, Service fee, and Total Due Amount.)

Error flow

- The system displays an error message if the admin has not approved payment in red color.
- The system checks the payment due date and if that date is overdue, the system should display an error.

3.3.3 Stimulus/ Responses

1. **Stimulus:** The user selects the “*my request list*” option.

Response: The system displays a list of details.

2. **Stimulus:** The user clicks *the details* button.

Response: The system display *Payment for the cemetery booking service* option.

3.4.4 Functional Requirement

REQ-1: The user shall be able to view the request list.

REQ-2: The user shall be able to view cemetery request service payment details.

REQ-3: The user shall be able to view the total payment charge.

3.4 PAY FOR BOOKED SERVICE

3.5.1 Flow chart

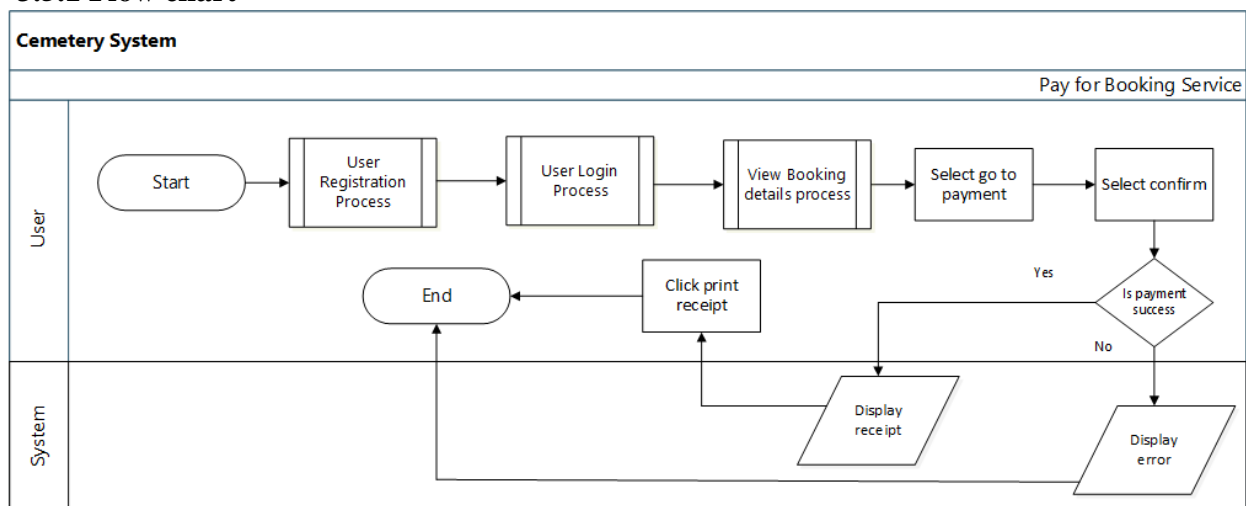


Figure 5-Pay for booking service

3.4.2 Description

Scenario User pay for booked service

Actor Registered User

- Precondition**
1. User should have a web browser.
 2. User should have an internet connection.
 3. User should have logged in to the system.
 4. User should have requested cemetery service.
 5. Admin should have approved the application.

In this scenario, user can pay for booked service after being approved by the admin.

3.4.3 Stimulus/ Response

1. Stimulus: User clicks the Go to pay button.

Response: System displays a description of payment.

1.1 Stimulus: User clicks the confirm button.

Response: System check payment success or unsuccessful.

1.1.1 Stimulus: If successful user clicks the print button.

1.1.2 Stimulus: If unsuccessful system display an error message.

2. Stimulus: User clicks the Back button.

Response: System goes to the My request list page.

Error flow

- If payment is unsuccessful system display an error message.

3.4.4 Functional Requirement

REQ-1: User shall be able to view payment details for the cemetery booking service.

REQ-2: User shall be able to confirm payment.

3.5 ADMIN LOGIN

3.5.1 Flow chart

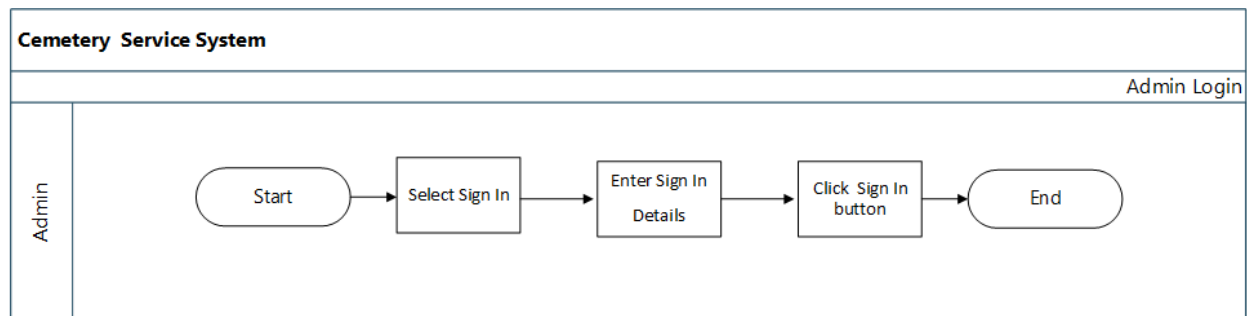


Figure 6- Admin login

3.5.2 Description

Scenario Admin login into the system.

Actor Admin

Precondition 1. The admin should be having internet connection.

Admin will login into the system by using credentials (User ID, Password).

Table 2-Admin login data

Field	Field Type	Length	Priority	Comment
User Id	Text field		Mandatory	
Password	Text field		Mandatory	

3.5.3 Stimulus/ Responses

1. Stimulus: Admin enters user id and password and signs in to the system.

Response System direct to the admin dashboard.

2. Stimulus: Admin click forgot password button.

Response: The system displays a popup notification to input the email address.

Error flow

- System displays an error message to fill in missing fields.

3.5. 4 Functional Requirements

REQ-1: Admin shall be able to log into the system.

REQ-2: System shall be able to direct admin into the Admin dashboard.

3.6 VIEW PENDING REQUEST LIST DETAILS

3.6.1 Flow chart

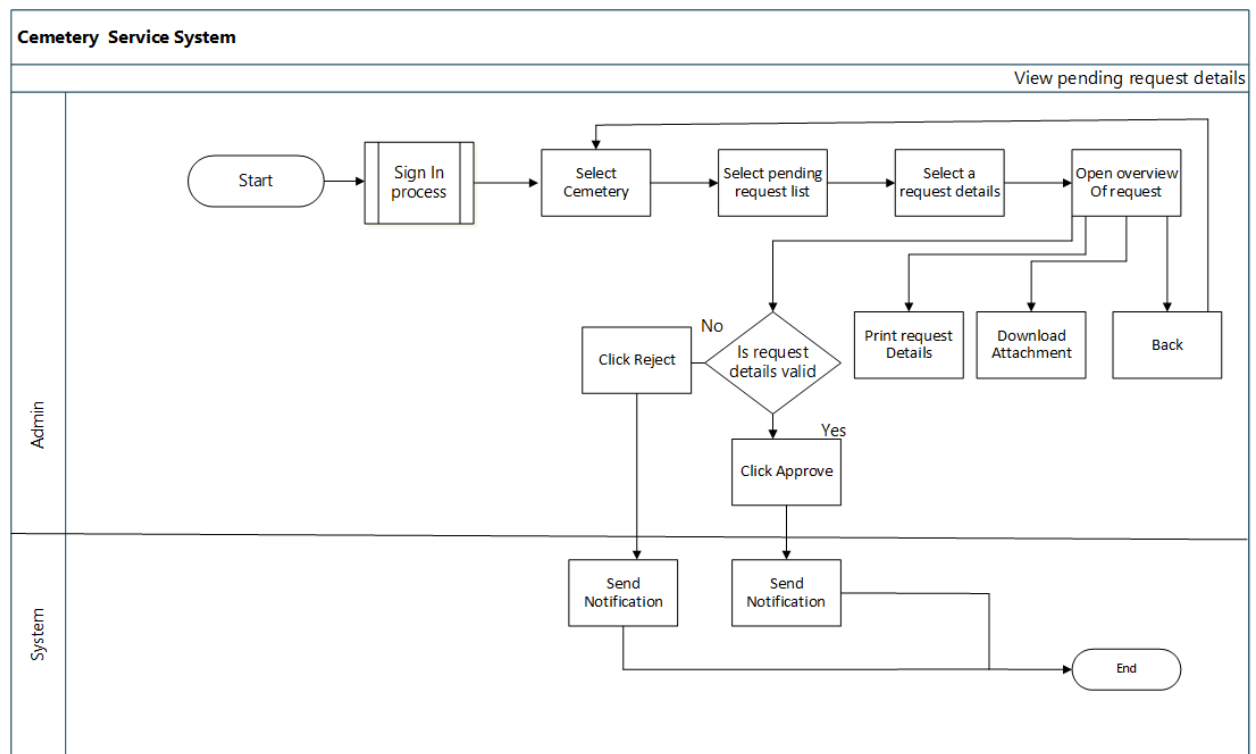


Figure 7-View pending request list details

3.6.2 Description

Scenario Admin view a pending request list details.

Actor Admin

Precondition

1. Admin should have logged in to the system.
2. User should have requested service.

After the user request, the service admin can view that details through pending request details. The system displays the request details and history details of the application. So the system allows to admin to download attachments, go back to the cemetery service admin dashboard view, and print details options. After validating the request details admin can approve or reject the requested service. Also, the system sends messages to users through mobile numbers or email states of reject or approval.

Admin should be able to do the following functionality

- Download and view Grama- the Niladari certificate.

- Download and view Death-certificate
- Back
- Print request details
- Approve
- Reject

3.6.3 Stimulate/response

1. Stimulus: Admin selects cemetery.

Response: System display cemetery request pending list overview.

2. Stimulus: Admin clicks pending request details.

Response: The system display request details and history details.

3. Stimulus: Admin clicks the download icon.

Response: System display.

4. Stimulus: Admin clicks the print button.

Response: The system operates the print option.

5. Stimulus: Admin clicks the back button.

Response: System direct request pending list overview.

6. Stimulus: Admin click approves button.

Response: The system display approved cemetery form.

7. Stimulus: Admin enters approval details and click approve button.

Response: System display for confirmation notification for confirmation approval.

8. Stimulus: Admin confirms the approval.

Response: The system update the request into the approved request list and sent a message to the user.

9. Stimulus: Admin click the Back button.

Response: System direct cemetery request overview.

10. Stimulus: Admin click the rejects button.

Response: System updates the request into rejected list overview and send a message to the user.

3.6.4 Functional Requirement

REQ-1: Admin shall be able to view pending request list details.

REQ-2: Admin shall be able to download and view Grama- Niladari certificate. (if the user uploaded)

REQ-3: Admin shall be able to download and view the Death certificate.

REQ-4: Admin shall be able to go back pending request details.

REQ-5: Admin shall be able to print request details.

REQ-6: Admin shall be able to approve the valid request.

REQ-7: Admin shall be able to reject not a valid request.

REQ-8: System shall be able to send notifications to the user, and states of request approval or rejection.

3.7 VIEW APPROVED REQUEST DETAILS

3.7.1Flowchart

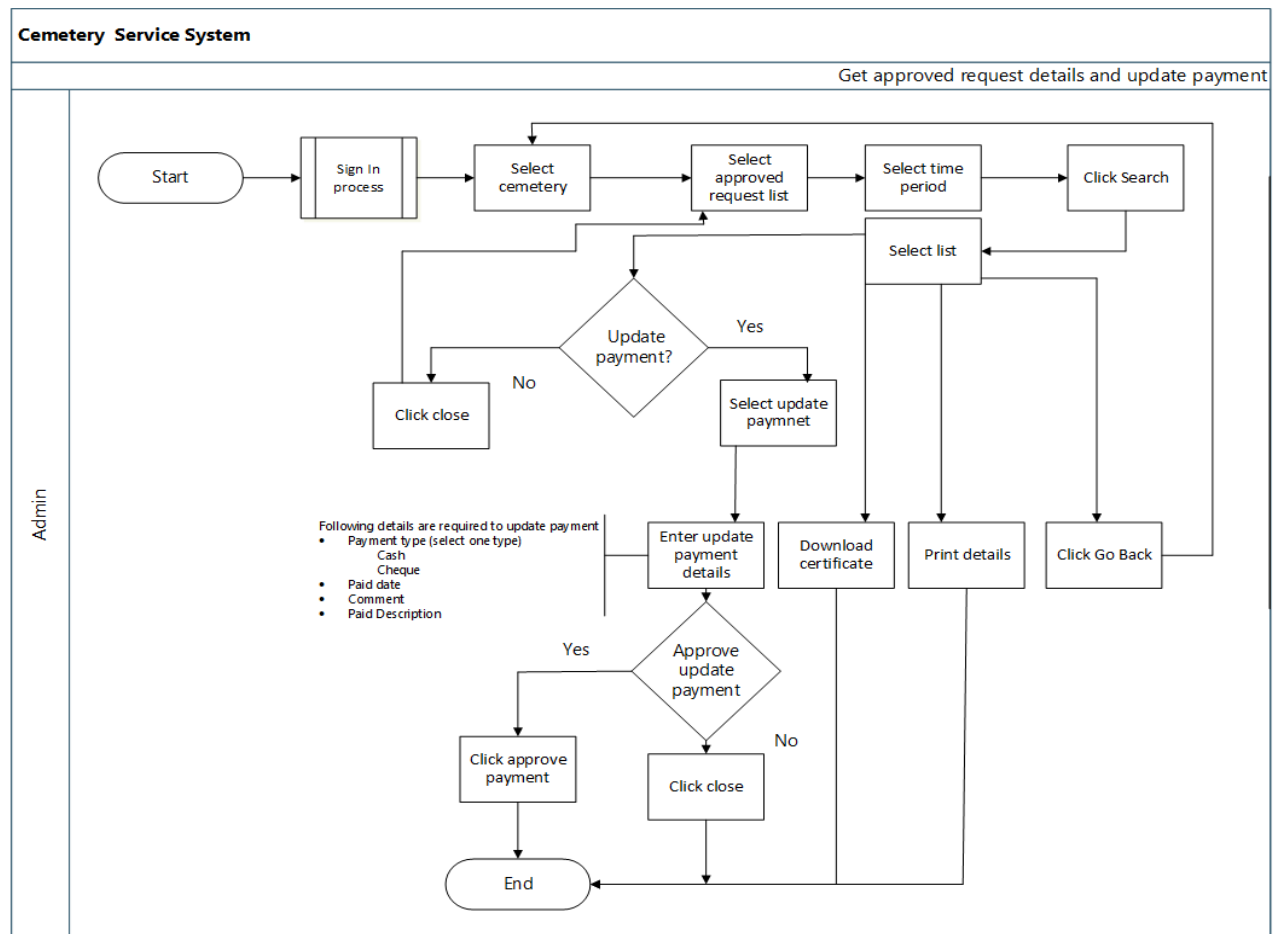


Figure 8-Update payment

3.7.2 Description

Scenario View approved request details list and update payment by council.

Actor Admin

Precondition

1. Admin should have logged in to the system.
2. User should have requested service.
3. Admin should have approved the request.

After the approved cemetery service request which request is moved into the requested list view. Admin can select a particular time period and search list according to that time period. Also, system allows updating payment of the service for admin. There are required details for updated payment as follows.

- Payment type
- Paid date
- Comment
- Paid description

3.7.3 Stimulus /Responses

1. Stimulus: Admin select cemetery service

Response: System display dashboard overview of requesting list details.

2. Stimulus: Admin select time and click enter.

Response: System displays the calendar to select the date and the filter result is displayed in the view.

3. Stimulus: Admin select the update payment button.

Response: System display an application form to enter the required data.

4. Stimulus: Admin change payment for service.

Response: System update change payment details.

5. Stimulus: Admin enters require details and click approve the payment.

Response: The system display updated payment and displays notification of record update states.

3.7.4 Functional Requirements

REQ-1: Admin shall be able to select the time period for the filter list.

REQ-2: Admin shall be able to search a list of details in the selected time period.

REQ-3: Admin shall be able to update payment.

REQ-4: Admin can be able to approve update payment.

REQ-5: Admin shall be able to cancel payment details.

REQ-6: System shall be able to display a calendar to select dates.

REQ-7: System shall be able to fetch the approved requested details list according to the selected date.

REQ-8: System shall be able to update and change update payment details.

3.8 VIEW PAID LIST DETAILS

3.8.1 Flow chart

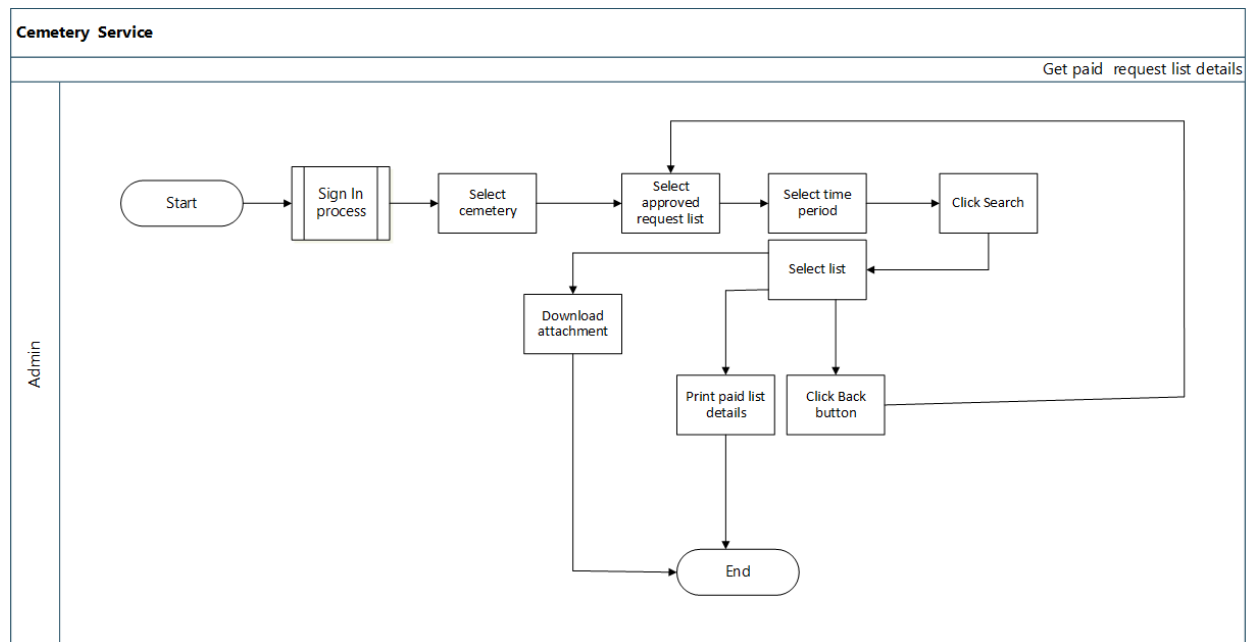


Figure 9-View paid list details

3.8.2 Description

Scenario View paid request details list

Actor Admin

Precondition

- 1.Admin should have a login system.
- 2.User should have requested cemetery service.
3. Admin should have approved user requests.
4. User should have paid for the service.

After the approved update payment request list is moved into the paid request list. Admin can select a particular time period and search list according to that time period.

3.8.3. Stimulus/Response

1. Stimulus: Admin select paid request list icon.

Response: System display an overview of the paid request list.

2.Stimulus: Admin selects time period search.

Response: System displays the calendar and fetches paid request list details to the view.

3.Stimulus: Admin selects a paid request.

Response System display details of paid list and history list.

4. Stimulus: Admin clicks the Back button.

Response: System direct cemetery request overview.

3.8.4 Functional Requirement

REQ-1: Admin shall be able to view paid request details and history details.

REQ-2: Admin shall be able to download the death certificate.

REQ-3: Admin shall be able to print paid request details.

REQ-4: Admin shall be able to go back cemetery service overview.

REQ-5: System shall be able to display a calendar to select dates.

REQ-6: System shall be able to fetch paid requested details list according to the selected date.

3.9 VIEW REJECT DETAILS

3.9.1 Flow chart

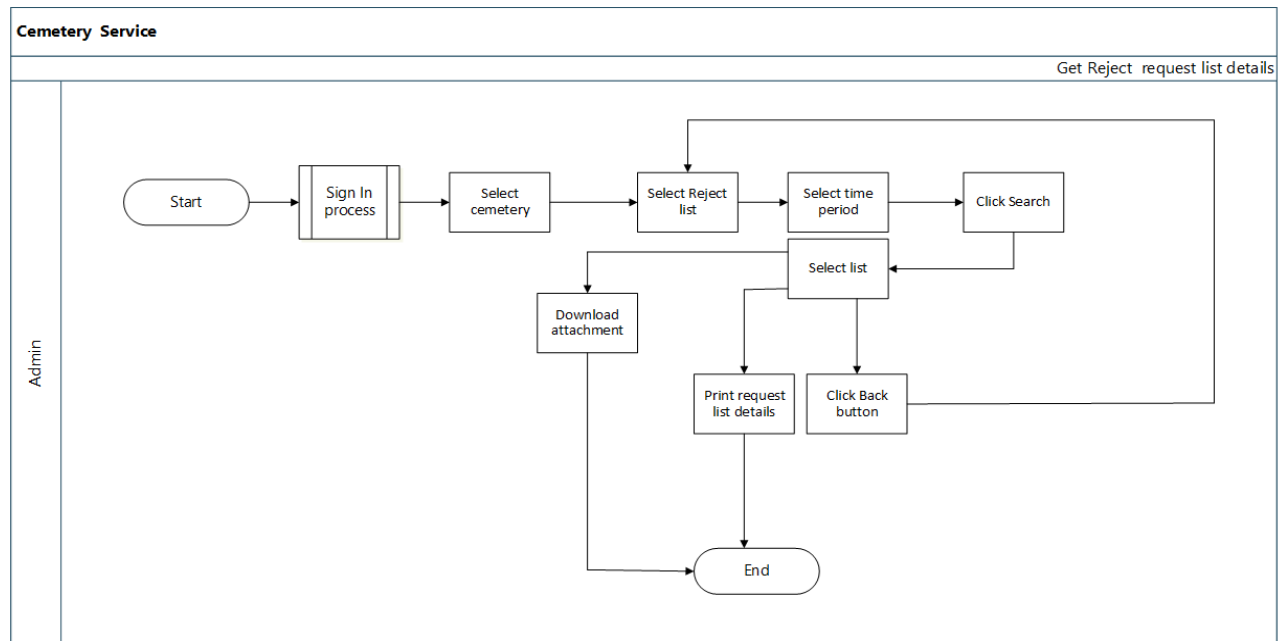


Figure 10- Admin view rejected request list

3.9.2 Description

Scenario Admin view rejected request details.

Actor Admin

Precondition

1. Admin should have login into the system.
2. User should have requested a cemetery service request.
3. Admin should have rejected the requested service.

After rejecting the request by admin that request move into the reject list section. Admin can select the date duration and the search system displays the rejected list details. Admin selects a request who can view details overview of request details and history details. Also, Admin can download the death certificate, print details, and go back to the cemetery service dashboard.

3.9.3 Stimulus/Responses

1. Stimulus: Admin select rejected request list icon.

Response: System display an overview of the rejected request list.

2. Stimulus: Admin select time period search.

Response: System display a calendar and fetch rejected request list details to the view.

3. Stimulus: Admin select a rejected request.

Response: System display details of rejected list and history list.

4. Stimulus: Admin click the Back button.

Response: System direct cemetery request over view.

3.9.4 Functional Requirement

REQ-1: Admin shall be able to view rejected request list details.

REQ-2: Admin shall be able to select date duration and search.

REQ-3: Admin shall be able to view request details and history details.

REQ-4: Admin shall be able to download the death certificate.

REQ-5: Admin shall be able to print rejected request details.

REQ-6: Admin shall be able to go back cemetery service overview.

REQ-7: System shall be able to display a calendar to select dates.

REQ-8: System shall be able to fetch rejected requested details list according to the selected date.

4. EXTERNAL INTERFACE REQUIREMENT

4.1. User Interfaces

- Front-end software: Visual code
- Back-end software: ASP.net API, MySQL

4.2. Hardware Interfaces

- Windows (version 7 or above) Web browser (suggestions: Chrome)

4.3. Software Interfaces

- Use windows as the operating system.
- Use SQL with a database tool.
- MySQL, PHP, and ASP.Net to implement the project.

5. NON-FUNCTIONAL REQUIREMENT

5.1. Software Quality Attributes

- **Usability**

User should be able to manage login portal easily.

- **Security**

- **Performance**

Every page should load within 2 seconds.

Make session time out period after 30 minutes.

- **Scalability**

Login system should have the ability to perform in workload.

5.2. Performance Requirements

The system must be interactive, and the delays involved must be less. So, in every action response of the system, there are no immediate delays. The application shall be fast when loading. Also, when connecting to the database server, the wait to make a successful connection should be less for effective real-time communication. The cemetery service system shall handle expected and non-expected errors in ways that prevent loss of information and an extended downtime period.

5.3. Safety Requirements

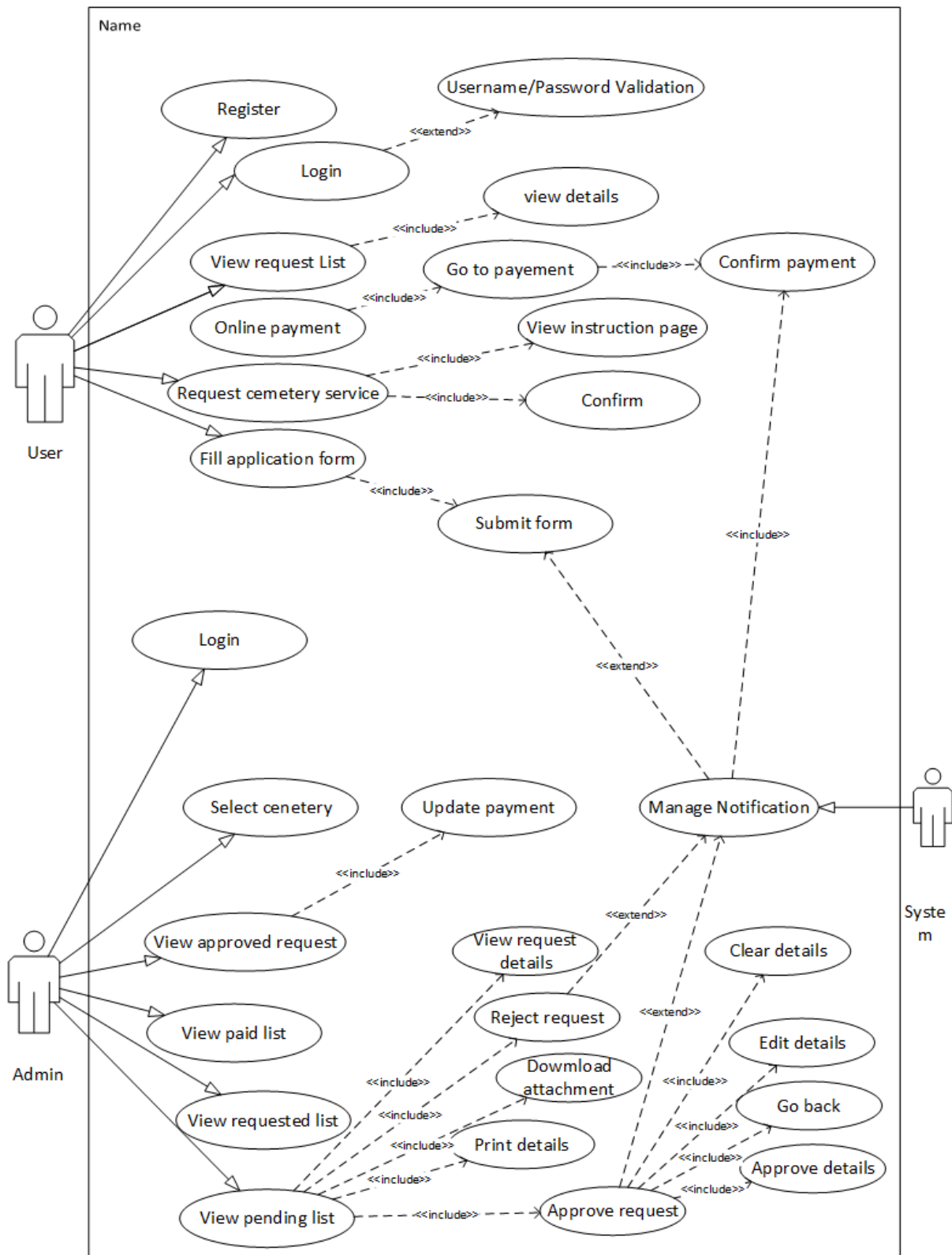
The web application should be able to protect itself from any external danger or attacks.

5.4 Security Requirements

There is a need for proper and encrypted login authentication for users' information should be protected from hacking. Information transmission should be securely transmitted to the database without any information changes. The database may crash anytime due to viruses or operating system failure. Therefore, it is required to take the database backup so that the database is not lost.

Appendix A- Analysis Model

1. Use a case Diagram



Appendix B - Wire Frames

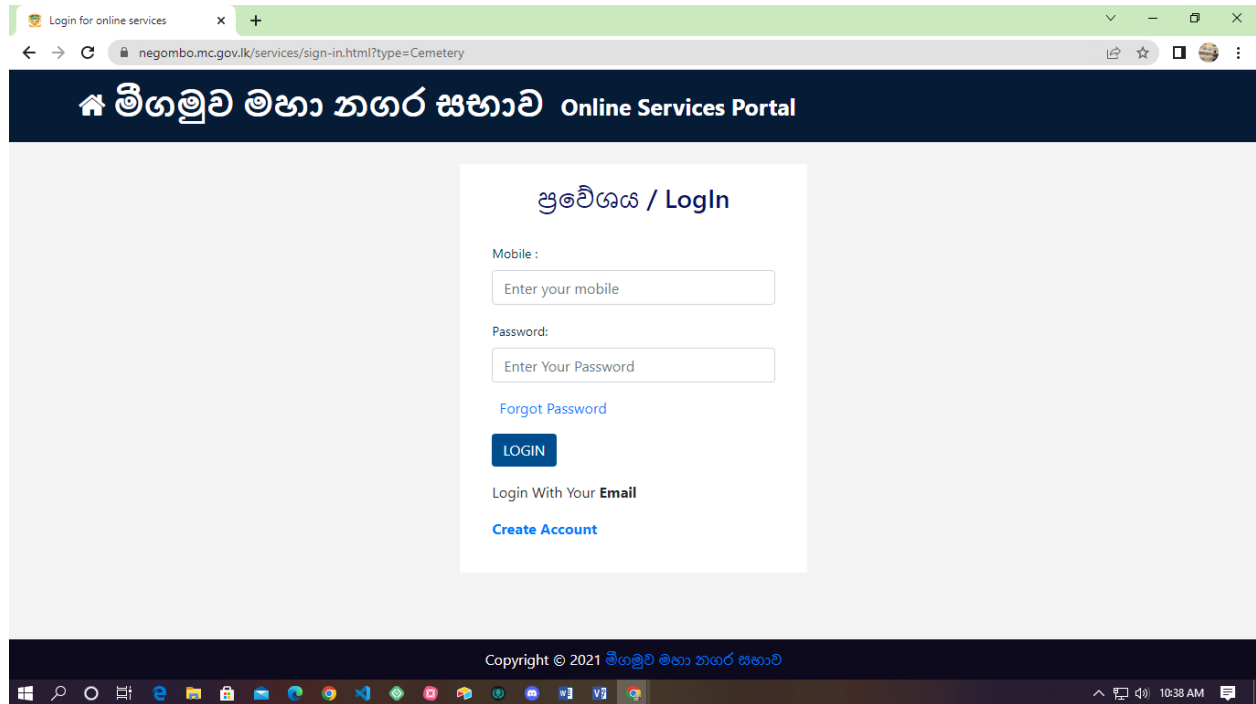


Figure 11- User login with mobile number and password

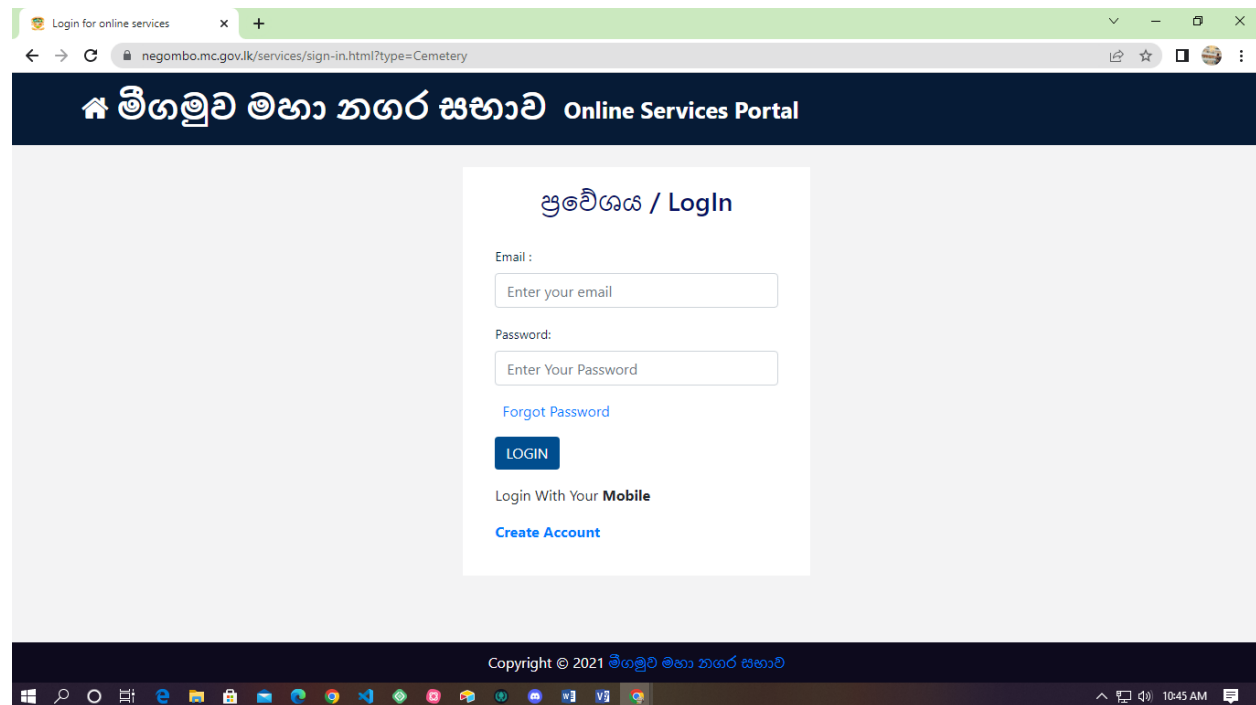


Figure 12- User login with email and password

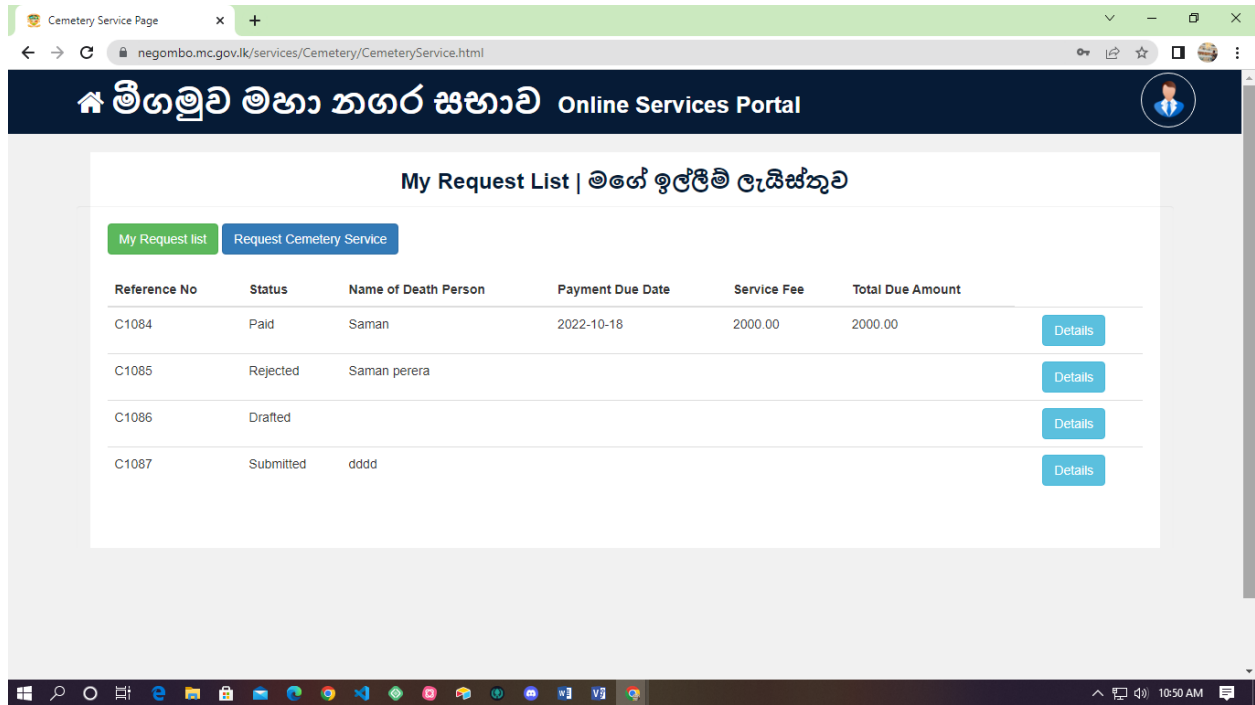


Figure 13 – User request list view

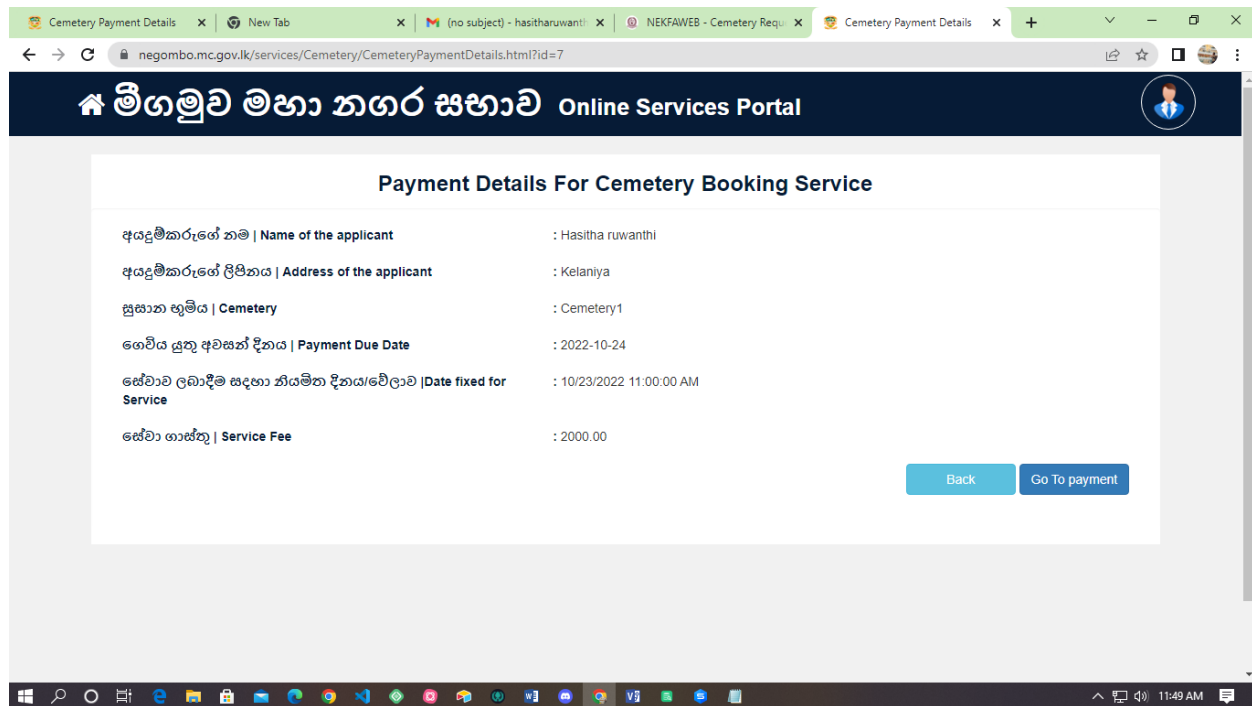


Figure 14-Admin approved request

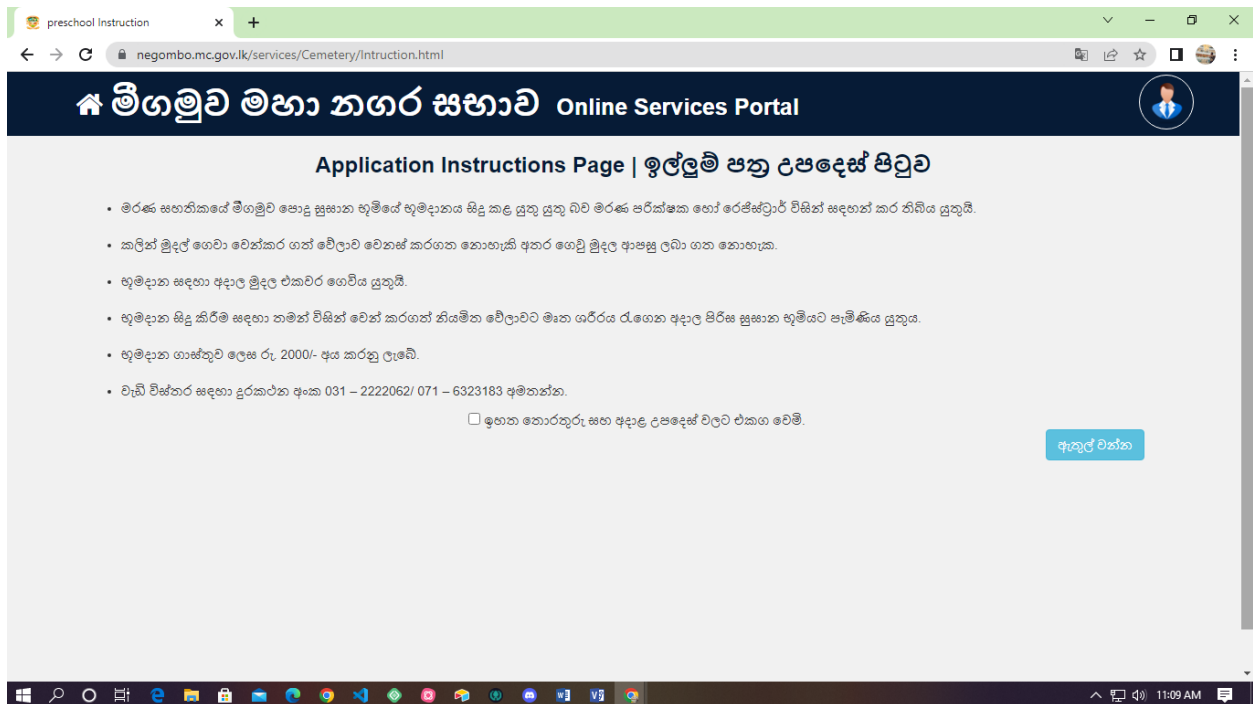


Figure 15- Instruction page for fill application

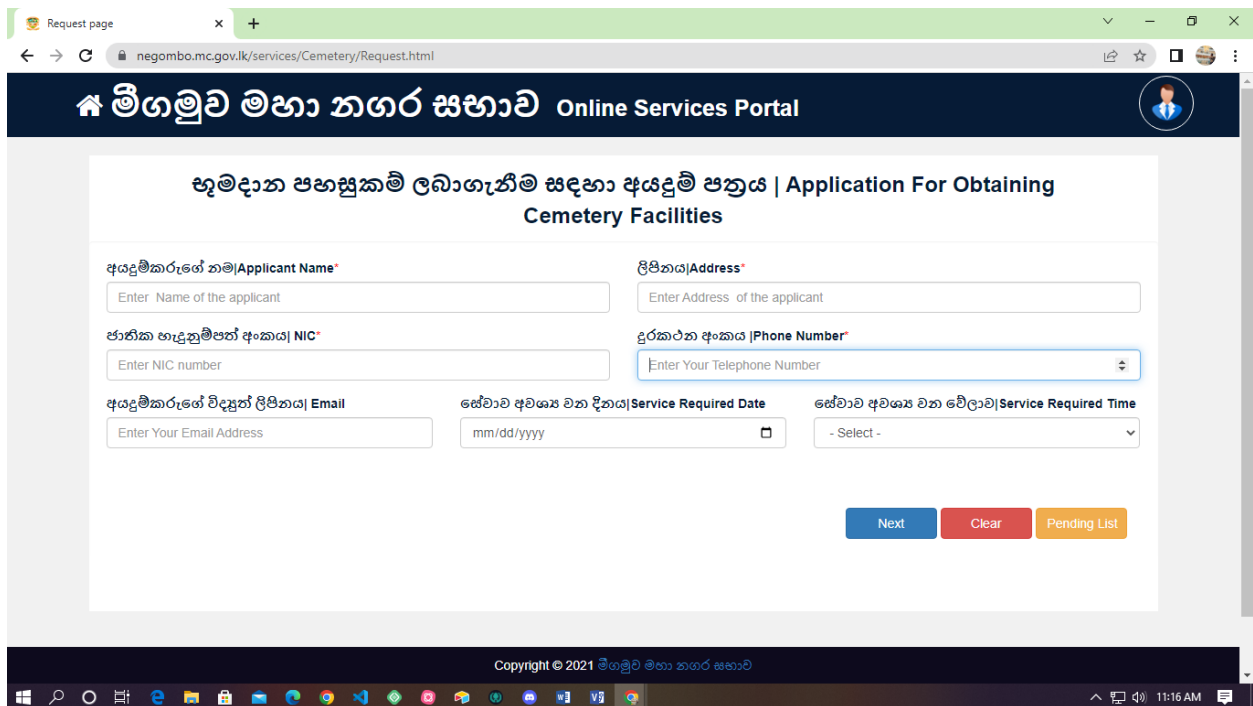


Figure 16 – Application for applicant

Request page x +

negombo.mc.gov.lk/services/Cemetery/Request.html

Online Services Portal

භූමදාන පහසුකම් ලබාගැනීම සඳහා ආයද්‍රම් පත්‍රය | Application For Obtaining Cemetery Facilities

මිය ගිය තැනැත්තාගේ නම(Name of the deceased*)
Enter name of deceased person

මිය ගිය තැනැත්තා පදිංචිව සිටි ලිපිනය| Address where the deceased resided*
Enter address of deceased person

භූමදාන ලඟිම| Cemetery*
Cemetery1

වයස | Age
Enter Your Age

මරණ සහතික අංකය(Death certificate Number)*
Enter death certificate number

සමාජව බල ප්‍රදේශය තුළද? (Congregation of the area?)
මළු

මරණ පරීක්ෂණ සහතිකය නිකුත් කර දිනය(වේලාව) Date and time of issue of post mortem certificate*
mm/dd/yyyy -- --

මරණ සහතිකය නිකුත් කර ඇයගේ විස්තර | Name of Person Who Issued Death Certificate
Enter name of person who issued death certificate

මරණ සහතිකය නිකුත් කර ඇති ස්ථානය(විවර) Address of Place Where the Death Body Placed
Enter address of place where the death body placed

ග්‍රාම සේවක සහතික විස්තර | Details of Grama Niladari Certificate Issued Death Certificate
Enter name of person who issued death certificate

ස්වාභාවික මරණයක්ද යන වග ? Is it a natural death?
මළු

මරණය සිදු වූ දිනය(Date of death)*
mm/dd/yyyy

ග්‍රාම සේවක සහතික සහතික පිටපත| Grama Niladari Certified copies
Choose file | No file chosen

මරණ සහතික පිටපත(Death Certified copies)*
Choose file | No file chosen

☐ I'm not a robot

Submit Form Save As Draft Clear Back

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Figure 17- Application form

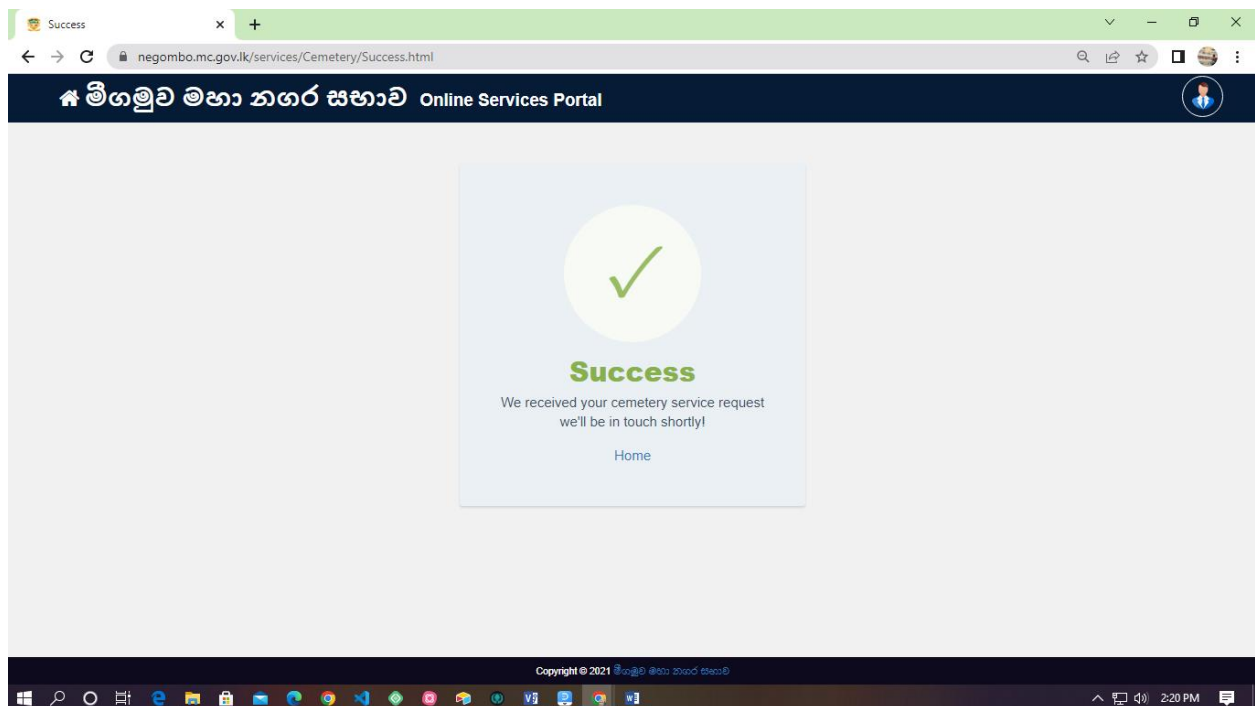


Figure 18-Application submit successful

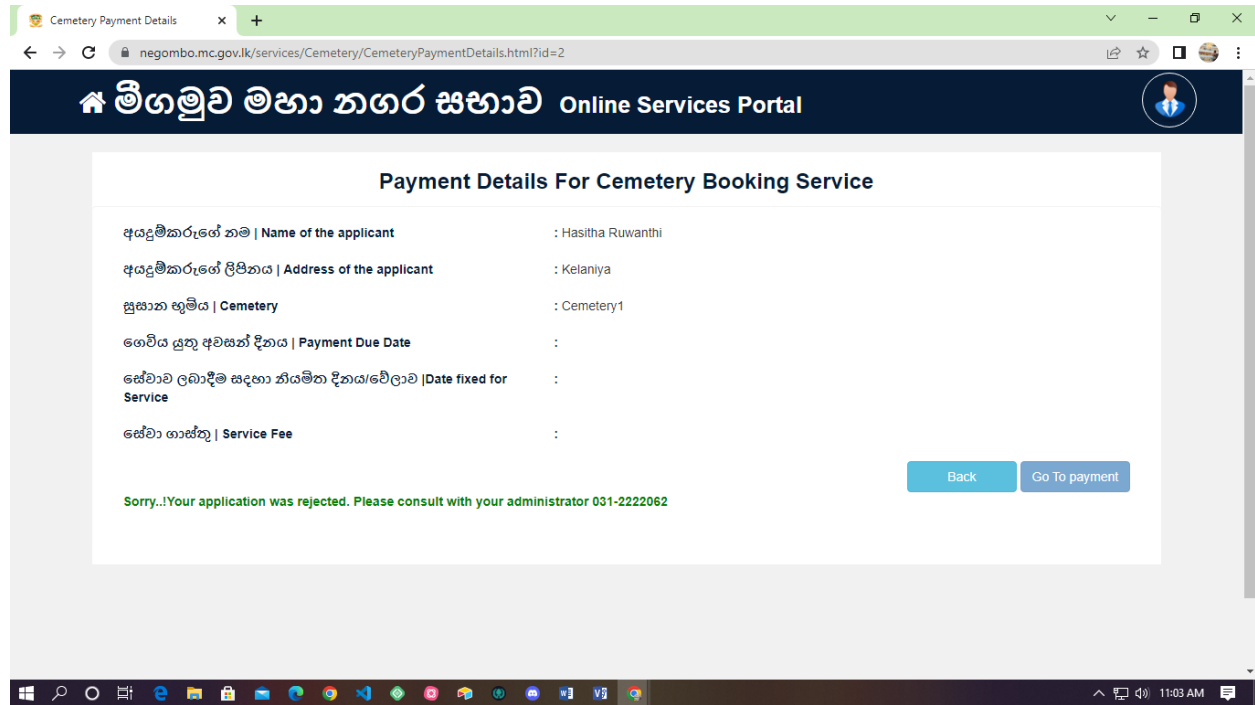


Figure 19 – admin rejected application

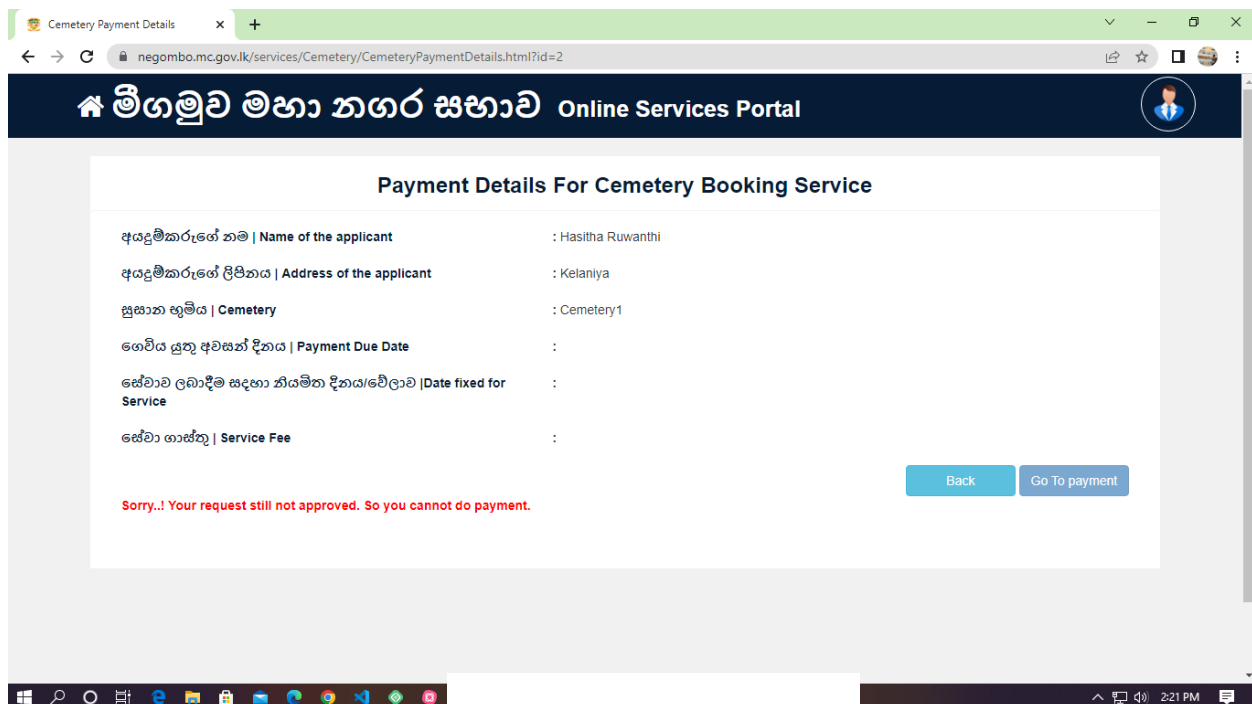


Figure 20- Admin still not approved request

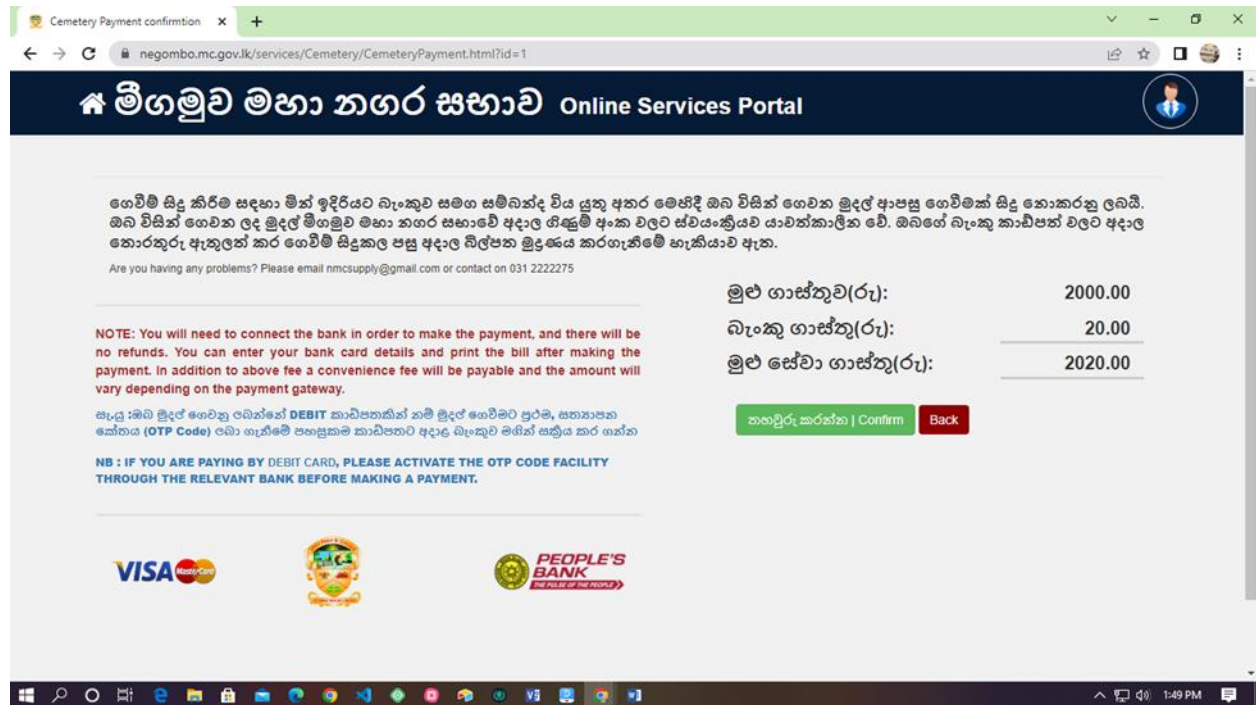


Figure 21- User pay for booked request

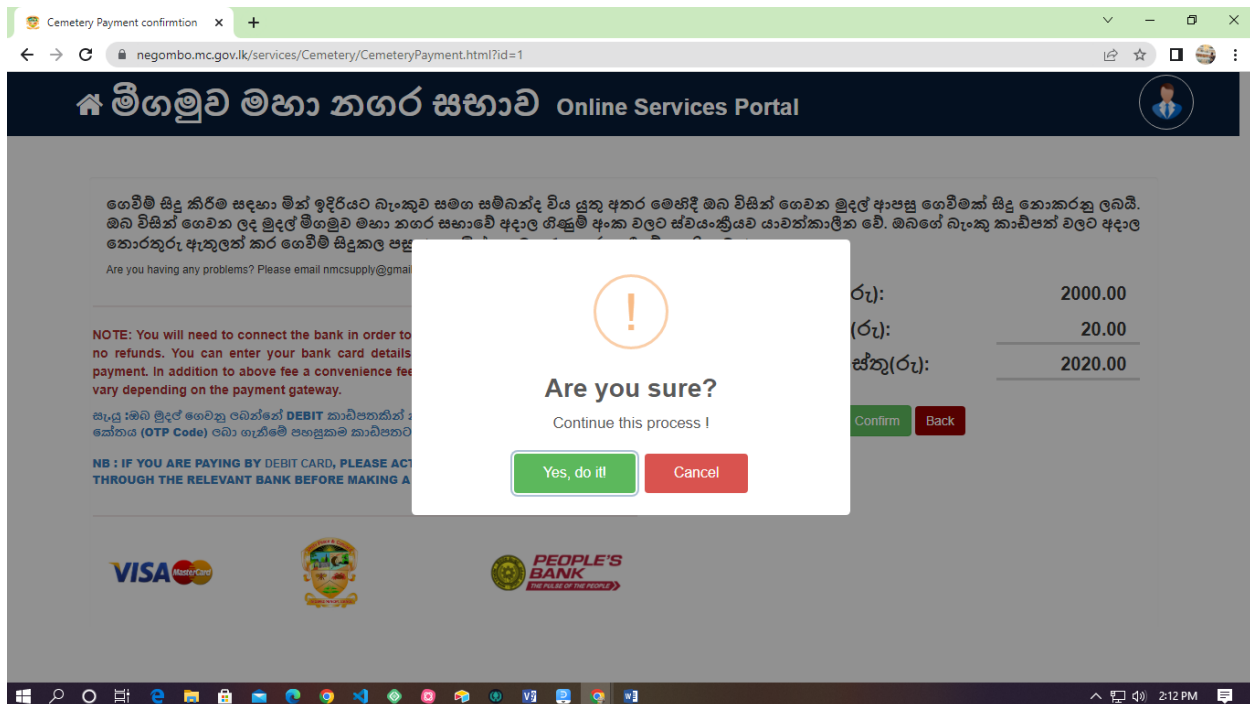


Figure 22- Confirm payment process

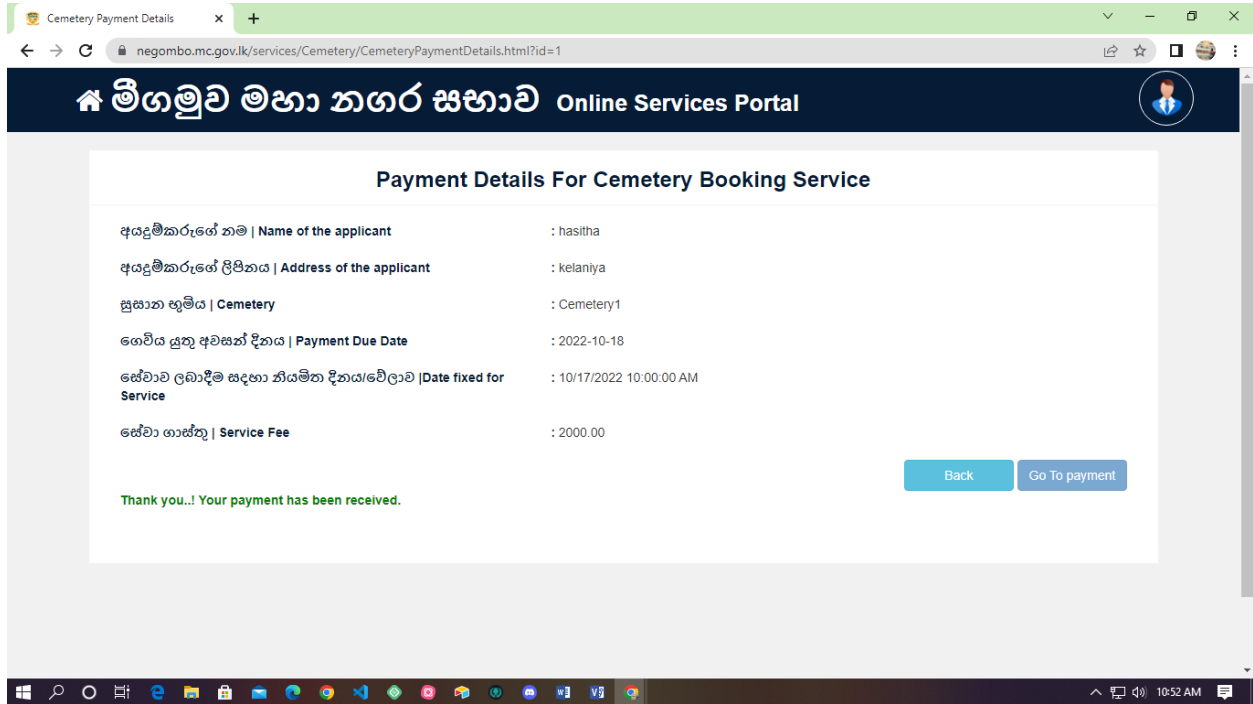


Figure 23- Payment received details

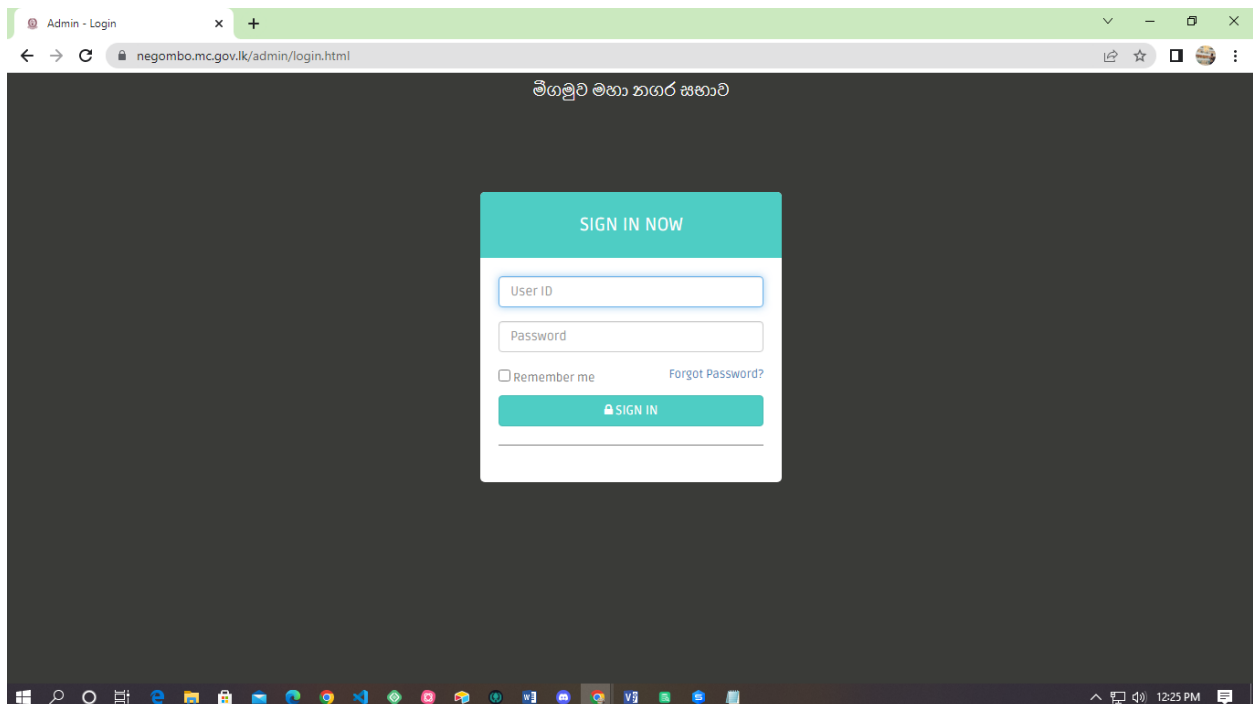


Figure 24- Admin login view

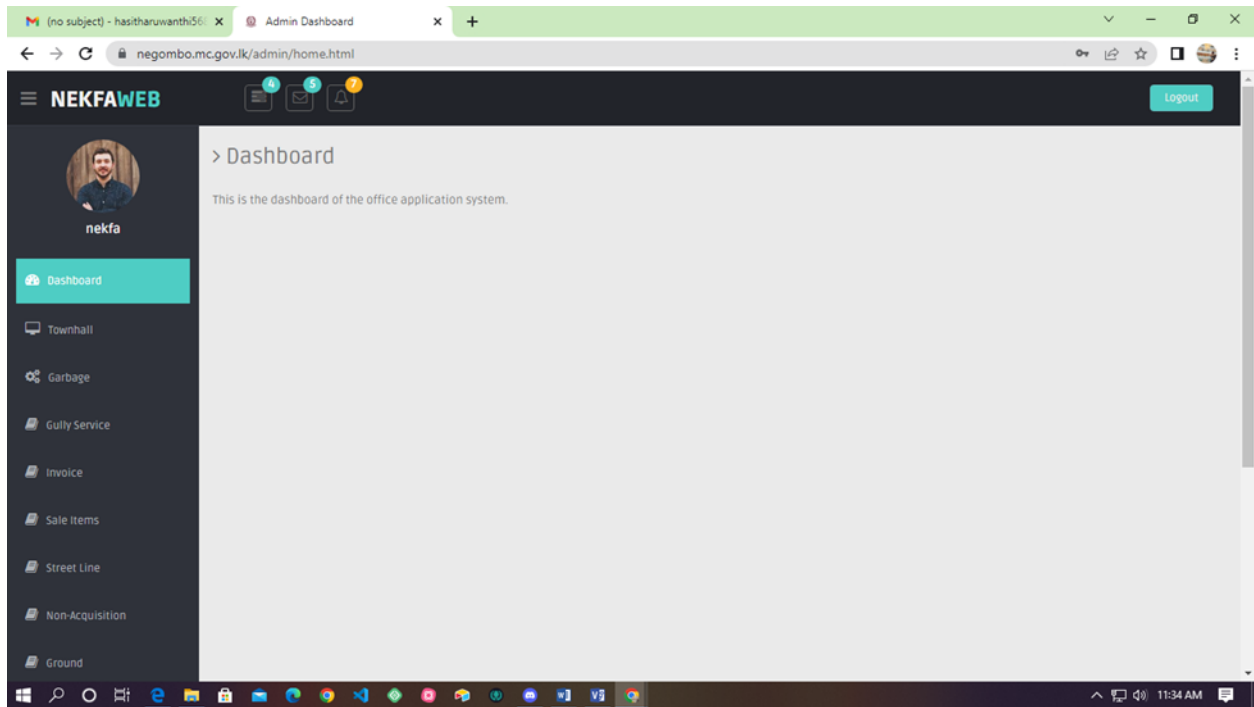


Figure 25-Admin's dash board view

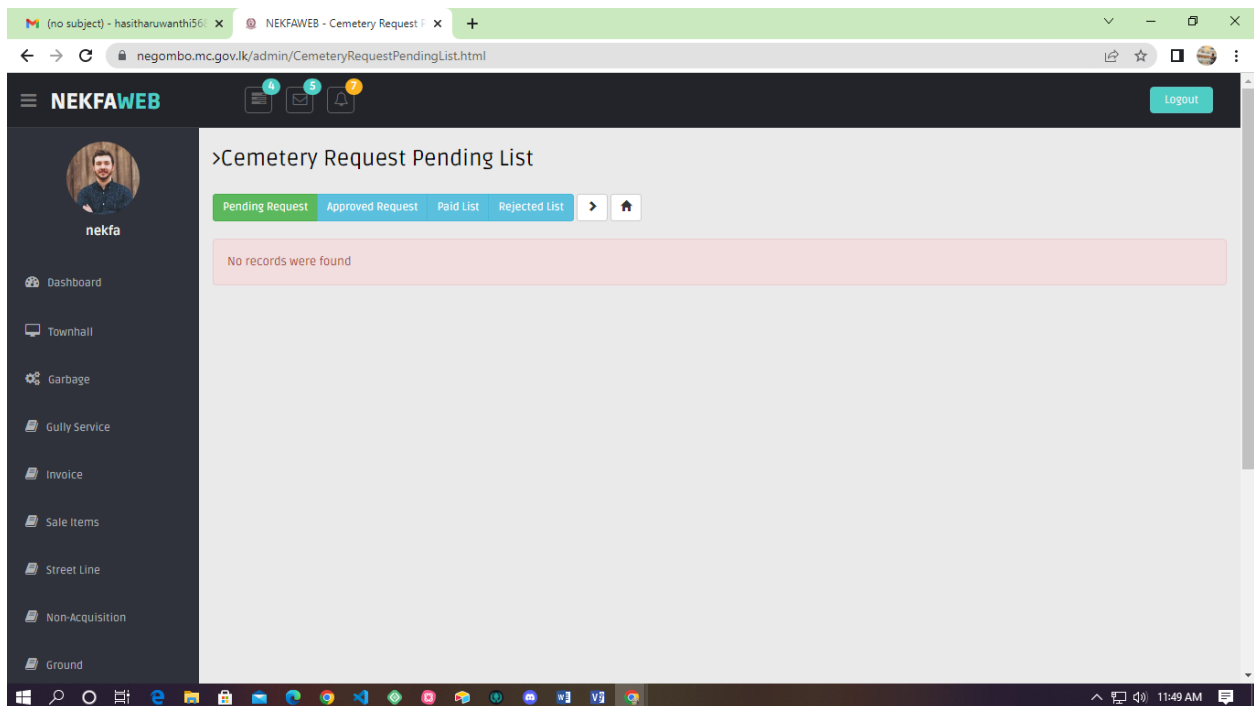


Figure 26-Cemetery request list

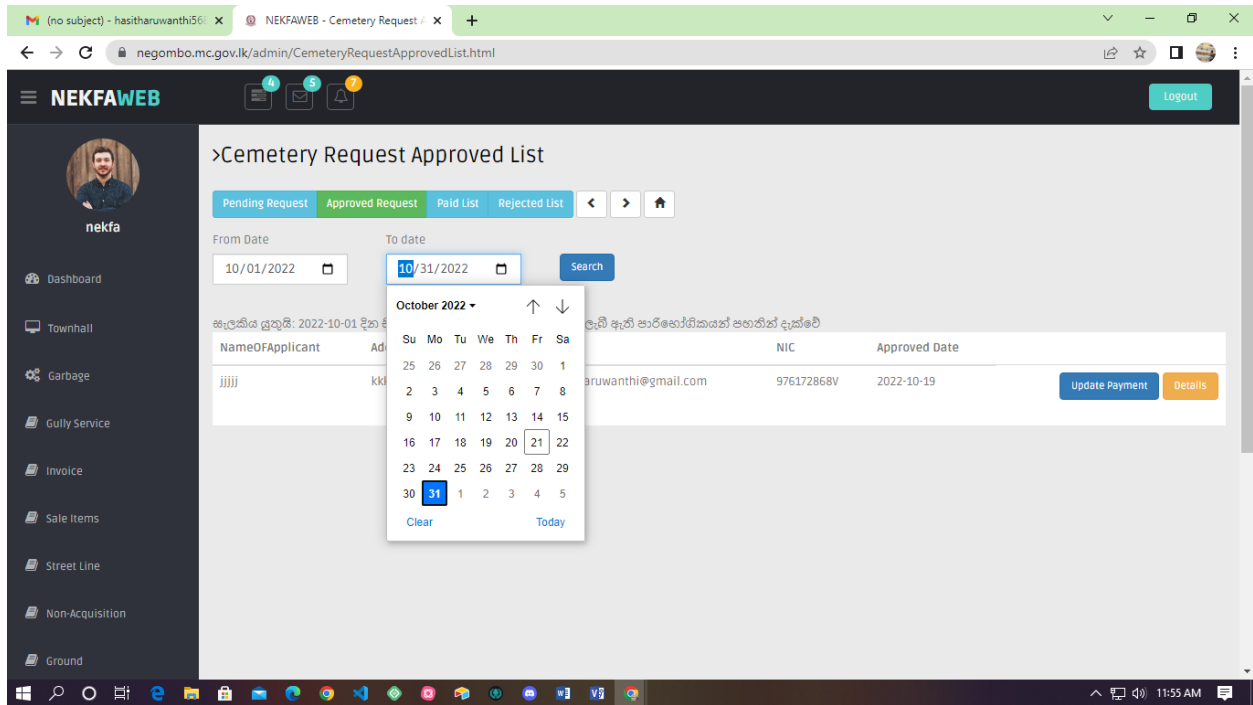


Figure 27- Search request

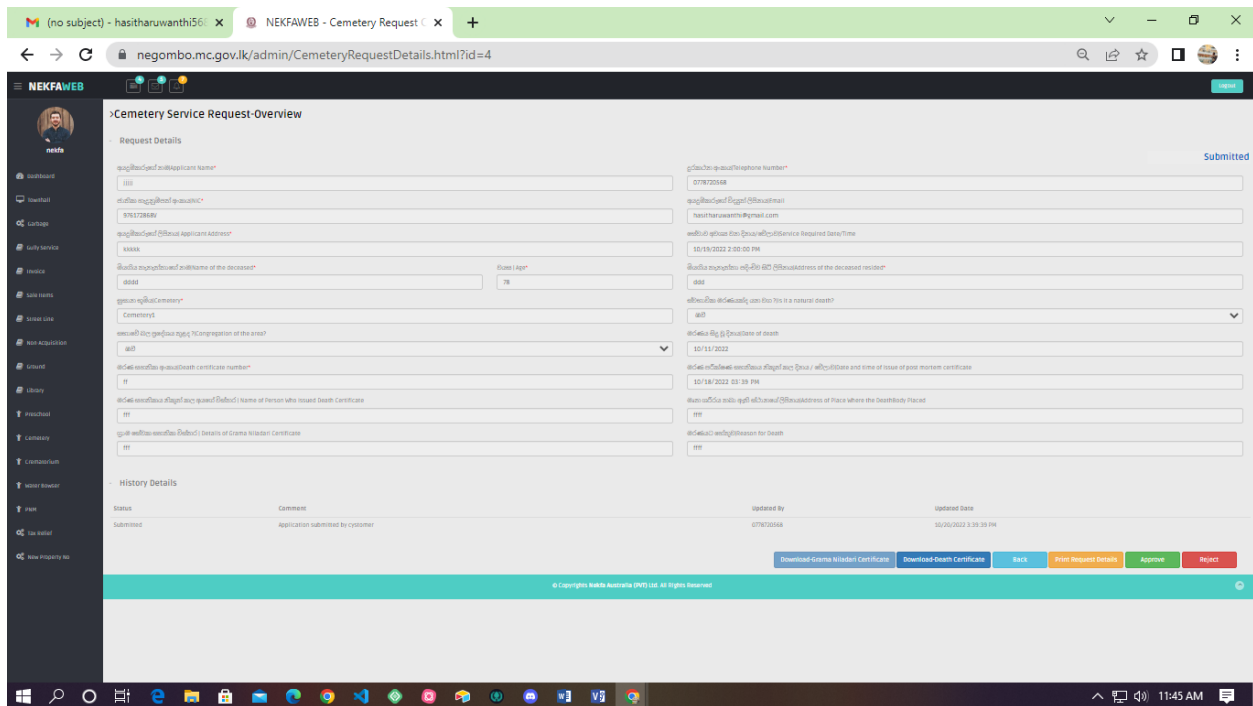


Figure 28- submitted request over view

Figure 29-Approve request details view

Figure 30-Confirm request approve

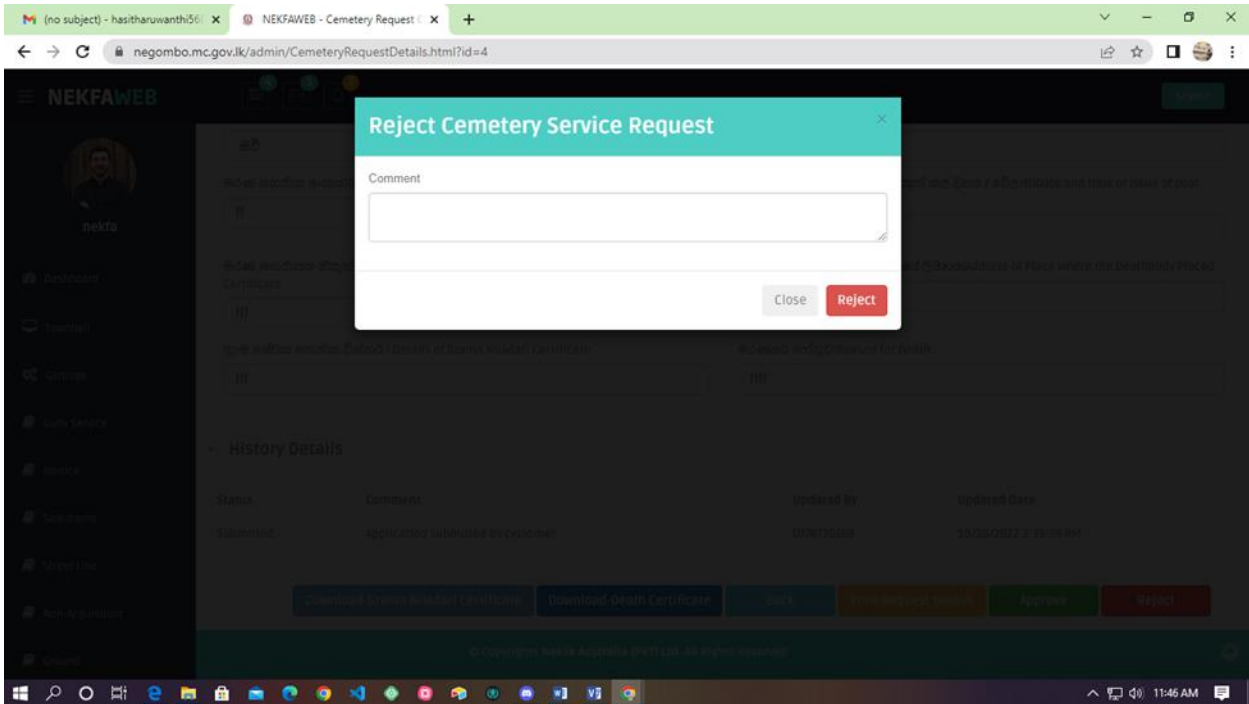


Figure 31- Section for add comment rejected request

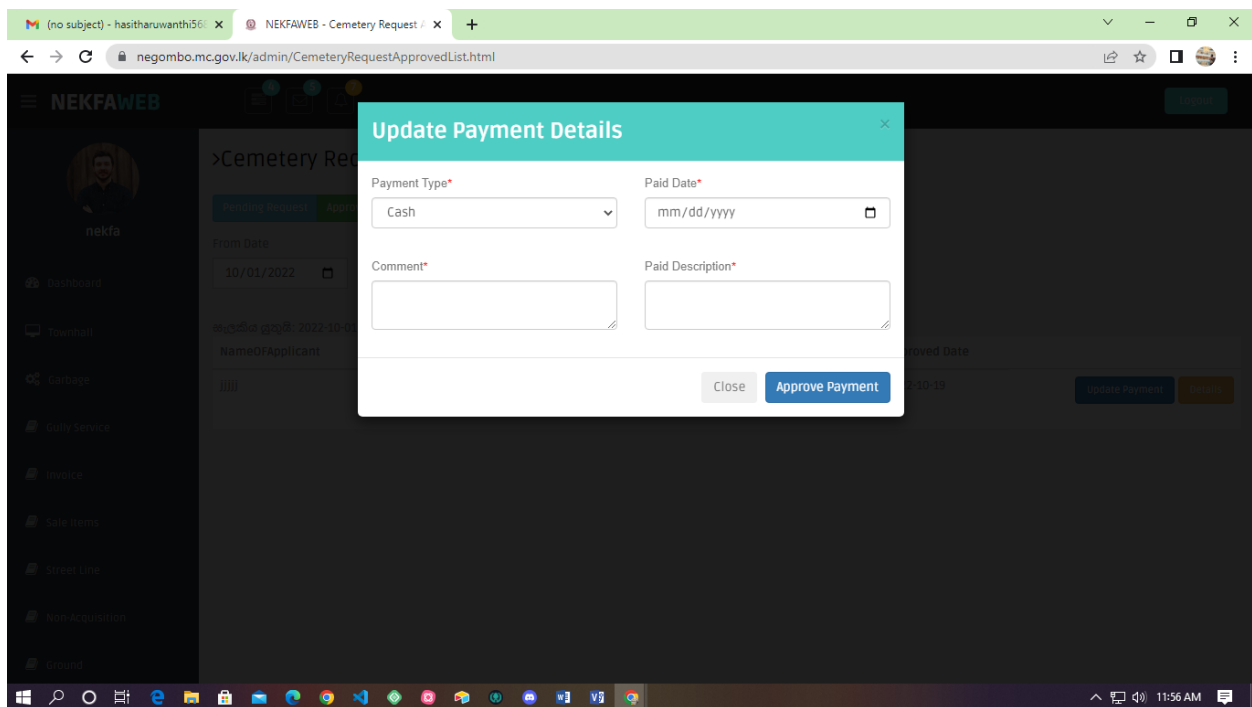


Figure 32- update payment details