**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 introduction of a new solution that could enhance and improve the service standards offered to the customer.

**1.2 INTENDANT AUDIENCE AND USERS**

This project is a prototype for the cemetery service online platform that user can register through online and this project need 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 Admin and users other relevant parties. Users can request the cemetery service and Admin can approve or reject that request. If request is approved Users have to pay for the service amount using credit card or debit card. This application will develop getting efficiency and design will meet the user’s needs while remaining easy to understand and use. This system helps to get the details containing in a relational database. The purpose of the online Registration and login is to user identification and user information authentication, create convenient and easy to use application 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. **REFERENCES**
* <https://www.negombo.mc.gov.lk/admin/login.html>
* <https://www.negombo.mc.gov.lk/services/index_new.html>

1. **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 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 they can occur automatically when certain conditions (such as closing page, turning off computer, a long time delay, etc) occur.

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

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

* **Admin approve or reject request**

Admin reject or approved user’s request after reviewing.

**2.2 USER CLASSES AND CHARACTERISTICS**

**Customer**

User should be able register to access to the system for request cemetery service. After register the user can login using Mobile number / Email as user Id and, password. System allow to user to request service and user can pay for service though the system.

Customer should be able to do following functionalities.

* Log in
* Request service
* Pay for service

**Admin**

Admin should be able login to system using user credential. Admin can approve or reject request requested by user.

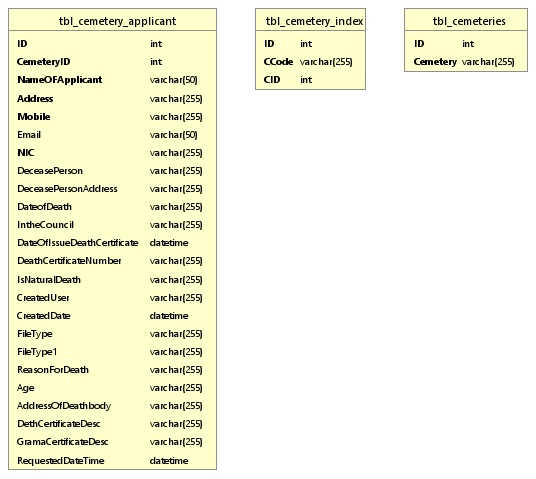
* Log in
* Approve service request
* Reject service request
* Update payment

**2.3 OPERATING ENVIRONMENT**

The entire sets of application are built on technologies to ensure the product performance and durability. 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**



1. **SYSTEM FEATURES**

**3.1 USER LOGIN**

**3.1.1 Flow chart**

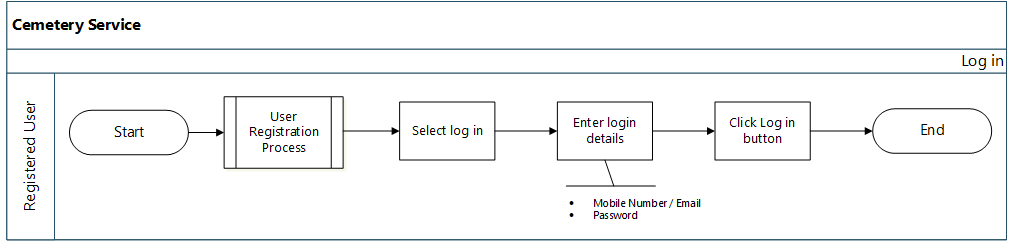


Figure 12-User login

**3.1.2 Description**

**Scenario**  User login in to the system.

**Actor** Registered User

**Precondition**  **1.** User should have web browser

**2.** User should have internet connection.

**3.** User should have registered to the system.

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

**Error flow**

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

**3.1.3 Stimulus/ Responses**

**1. Stimulus:** User click login icon.

**Response:** System display the log in form.

**2. Stimulus:** User enter login details and click log in icon.

**Response:** System direct to the user over view.

1. **Stimulus**: If user enter invalid Mobile number or Email.

**Response**: System display error message.

1. **Stimulus**: User enter Invalid password.

**Response**: System display 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 dash board.

* 1. **REQUEST CEMETERY SERVICE**

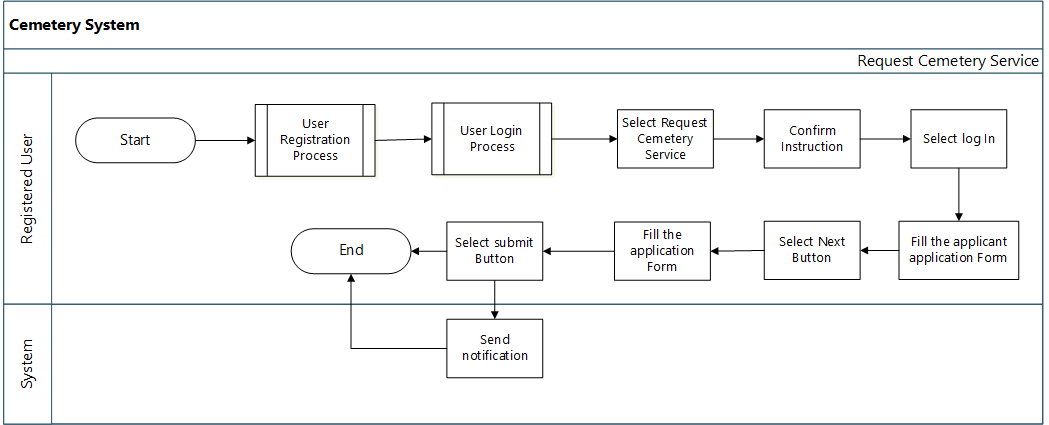
**3.2.1 Flow chart** 

Figure 13-request cemetery service

**3.2.2 Description**

**Scenario**  User request cemetery service

**Actor**  Registered user

**Precondition** 1. User should have web browser.

**2.** User should have 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 the application form.

User should be able to enter following data for register 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 user not entered required field data and submit, system display error message for each fields.
* User must enter past date for Date of Death field and Date and time of issue of post mortem

Certificate in application form. If not display “date should be in the past”.

* Before submit the application user must check the check box .if not system display 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 valid mobile number ex.07XXXXXXXX.

**3.2.3 Stimulus / Responses**

1. **Stimulus:** User select request cemetery service option.

**Response:** System display Applicant instruction page.

1. **Stimulus:** User select check box and view application

**Response:** System display form of Application*.*

1. **Stimulus**: User complete the application and click Next button.

**Response**: System display next form of Application.

* 1. **Stimulus:** User enter details of application form and click Submit button.

**Response:** System display the notification to confirm submit.

**3.2** **Stimulus:** User enter details of application form and click Save and Draft button.

**Response:** System save entered data as draft in database.

**3.3 Stimulus:** User enter details of application form and click Clear button.

**Response:** System clear entered data in entire application form.

**3.4** **Stimulus:** User enter details of application form and click Back button.

**Response:** System go back to previous page.

1. **Stimulus**: User click Clear Button.

**Response**: System clear all entered details of applicant form.

1. **Stimulus:** User click pending list button.

**Response:** System go back to my request list page.

**3.2.4 Functional Requirements.**

**REQ-1:** User shall be able to fill the application.

**REQ-2:** System shall be able to send notification after submit the application.

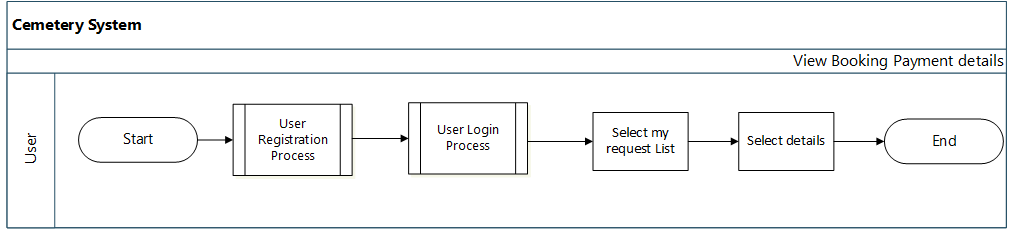
* 1. **VIEW BOOKING PAYMENT DETAILS.**
     1. **Flow chart**

Figure 14-View booking payment details

**3.3.2 Description**

**Scenario**  User view booking payment details.

**Actor**  Registered user

**Precondition:** **1**. User should have web browser.

**2**. User should have 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 user can view requested list details (Reference number, Status, Name of Death Person, Payment Due Date, Service fee, Total Due Amount.)

**Error flow**

The system display an error message if admin not approved payment in red color.

The system checks payment due date and that date overdue, system should display error

**3.3.3 Stimulus/ Responses**

1. **Stimulus:** User select “*my request list “*option.

**Response:** System display list of details.

1. **Stimulus:** User clickdetails button.

**Response:** System display *Payment for cemetery booking service* option.

**3.4.4 Functional Requirement**

**REQ-1:** User shall be able to view request list.

**REQ-2:** User shall be able to view cemetery request service payment details.

**REQ-3:** User shall be able to view total payment charge

* 1. **PAY FOR BOOKED SERVICE**

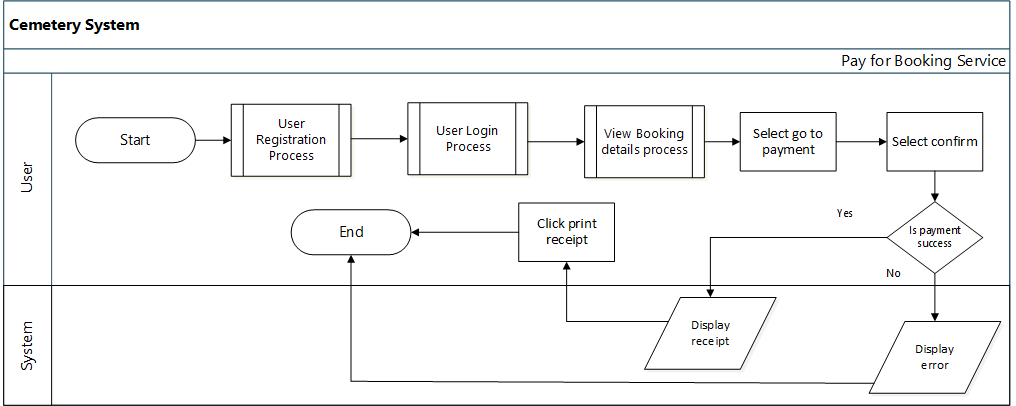
**3.5.1 Flow chart** 

Figure 15-Pay for booking service

**3.4.2 Description**

**Scenario** User pay for booked service

**Actor** Registered User

**Precondition** **1.** User should have web browser

**2**. User should have 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 approved by the admin**.**

**3.4.3 Stimulus/ Response**

1**. Stimulus:** User click the Go to pay button.

**Response:** System display description of payment.

**1.1 Stimulus:** User click the confirm button.

**Response:** System check payment success or unsuccessful.

* + 1. **Stimulus:** If success user click print button.
    2. **Stimulus**: If unsuccessful system display error message.

**2. Stimulus:** User click the Back button.

**Response:** System go to the My request list page.

**Error flow**

* If payment is unsuccessful system display error message.

**3.4.4 Functional Requirement**

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

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

**3.5 ADMIN LOGIN**

**3.5.1 Flow chart**

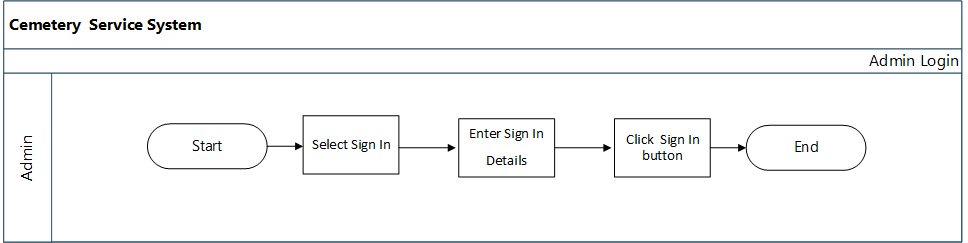
****

Figure 16- Admin login

**3.5.2 Description**

**Scenario** Admin login in to 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 enter user id and password and sign in to system.

**Response** System direct to admin dash board.

1. **Stimulus:** Admin click forgot password button.

**Response:** System display popup notification to input email address.

**Error flow**

System display an error message to fill 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 in to the Admin dash board.

**3.6 VIEW PENDING REQUEST LIST DETAILS**

**3.6.1 Flow chart**

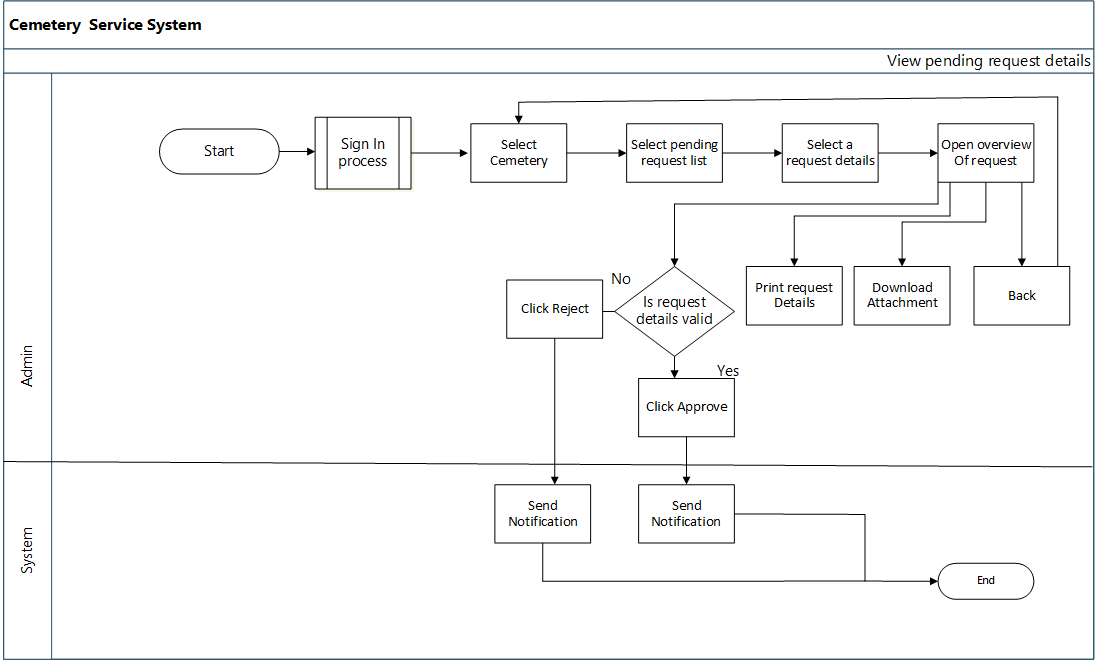
****

Figure 17-View pending request list details

**3.6.2 Description**

**Scenario** Admin view a pending request list details

**Actor** Admin

**Precondition 1.** Admin should have log in to the system

**2**. User should have request service.

After user request the service admin can view that details through pending request details. System display request details and history details of application. So on system allow to admin to download attachments, go back to cemetery service admin dash board view , print details options .After validating request details admin can approve or reject request service. Also system send message to user through mobile number or email state of reject or approve.

Admin should be able to do following functionality

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

**3.6.3 Stimulate/response**

**1. Stimulus:** Admin select cemetery.

**Response:** System display cemetery request pending list over view.

1. **Stimulus:** Admin click a pending request details.

**Response:** System display request details and history details.

1. **Stimulus:** Admin click download icon.

**Response:** System display.

1. **Stimulus:** Admin click print button.

**Response:** System operate print option.

1. **Stimulus:** Admin click back button.

**Response:** System direct request pending list over view.

1. **Stimulus:** Admin click approve button.

**Response:**  System display approve cemetery form.

1. **Stimulus:** Admin enter approval details and click approve button.

**Response:** System display for confirm notification for confirm approval.

1. **Stimulus:** Admin confirm approval.

**Response:**  System update request in to approved request list and sent message to user.

1. **Stimulus:** Admin click Back button.

**Response:** System direct cemetery request over view.

1. **Stimulus:** Admin click reject button.

**Response:** System update request in to rejected list over view and send message to 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 user uploaded)

**REQ-3:** Admin shall be able to download and view 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 valid request.

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

**REQ-8:** System shall be able to send notification to user, states of request approve or reject.

**3.7 VIEW APPROVED REQUEST DETAILS**

**3.7.1 Flow chart**

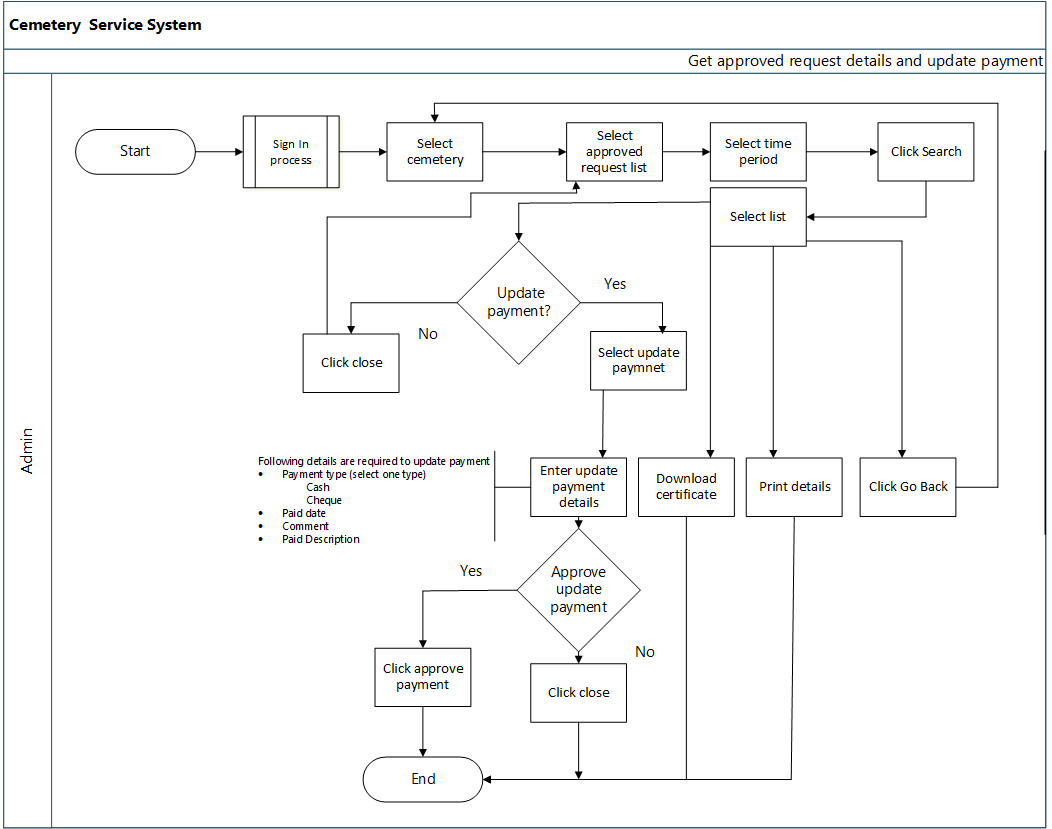
****

Figure 18-Update payment

**3.7.2 Description**

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

**Actor** Admin

**Precondition 1.**Admin should have log in to the system

**2.** User should have request service.

**3.** Admin should have approved request.

After approved cemetery service request which request is move in to the requested list view. Admin can select particular time period and search list according to that time period. Also system allows to update payment of the service for admin. There are require details for update payment of as following.

* Payment type
* Paid date
* Comment
* Paid description

**3.7.3 Stimulus /Responses**

**1. Stimulus:** Admin select cemetery service

**Response:** System display dash board overview of requesting list details.

1. **Stimulus:** Admin select time and click enter.

**Response:** System display calendar to select date and filter result display in view.

1. **Stimulus:** Admin select update payment button.

**Response:** System display application form to enter requires data.

1. **Stimulus:** Admin change payment for service

**Response:** System update change payment details.

1. **Stimulus:** Admin enter require details and click approve payment.

**Response:** System display update payment and display notification of record update states.

**3.7.4 Functional Requirements**

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

**REQ-2:** Admin shall be able to search list of details in 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 calendar to select dates.

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

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

**3.8 VIEW PAID LIST DETAILS**

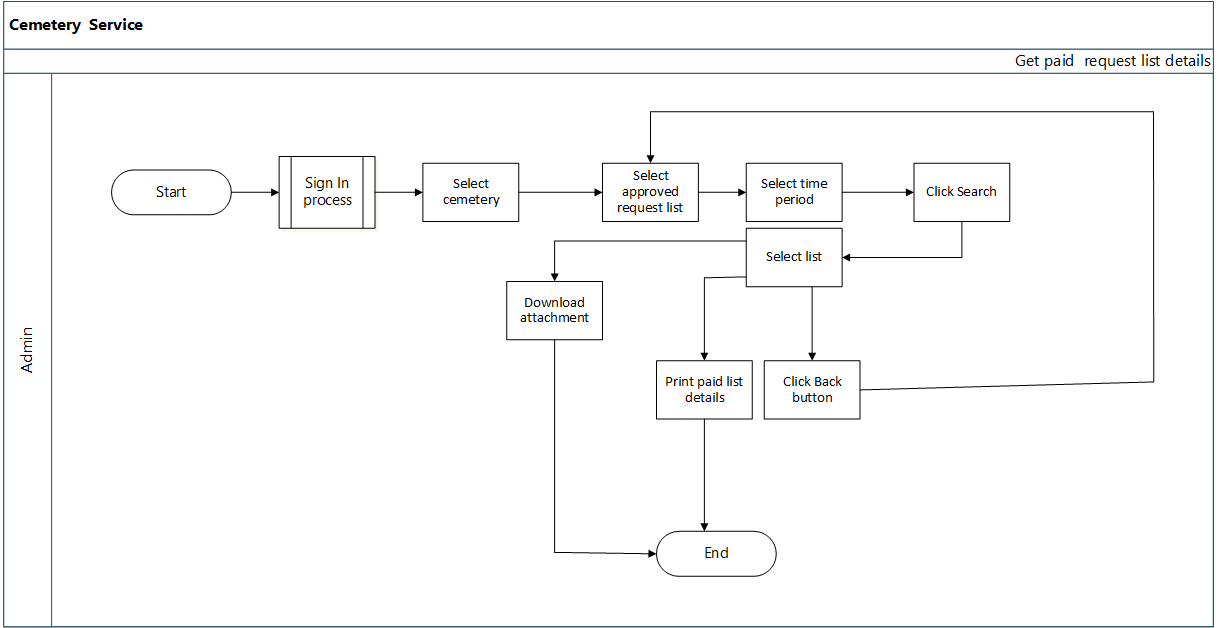
**3.8.1 Flow chart**

Figure 19-View paid list details

**3.8.2 Description**

**Scenario** View paid request details list

**Actor** Admin

**Precondition 1.**Admin should have log in system.

1. User should have request cemetery service.

**3**. Admin should have approve user request.

**4**. User should have paid for service.

After approved update payment request list is move in to the paid request list. Admin can select 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 over view of paid request list.

1. **Stimulus:**  Admin select time period search.

**Response:** System display calendar and fetch paid request list details to the view.

1. **Stimulus:** Admin select a paid request.

**Response** System display details of paid list and history list.

**4. Stimulus:** Admin click Back button.

**Response:** System direct cemetery request over view.

**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 death certificate.

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

**REQ-4:** Admin shall be able to go back cemetery service over view.

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

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

* 1. **VIEW REJECT DETAILS**

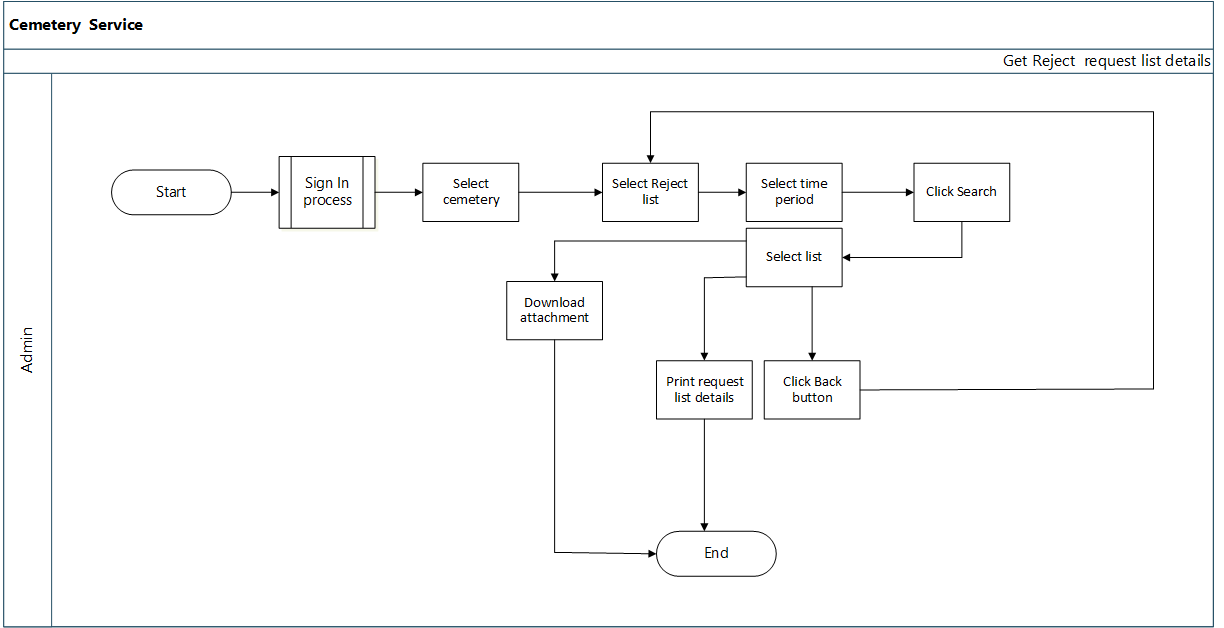
**3.9.1 Flow chart**

Figure 20- Admin view rejected request list

**3.9.2 Description**

**Scenario** Admin view rejected request details

**Actor** Admin

**Precondition 1.** Admin should have login in to the system.

**2.** User should have requested cemetery service request.

**3**. Admin should have rejected request service.

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

**3.9.3 Stimulus/Responses**

**1. Stimulus:** Admin select rejected request list icon.

**Response:** System display over view of rejected request list.

**2. Stimulus:**  Admin select time period search.

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

1. **Stimulus:** Admin select a rejected request.

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

**4. Stimulus:** Admin click 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 a request details and history details.

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

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

**REQ-6:** Admin shall be able to go back cemetery service over view.

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

**REQ-8:** System shall be able to fetch rejected requested details list according to 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 operating system
* Use SQL with database tool
* MySQL, PHP, ASP.Net to implement the project

**5. NON-FUNCTIONAL REQUIREMENT**

**5.1. Software Quality Attributes**

* **Usability**

User should 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 ability to perform in workload

* 1. **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**

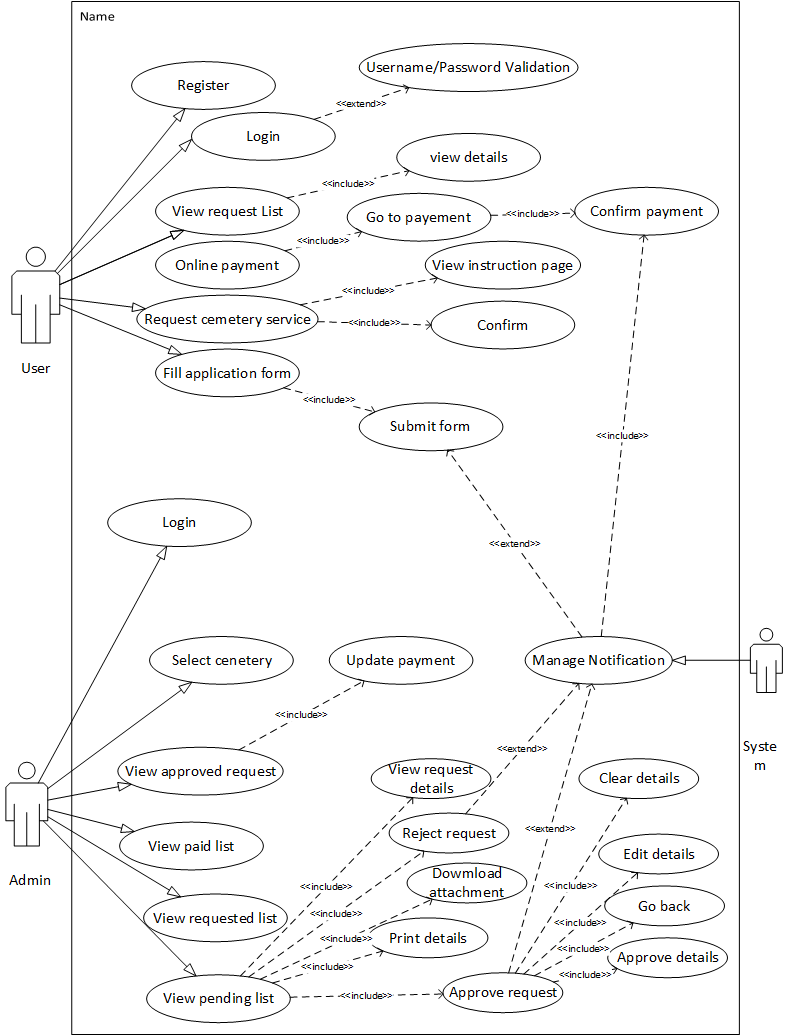
The web application should be able to protect itself from any external danger or attacks.

* 1. **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 case Diagram**



**Appendix B - Wire Frames**

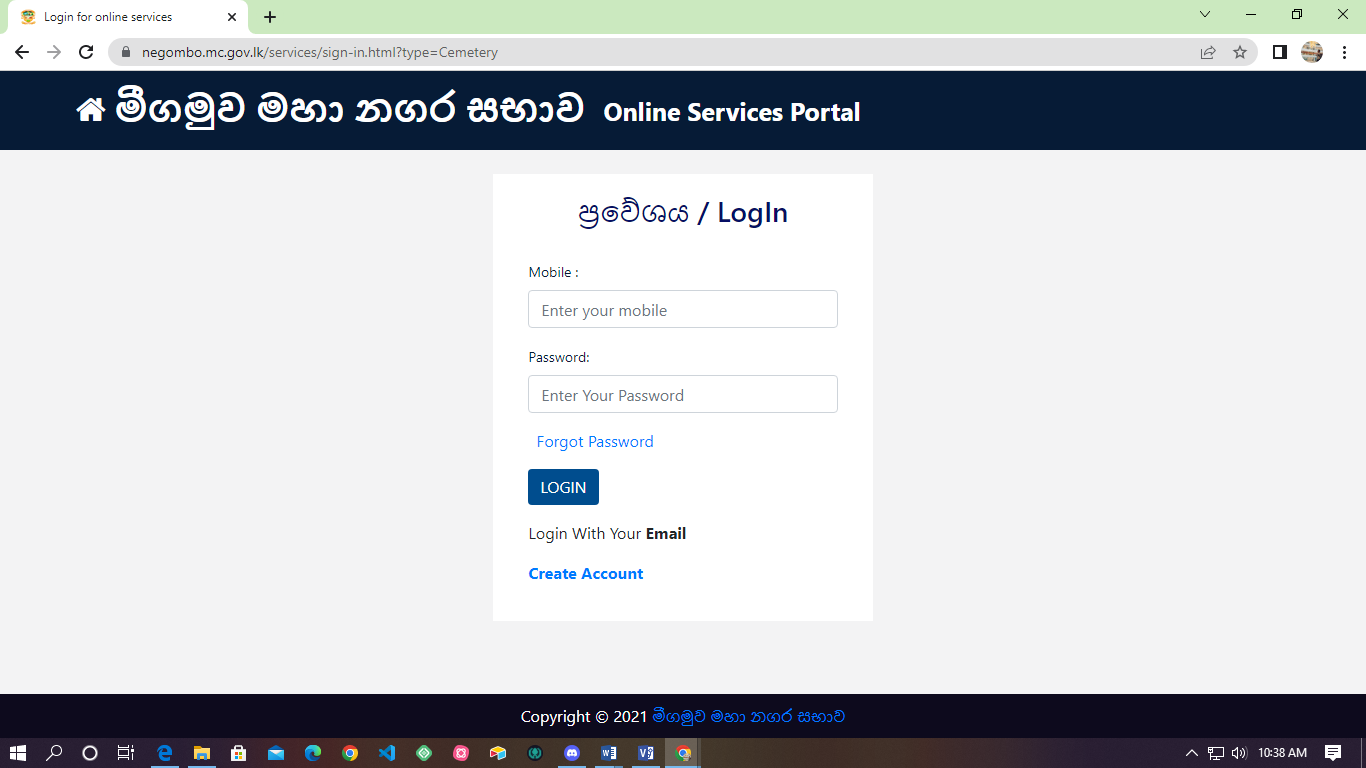


Figure 21- User login with mobile number and password

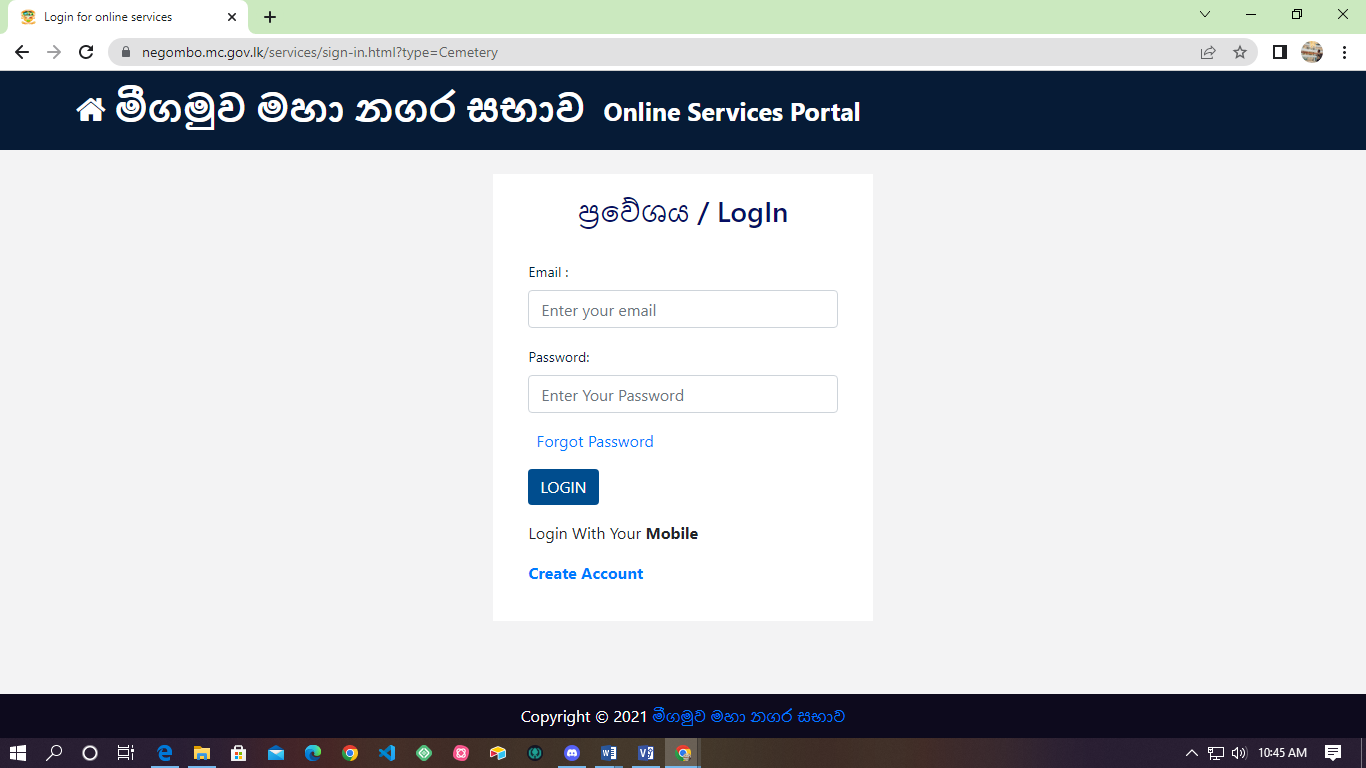


Figure 22- User login with email and password

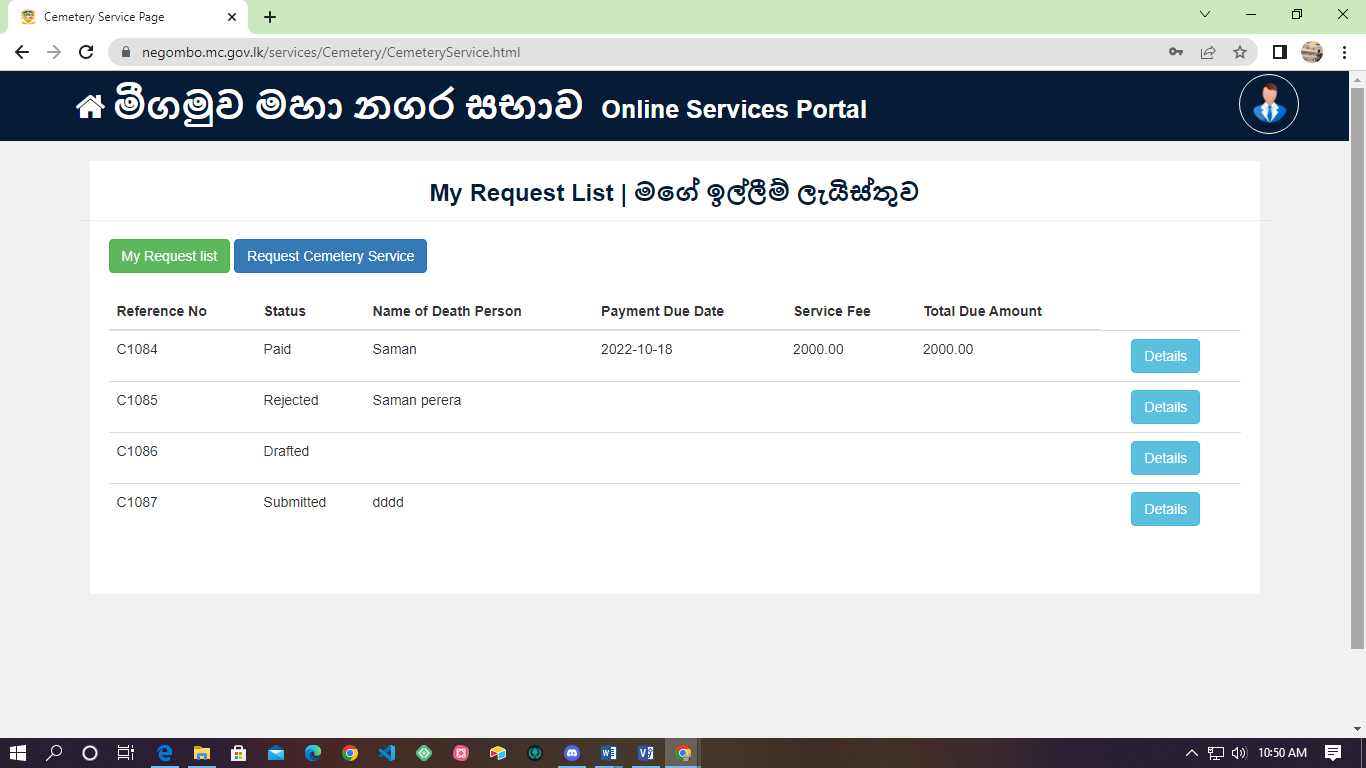


Figure 23 – User request list view

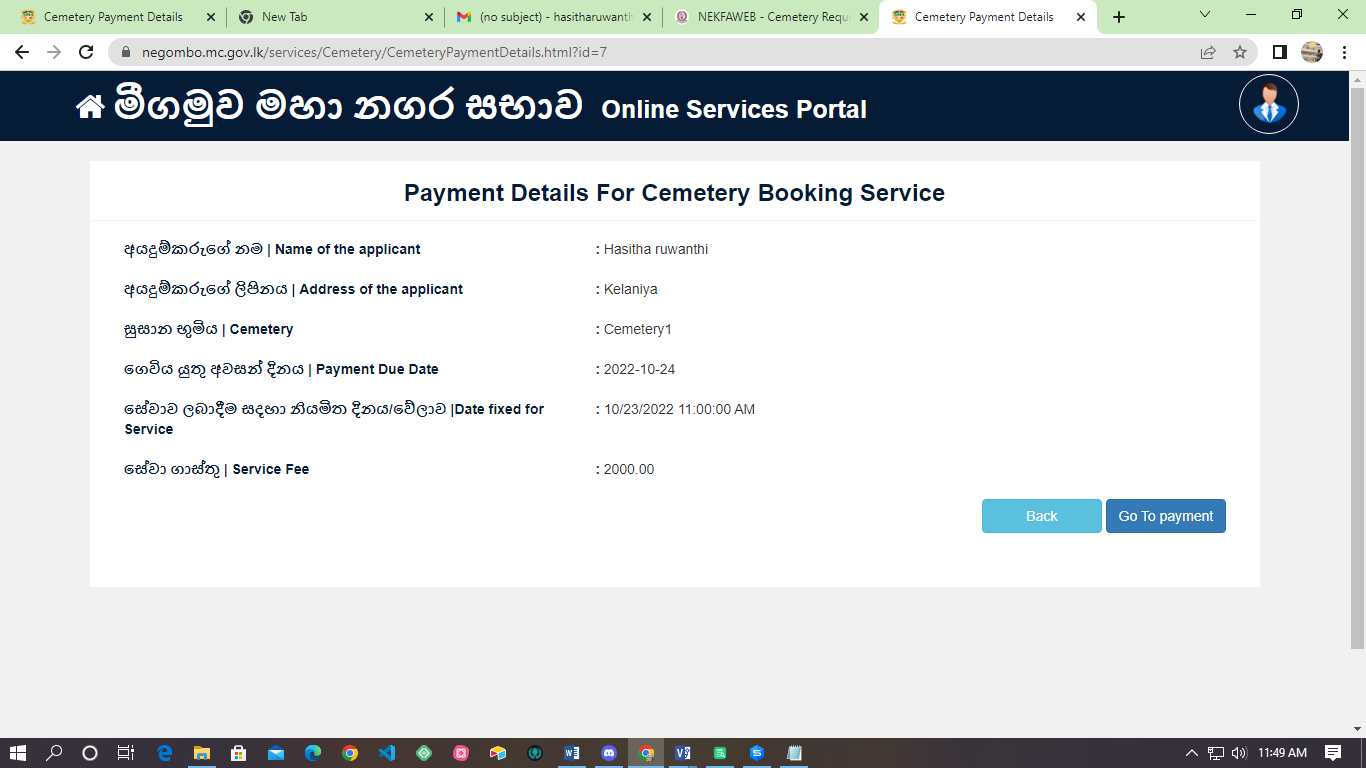


Figure 24-Admin approved request

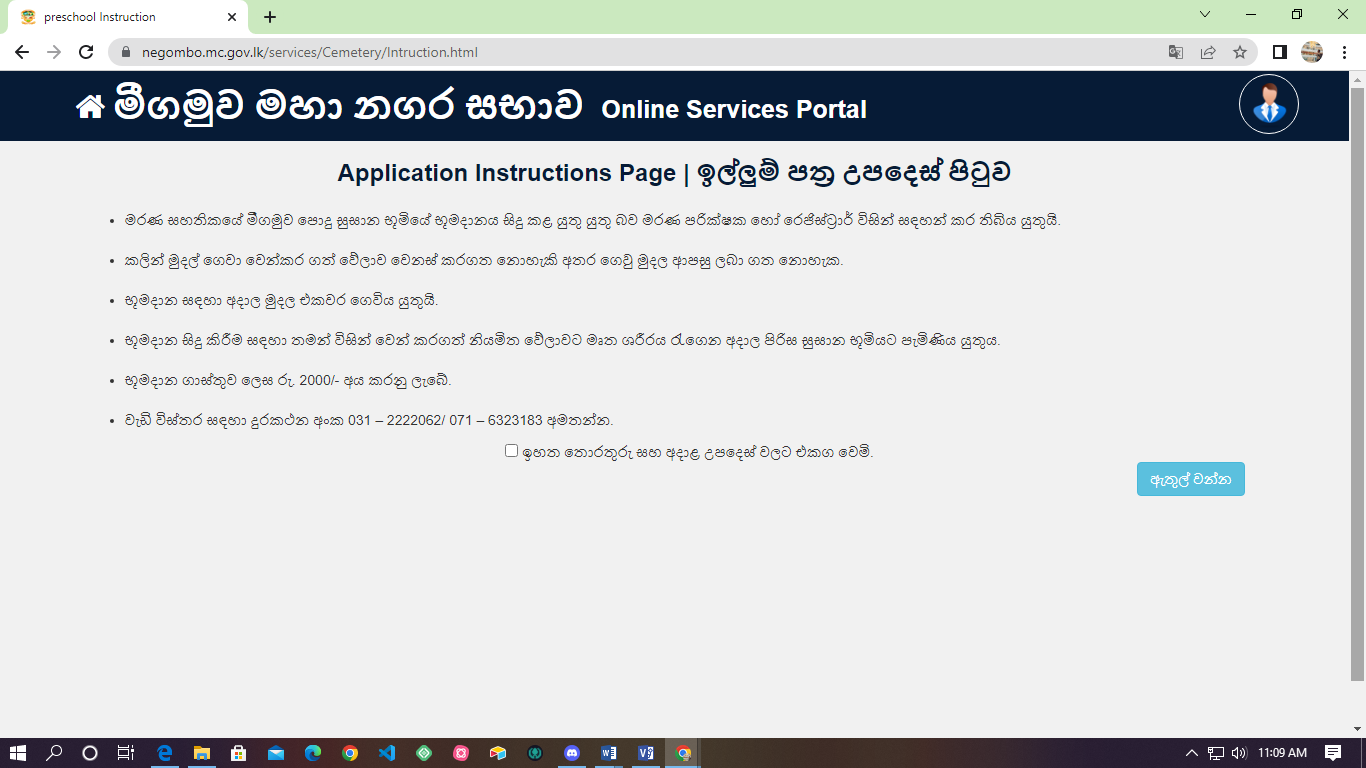


Figure 25- Instruction page for fill application

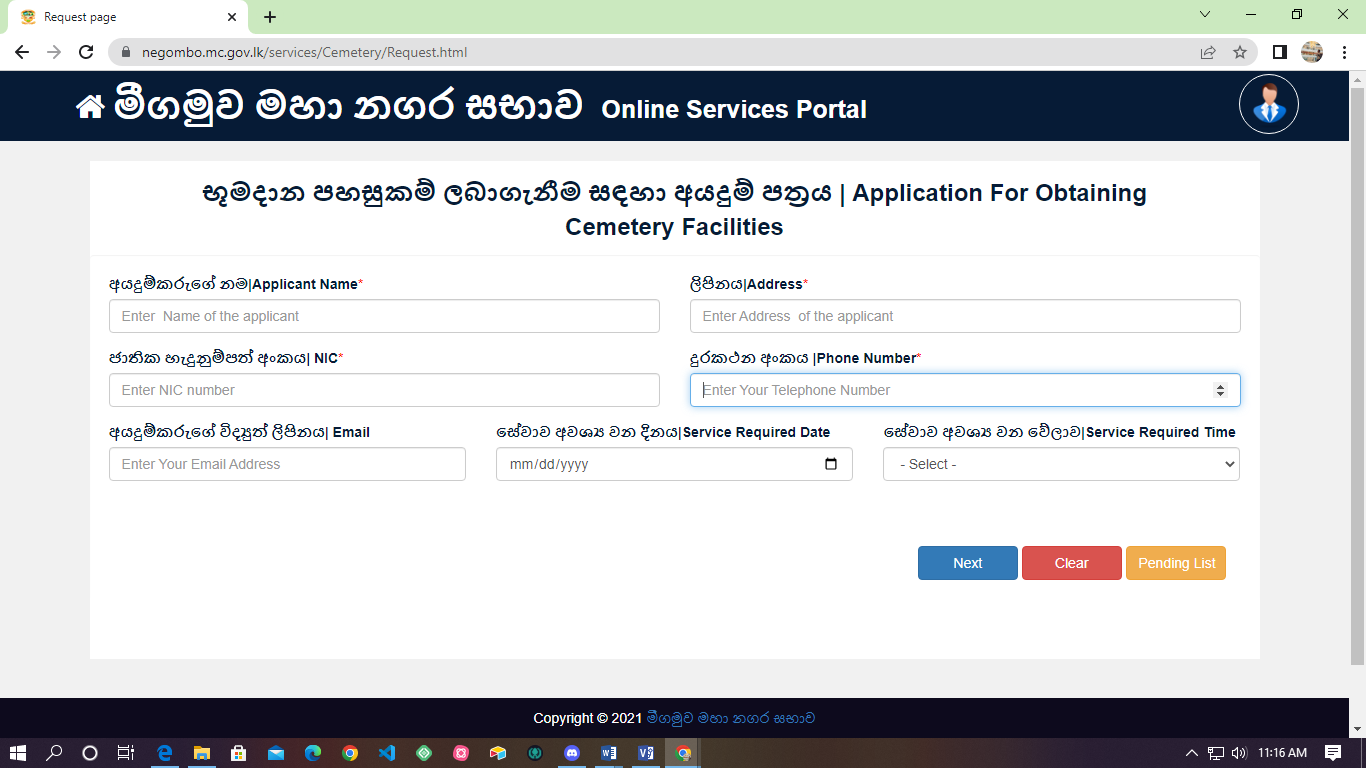


Figure 26 – Application for applicant

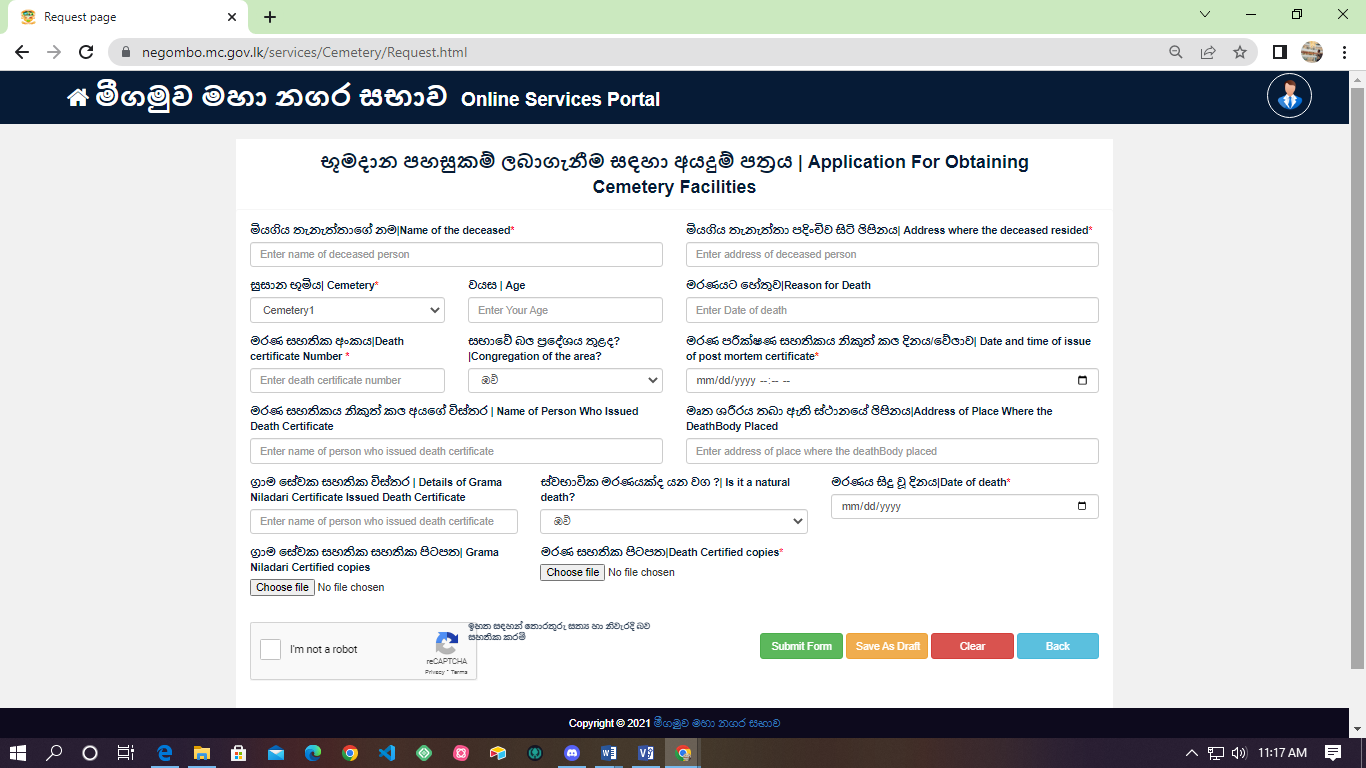


Figure 27- Application form

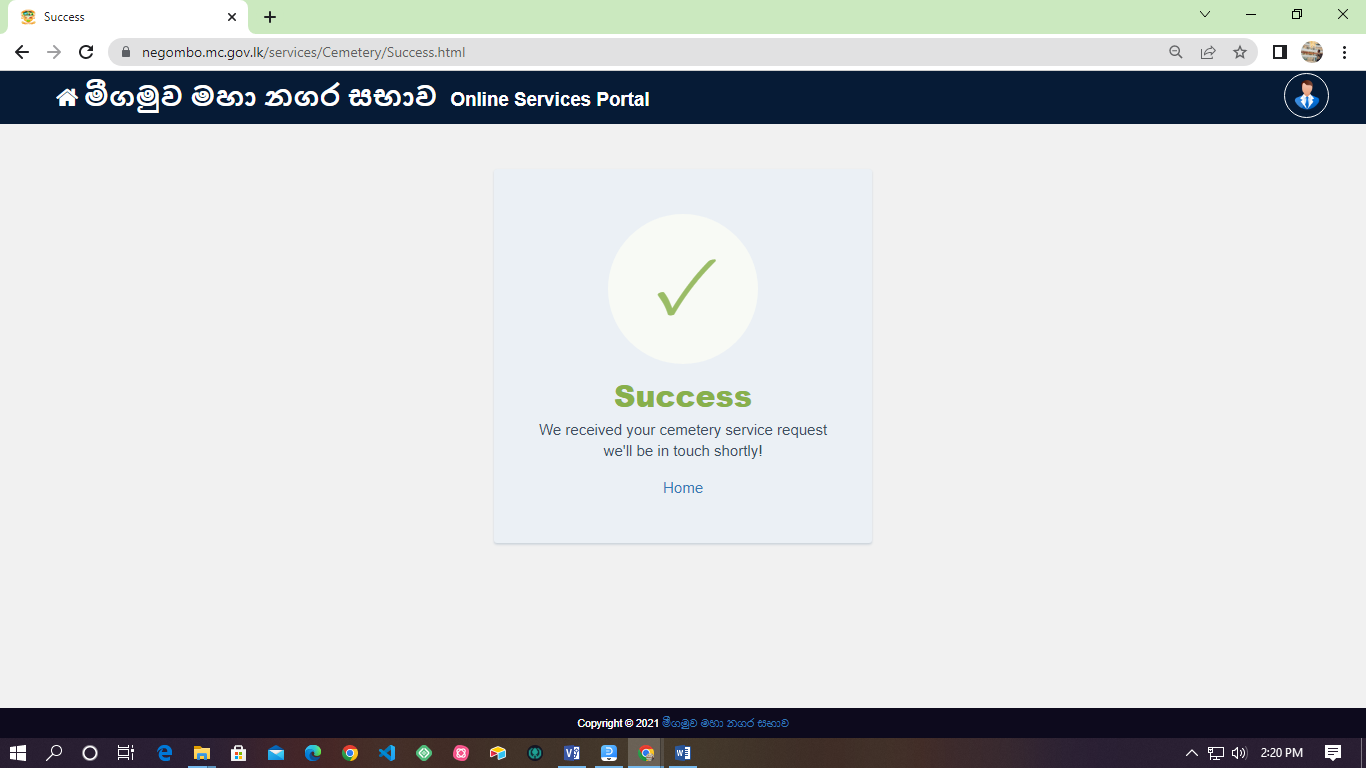
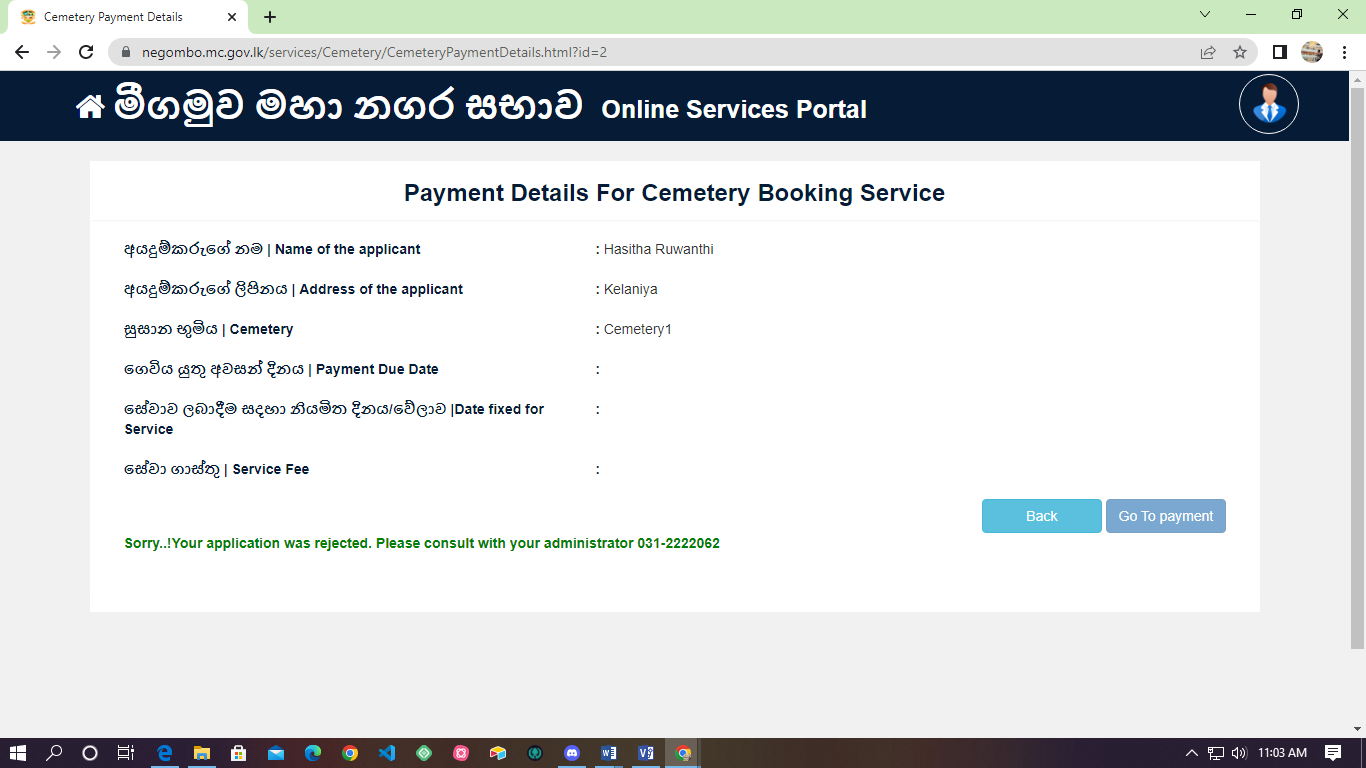


Figure 28-Application submit successful



*Figure 29 – admin rejected application*

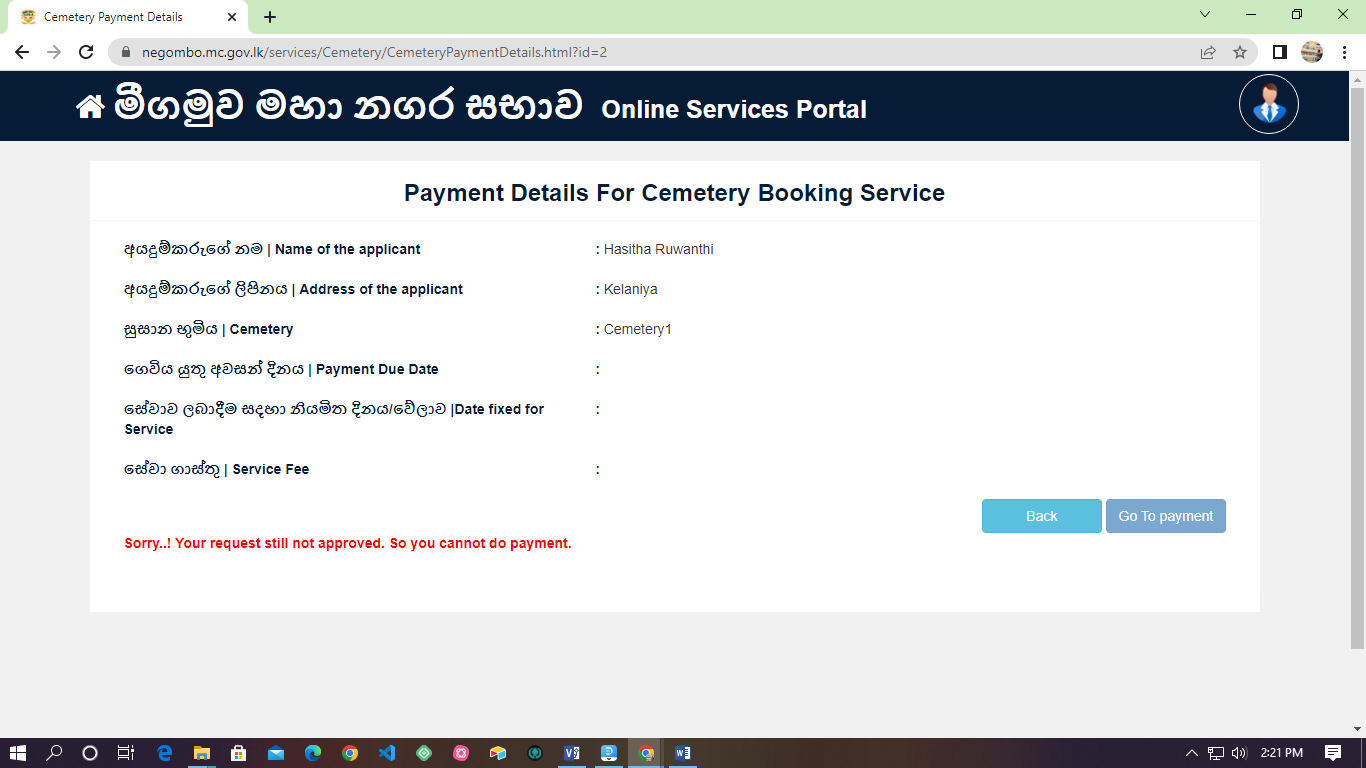
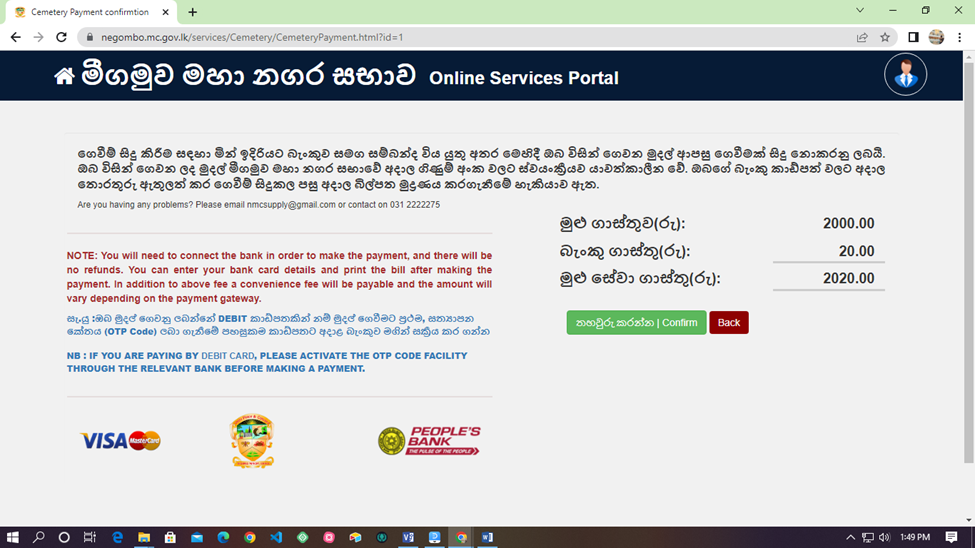


Figure 30- Admin still not approved request

*******Figure 31- User pay for booked request*

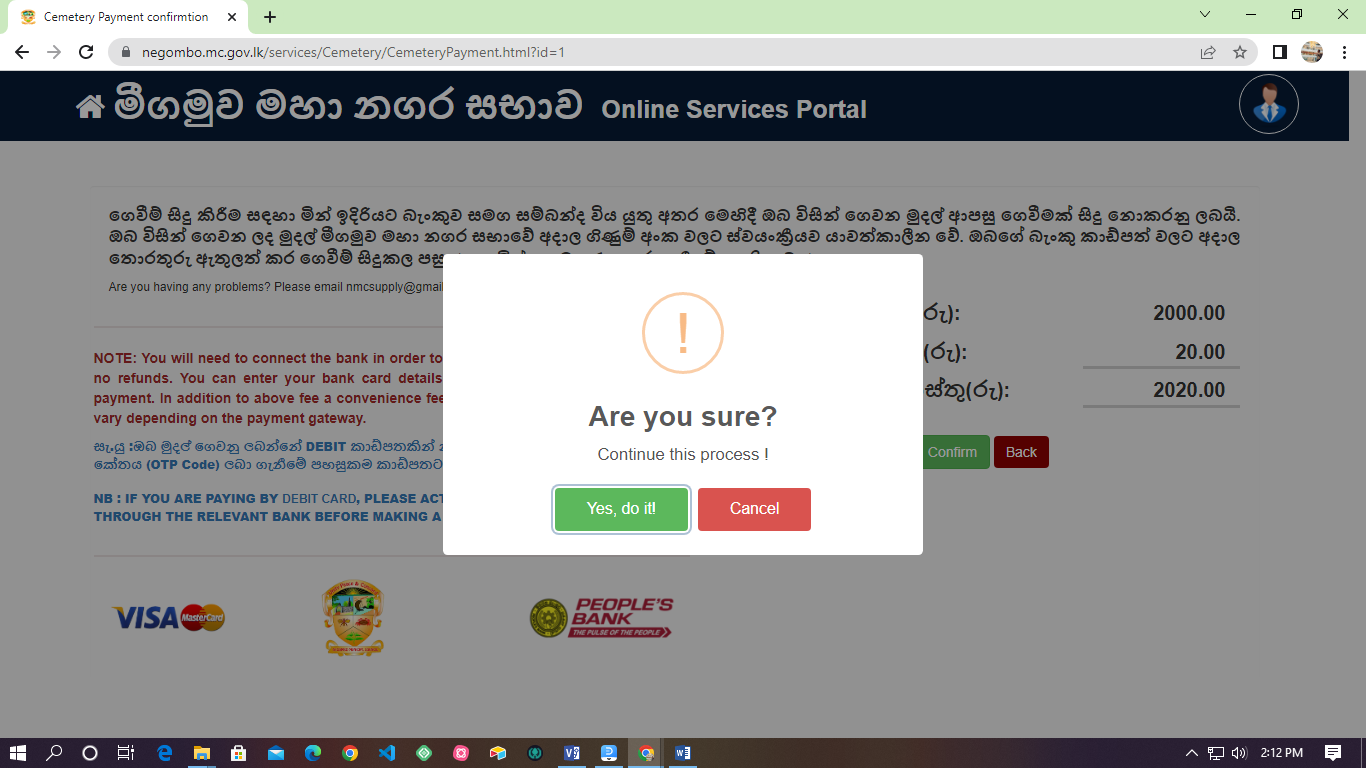


Figure 32- Confirm payment process

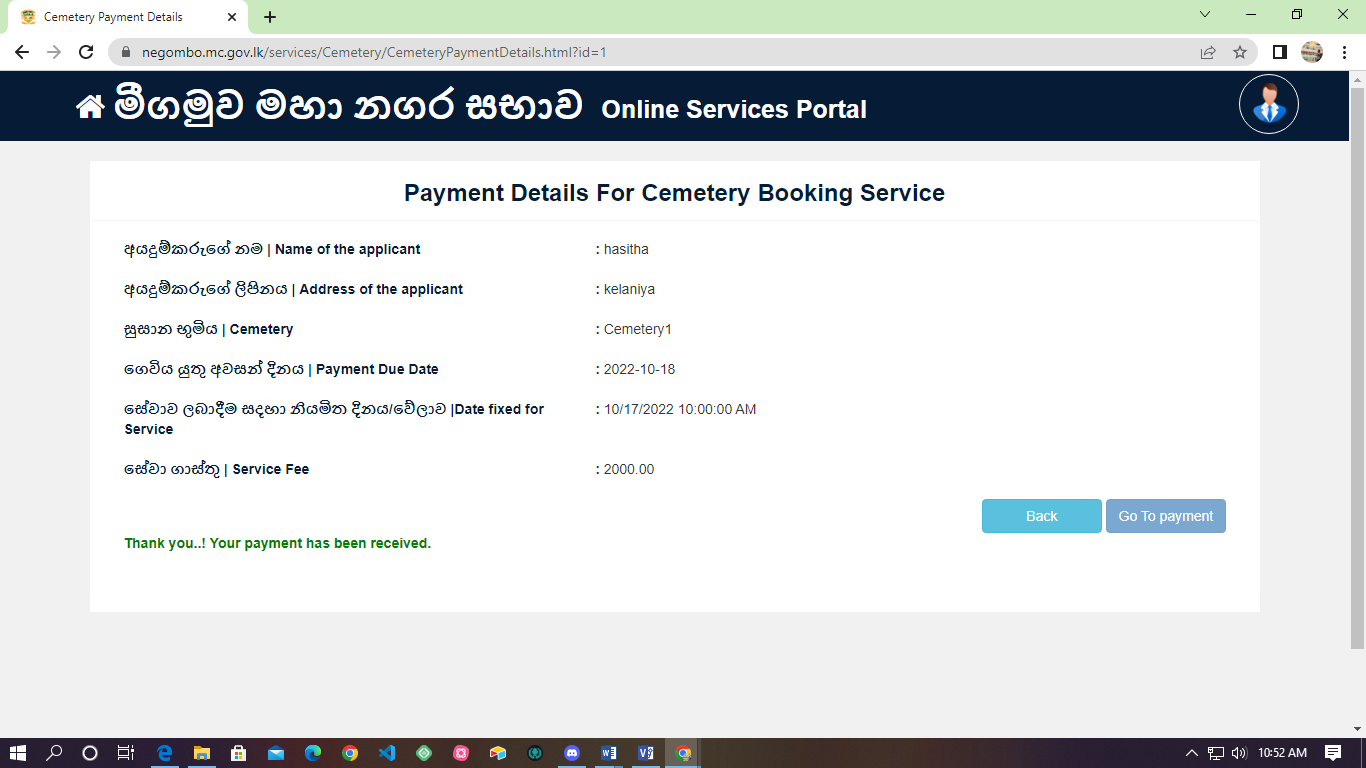


Figure 33- Payment received details

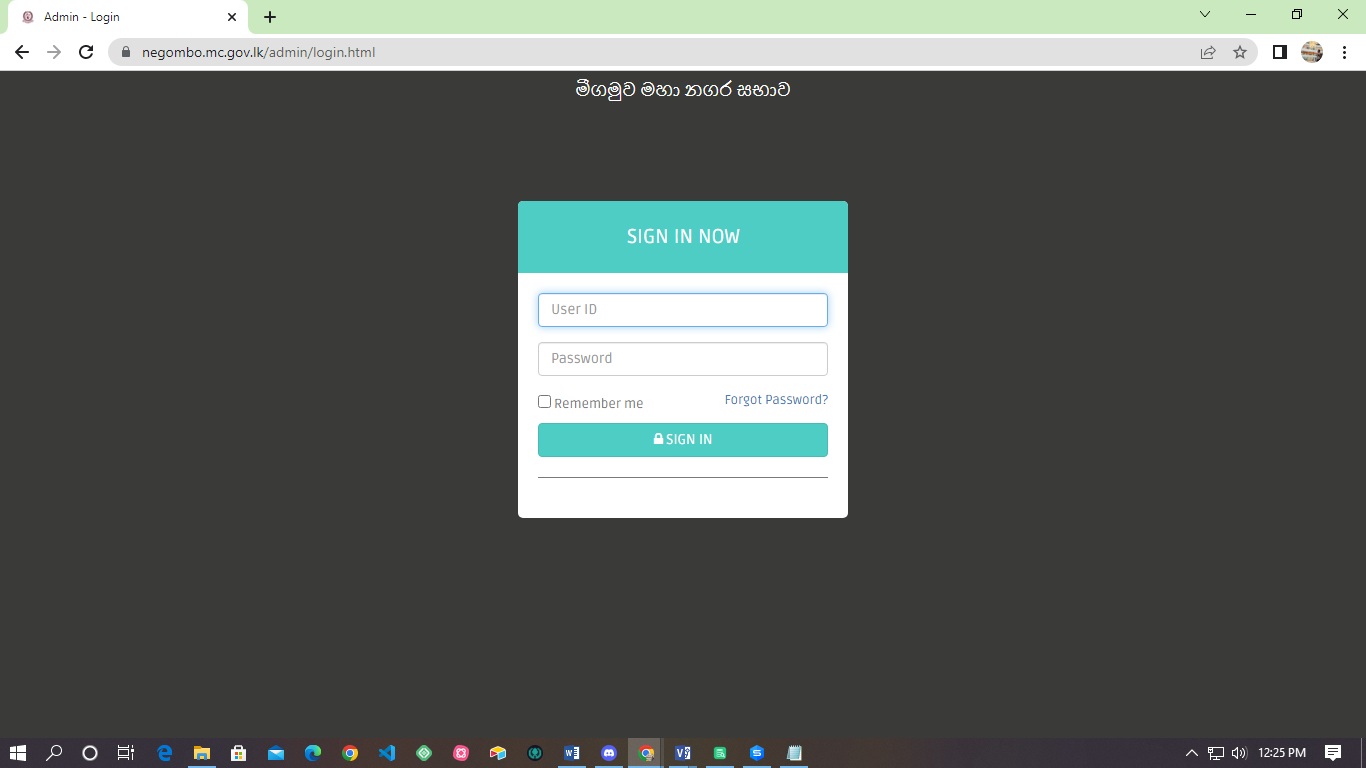


Figure 34- Admin login view

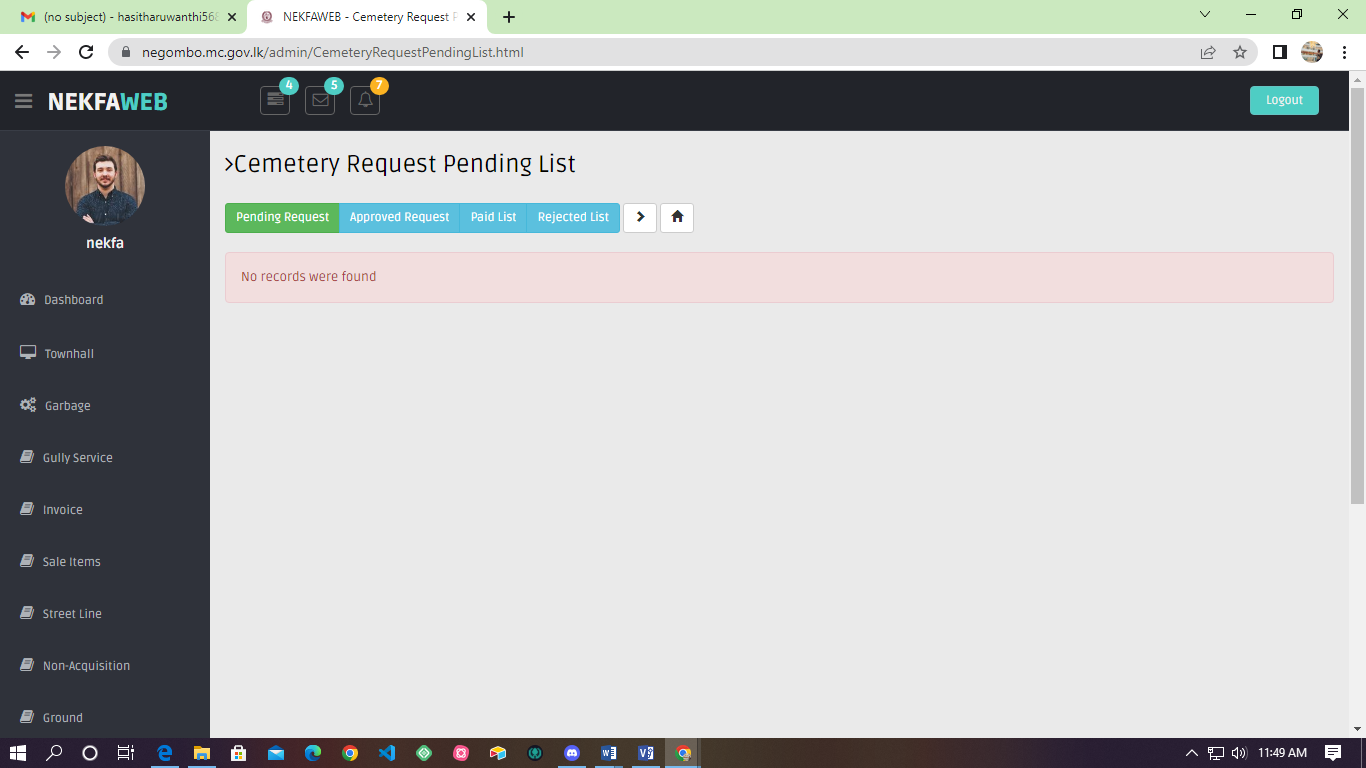
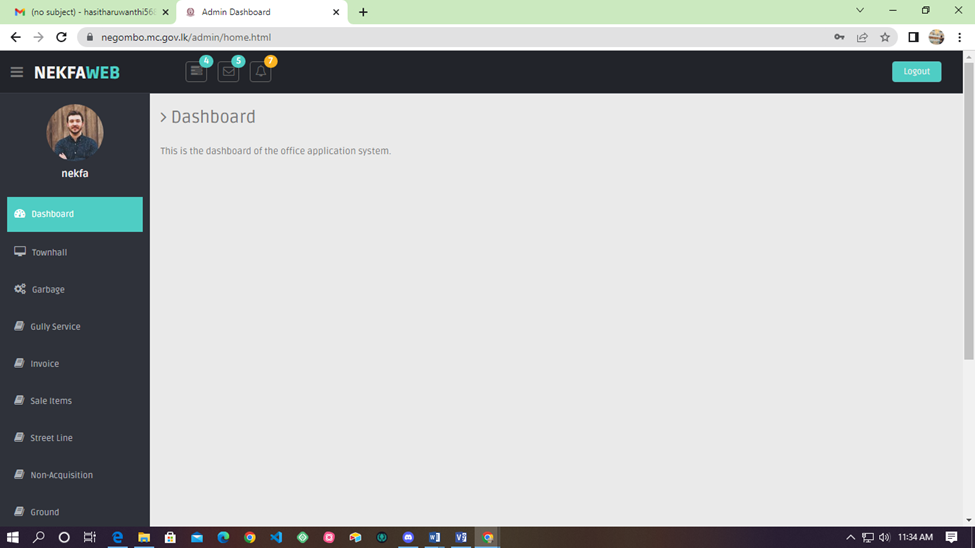
****

Figure 35-Admin's dash board view

Figure 36-Cemetery request list

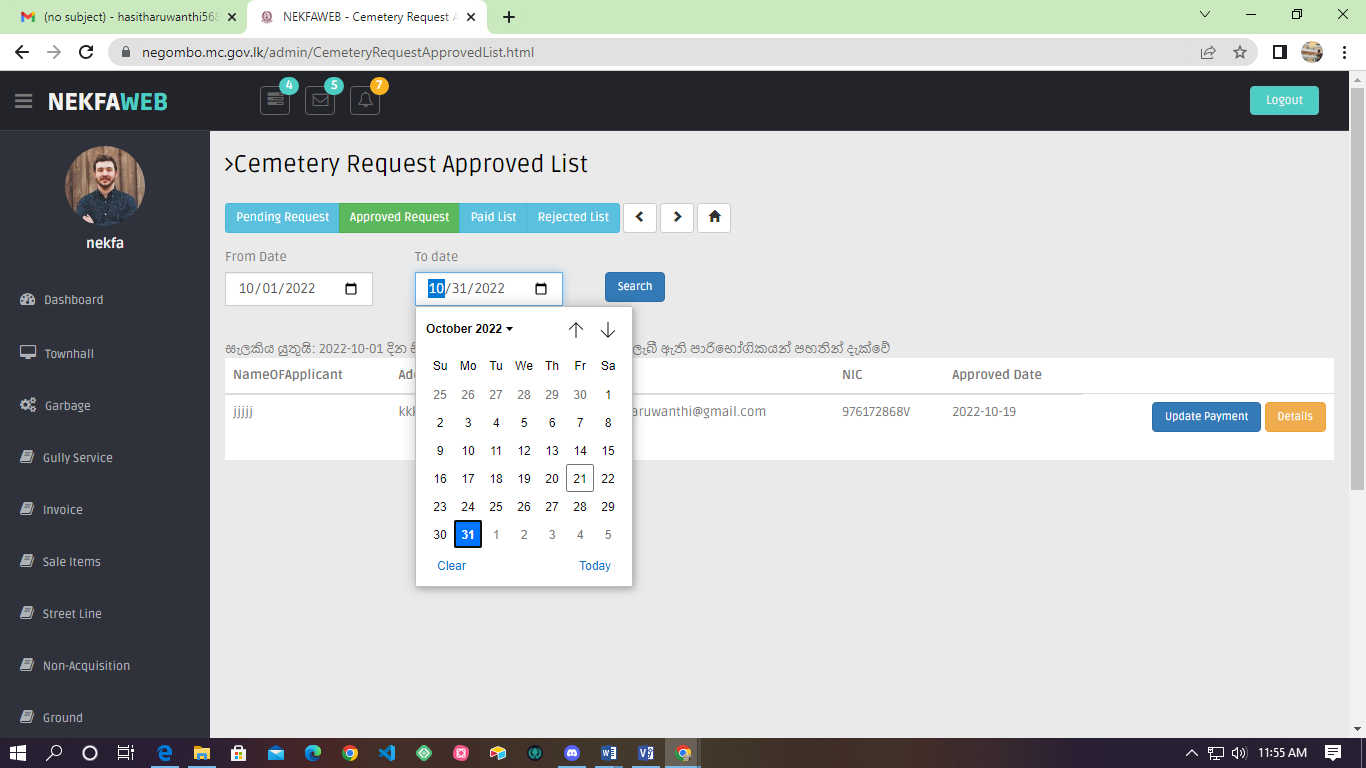


Figure 37- Search request

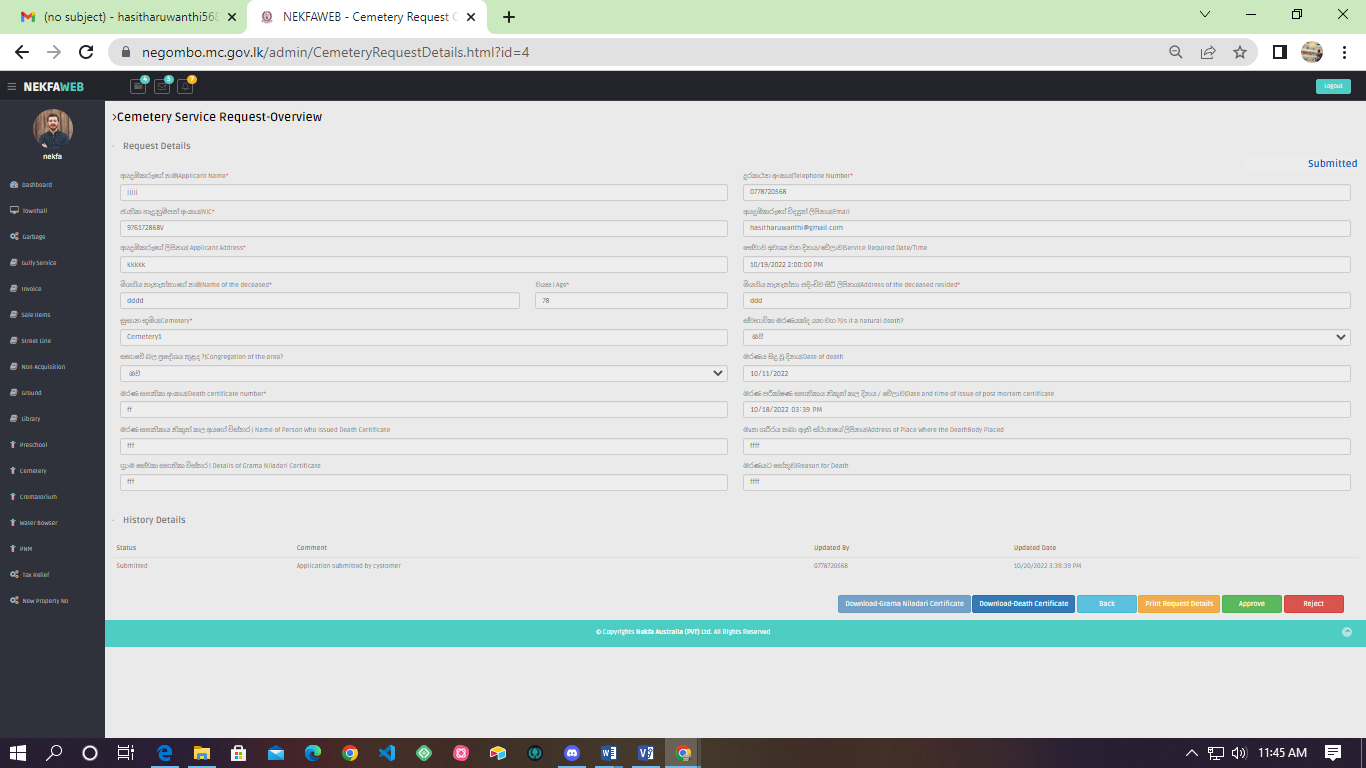


Figure 38- submitted request over view

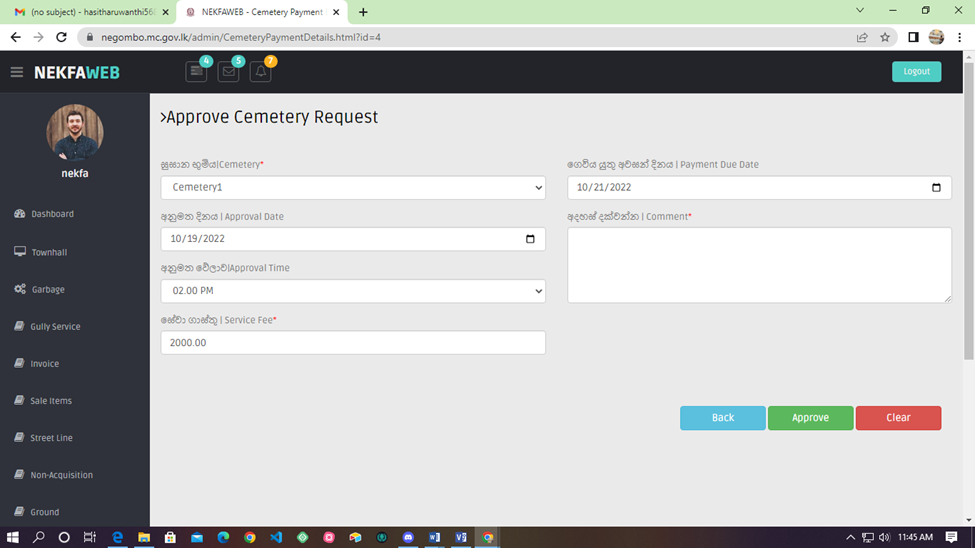
****

Figure 39-Approve request details view

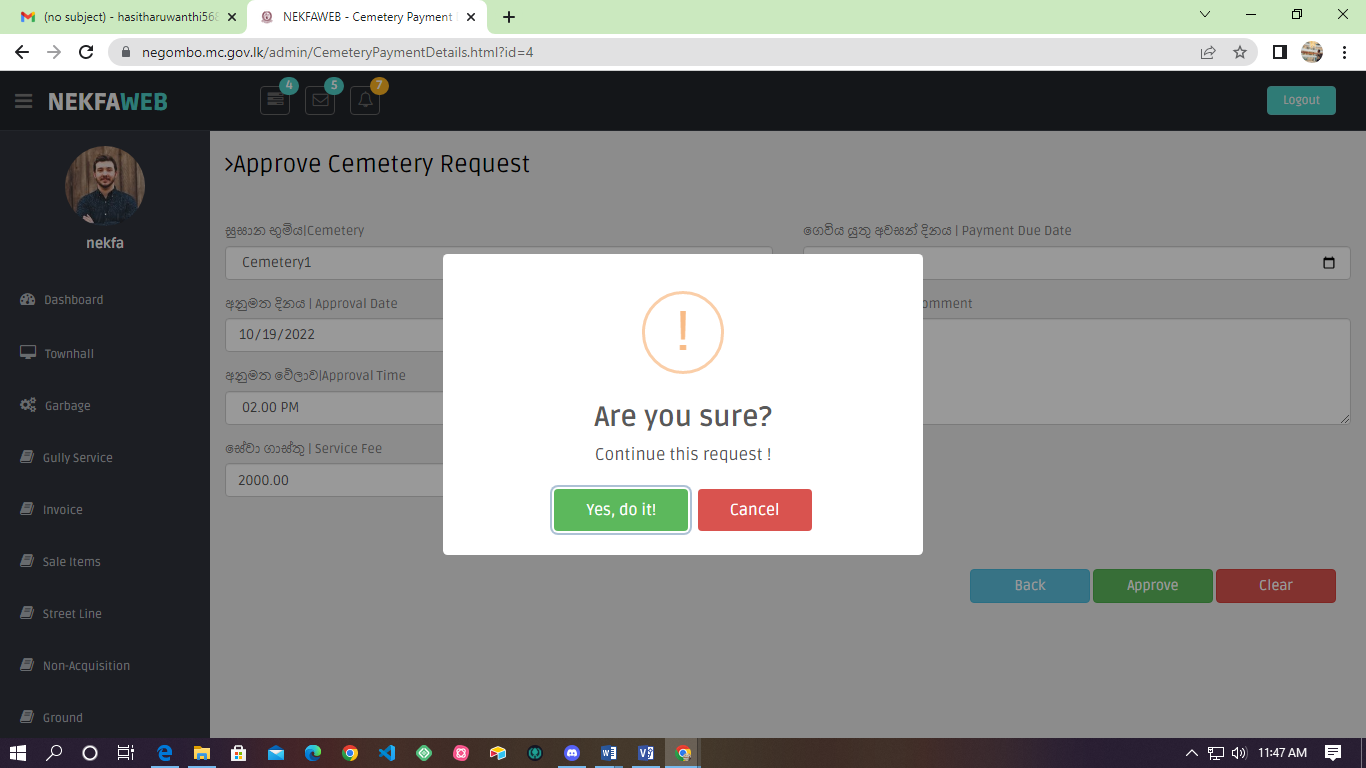


Figure 40-Confirm request approve

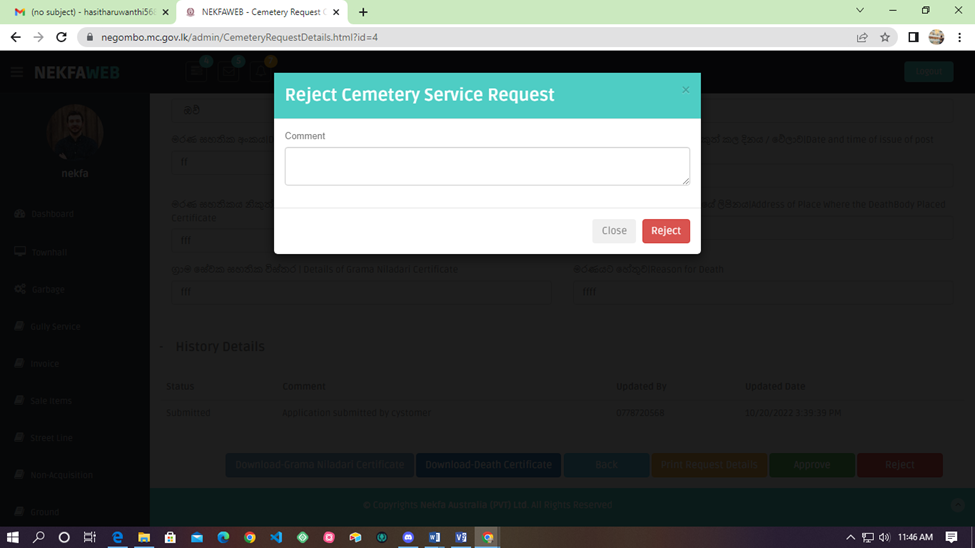
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Figure 41- Section for add comment rejected request

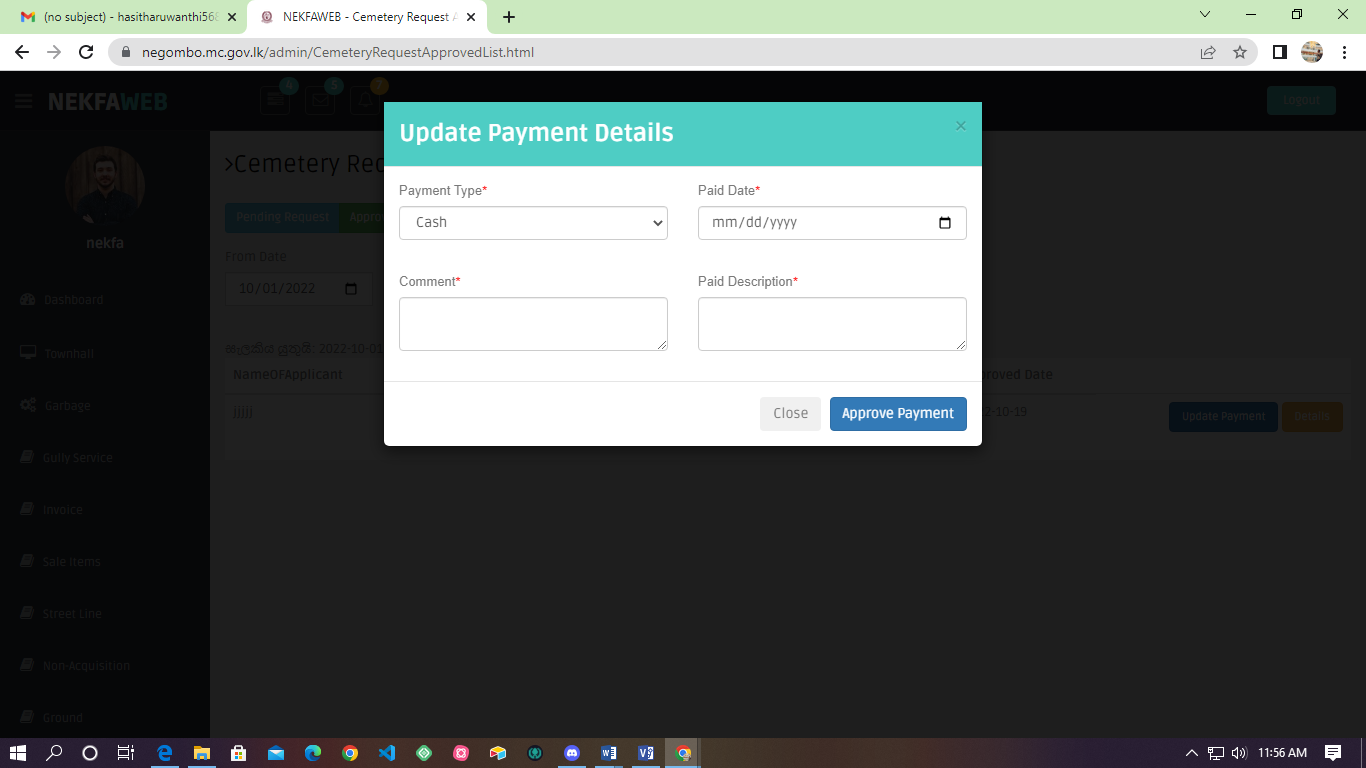


Figure 42- update payment details