

soen part 1

SOFTWARE REQUIEMENTS DOCUMENT



**Introduction**

**Purpose:**

Helping Hands is a non-profit organization dedicated to assisting individuals and families in need by providing resources such as food, clothing, shelter, and education, however, their current administration and distribution process is inefficient as it is time consuming as not user friendly. To combat this issue, Helping Hands has decided to implement a comprehensive website which will automate the distribution of resources, track program outcomes, communicate with volunteers and beneficiaries, and provide real-time reporting. (Burak, 2024)

**Scope:**

The aim of the Helping Hands web application is to provide a platform for managing their program initiatives by implementing features such as volunteer registration, beneficiary enrolment, resource management, tracking program outcomes, and real-time communication. The software solution will be developed using the agile development approach which will ensure flexibility, adaptability and continuous feedback and improvement throughout the project. The system will also be scalable to accommodate the future growth of Helping Hands. (Hanna, Lutkevich, Pratt, 2024)

**Functional Requirements**

Functional requirements detail what the system software is required to do. According to FURPS+, the functional requirements of the software are: (anon, 2023), (anon, 2024)

1. The system will allow users to create accounts using secure credentials which will then use to login to the website.
2. Volunteers will be able to choose which program they will be volunteering for.
3. The system will display all the available resources.
4. The system will allow beneficiaries to sign up and submit personal information such as their ID.
5. Volunteers will be notified about upcoming programs.
6. The system will display available programs to volunteers based on their location.
7. The system will allow admins of Helping Hands to distribute resources digitally.
8. The system will provide feedback on resource usage, volunteer progress, targets hit, and program success.
9. The system will allow volunteers to send monetary donations via the website.
10. The system will allow beneficiaries to provide feedback and share their experiences after receiving assistance.

**External Interface Requirements**

The Helping Hands software solution will require external systems to function correctly. An example of an external system is a **secure payment gateway** such as PayPal to manage the donations sent by volunteers. The interface should be able to process online payments, provide payment receipts to volunteer’s email, and reflect changes in the donation balance within the Helping Hands bank account. (Anastasia, 2024)

**Non-Functional Requirements**

The non-functional requirements are used to specify how the system software must perform. The non-functional requirements for the Helping Hands web application are: (anon, 2024), (Krüger, 2024)

1. Usability: The user interface (UI) must be user friendly for all users.
2. Performance: The system must be able to accommodate multiple different users at once without lagging or crashing.
3. Scalability: The system must be able to handle growth and accommodate new users over time.
4. Security: All sensitive data such as user information and banking information must be properly encrypted and secure.
5. Availability: The system must be readily available at all times to ensure availability to those in need at any given time.

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