

# Non-Functional Requirements (NFR)

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Project: Healthcare Appointment System

Version: 1.0

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## 1. Security

- All data must be encrypted in transit and at rest
- Role-based access control
- Compliance with HIPAA regulations

## 2. Performance

- System must handle 500+ concurrent users
- Appointment confirmation must be processed within 2 seconds
- Daily uptime must be  $\geq 99.9\%$

## 3. Scalability

- Support for future integration with telehealth services
- Ability to scale horizontally to accommodate more clinics

## 4. Usability

- Intuitive user interface
- Accessible design (WCAG 2.1 compliance)
- Multi-language support

## 5. Maintainability

- Modular architecture for easy updates
- Comprehensive system documentation
- Automated deployment pipeline