Non-Functional Requirements (NFR)

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 ≥ 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