Universidad Autónoma de Yucatán

Software Engineering

Human-Computer Interaction

"Definition of requirements"

Semester: 6

Group: A

Team: 4

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1. Introduction

This document defines and details the user's needs, and the defined requirements based on those needs. To avoid any confusion, needs (or requests) can be understood as the needs and wishes of the user, that can be interpreted as what the system should solve or facilitate for the user. On the other hand, requirements can be understood as the requests interpreted into software functionalities, characteristics and restrictions.

The system to develop is a platform of appointment management for the administration of the psychology faculty clinic.

2. User requests

The user requests, in this case the administration and coordination of the psychology faculty clinic, are centered on appointment management. Users want the system to be a transfer of appointments management processes from a physical agenda to a digitalized and semiautomated system, also integrating the notifications sending to patients in case of unforeseen problems while considering attributes that users wish to be in the system.

- Schedule appointments, with capacity of assigning therapists and rooms.
- Edit and delete scheduled appointments.
- Automatize the sending of confirmations, notifications and reminders.
- Generate patient reports using the stored information.
- Manage patients, rooms and therapists.
- Being able to withstand incidents (such as power cuts) without losing information.
- Being intuitive and easy to use, especially for people less experienced with computers.
- Guarantee safety and reliability on data.

3. Requirements

The following requirements are related to Human-Computer Interaction (HCI). These are a part of the defined requirements from the user research and have the objective of guaranteeing an intuitive, easy to use and accessible solution for the users (administration and coordination staff).

3.1. Functional requirements

Nomenclature	Requirement
RF1. Agenda Management	The system should allow visualization, editing and updates of the appointment agenda in real time, including: • Appointment scheduling, re-scheduling and cancelation. • Consultation rooms assignment and re-distribution. • View personalization (by time periods).
RF2. Operative Changes Management	• Allow secretaries and interns to perform operative changes in the agenda quickly, safely and intuitively. • Enable coordinators to realize drastic adjustments (freeing spaces, modify session duration or frequency) through a consolidated interface.
RF7. Internal Communication Support	Facilitate coordination between coordinators, secretaries, interns and supervisors with internal messaging and alerts functionalities in the platform.

1.1. Non-Functional requirements

Nomenclature	Requirement
RNF1. Usability	The interface must be intuitive, friendly and adaptable to different levels of digital competition, minimizing the learning curve of administrative staff.
RNF2. Performance and Response	The system must process the agenda's updates and changes in real time, guaranteeing fast answers without noticeable delays during its use.
RNF6. Interoperability	The system must allow a fluid integration with other institutional systems (for example, data analysis tools and messaging) to ensure an efficient information exchange without creating problems or defects on it.
RNF7. Accessibility	The platform must comply with accessibility standards to ensure that all the administrative staff, regardless of technical skills or previous experience, can use it without any barriers.