

Requirement Analysis and Specification Document

Michele Madaschi

Lidia Moioli

Luca Martinazzi

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Introduction

1.1 Purpose

This document aims to describe, specify and analyze the software requirements for *My Taxi Service*.

My Taxi Service is needed to provide a passenger-friendly interface to interact with the city's taxi service, and ensure a fair management of the city-wide taxi deployment.

1.2 Scope

The passengers should be able to use an application (either mobile or browser based) to request a taxi through the system, which in turn should answer with the ETA and identification code of the incoming tax.

The passengers should be compelled to provide their current location to the system, for their request to be accepted.

The taxi drivers should be able to use a mobile application to communicate their availability to the system, and accept or refuse incoming calls.

The system shall manage a queue of taxis for each taxi zone¹.

The system shall receive GPS location data from each taxi, and use that information to assign each taxi to a taxi zone; an available taxi is automatically placed into the taxi queue belonging to the taxi zone it currently occupies.

The system shall remove a taxi from the queue upon receiving a confirmation in which the driver accepts an incoming call. If a taxi (driver) does, on the other hand, refuse an incoming call, the system shall move it to the bottom of its taxi queue.

The system matches a passenger's position to a taxi zone, and uses that information to forward the call to the first taxi available in the relative taxi queue.

The system shall provide an Application Programming Interface, to make room for future improvements.

The system shall also provide the possibility of requesting the reservation of

¹Partition of the city

a taxi; said reservation must occur at least 2 hours before the actual time of the ride; the time of the ride has to be specified by the passenger during the reservation procedure, as well as the passenger's location and destination. However, the system will actually allocate a taxi (by means of removing it from the queue) only 10 minutes before the requested time of the ride.

1.3 Domain properties

In this section we will analyze the background laying behind My Taxi Service:

- Passengers are assumed to be reliable and trustworthy, meaning that if they request a taxi or make a reservation they will declare their real position and actually use the taxi
- Passengers will pay at the end of the ride the amount of money demanded by the taxi driver
- Passenger reserve a taxi only in a period of three month starting from the current time
- Taxi drivers must own a valid taxi driving license
- A taxi can reach every position within the same zone in less than 10 minutes
- ETA is estimated with a maximum error margin of 5 minutes
- We assume that, for each zone, if its queue is empty, then at least one queue in the eight adjacent zones has available taxis
- We assume GPS coordinates reliable

1.4 Goals

The passengers must be able to:

- G1 Transmit its position and the desired destination to the system, thus initiating the Request of a taxi
- G2 Receive the code and the ETA of the incoming taxi
- G3 Reserve a taxi for a time period, starting at the time specified during the reservation², and ending after the ride is complete.

²the starting of the reserved ride must occur at least 2 hours after the time of the reservation

G4 Request a shared ride

The taxi driver must be able to:

G5 Answer a passenger's request

G6 Render him/herself available to the scheduler

G7 Receive informations regarding the fee defined for each passenger in case of shared ride

The system must be able to:

G8 Offer a programmatic interface to enable the development of additional services

1.5 Definitions, Acronyms and Abbreviations

Passenger: the user who sends a taxi request.

User: an human interacting with the system. Users are split in 2 classes: 'passengers' and 'taxi drivers'.

System: the automatic part that manages the service.

ETA: estimated time of arrival.

Taxi zones: geographical partitions of the city, non overlapping, with an average size of 2Km².

Queue: a list of all available taxis in the corresponding taxi zone. It is managed as a FIFO queue. There is exactly one taxi queue associated to each taxi zone.

GPS: global position system.

Shared ride: a passenger shares the ride with other people that origins from the same zone, and go to the same direction

Active reservation : a reservation is considered active if it is in the reservation scheduler and isn't occurred yet

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1.6 Reference documents

1.7 Overview

Overall description

2.1 Product perspective

The system must interact with a map service, to retrieve information about the route to send to the taxi driver in case of shared ride.

2.2 Constraints

We will develop a unique mobile application that can be used by both passengers and taxi-drivers.

The web application will include only passengers functions.

The mobile application must be available for Android, Windowsphone and iOS.

2.3 User characteristics

The users must be connected to the network to use the application. Passengers can interact with the service through a web browser or a mobile application; they don't need any particular ability or foreknowledge to use it.

Taxi driver must access to the application with a device provided of GPS; since they must follow a standard procedure they must attend a formation course before starting (2 hours will be enough).

2.4 Assumptions

- If a request comes from a zone, whose queue is empty, then the system forwards the call to the first taxi in the queue corresponding to an adjacent taxi zone, starting from the northeast.
- A passenger is required to subscribe an account to utilize the taxi services (taxi request, taxi booking, taxi sharing)

- Taxi drivers can create only one account per vehicle ID
- Passengers who reserve a taxi can delete the reservation; if a taxi was allocated for the ride, the system will notify the taxi driver and put him at the top of the queue.
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Specific requirements

3.1 External interface requirements

The system must be able to communicate with a map service, in order to retrieve information about the users' position, send the best route to the taxi drivers ,in case of shared ride, calculate the ETA for the passengers that requested a taxi.

Also the application must be able to interact with a map service, due to allow passengers to select the meeting position.

3.2 Functional Requirements

For each goal, we define the specific function that we will have to implement;

G1 :

- Users can create an account;
- Users can log into their account;
- Passengers can select from a menu the option of requesting a taxi as soon as possible;
- Passengers can insert their position filling an input form and confirm it;
- The system will receive the request and identify the zone in which the passenger is in;
- The system will forward the request to the first taxi in the selected zone queue and wait for an answer;
- If the taxist accepts, the system will remove him from the queue; otherwise it will append the taxist to the last position and scan the list for a taxist to accept;

G2 :

- As soon as a taxist accepts a request, the system invokes the support system to calculate the ETA giving the position of the taxi and the position of the passenger;
- The system will communicate the taxi code and the ETA;

G3 :

- Passengers can select from a menu the option of reserving a taxi for a chosen ride and date;
- Passengers can insert the initial and final position, time and date, their email and confirm it;
- The system will receive the reservation and if it respects the 2 hour constraint it will send a confirmation;
- Ten minutes before the ride starts, the system allocates a taxi for it.

G4 :

- The application must have a selectable option labled:”share your ride”, that allows passengers to enable the shared ride service. In case of non reserved ride, the application will ask passengers the amount of time they can wait for others people.
- When the system receive a request of a shared ride, it will search for others shared ride requests starting from the same taxi zone, and going in the same direction.
- When a new passenger is added to a shared ride, the system will interact with the map service, in order to retrieve a new route for the taxi driver, and to calculate new fees
- When the timeout of one passengers ,added to the current ride, occur, the system will procede with the allocation of the taxi .
- After the taxi allocation, the passengers who requested the shared ride will receive, not only the taxi ID, but also the fee they have to pay.

G5 :

- When a request comes or there is a reservation for the next 10 minutes without an assigned taxi driver, the system must search for the first queued taxi and forward him the request.
- If a taxi driver refuse to take care about a call, the system will move him at the end of the queue, and forward the request to the next taxi driver in the queue. If a queue is empty, the system will search a taxi driver in a queue belonging to an adjacent taxi zone

G6 :

- A taxi driver logged in into the system can select the button " Ready ", then the system will notify the system that the logged user is ready to accept some passengr's call. The application also send the taxi driver's position detected with a GPS
- If the application needs to retrieve data from a GPS and this isn't available, it will remind the user to turn it on.
- When the system receive a notification , by a taxi driver, informing that he is ready to take care of some passengers, it will append the user in the queue corresponding to the taxi zone that include the position retrieved by the application.

G7 – When a taxi driver is assigned to a shared ride, the system will send him the route he need to follow, and the fee amount every passenger have to pay

G8 :

- It is also neccessary to develop programmatic interfaces that allow to customize the system, adding new features.

- Passengers can access a section, in which they be able to check the ID of the taxi assigned to their ride and manage (delete or modify) an active reservation.
- When a passenger delete a reservation, the system will remove it from the reservation scheduler and, if a taxi driver is already assigned, notify the taxist.
- A passenger can modify an active reservation changing position, date and time.
- The system will accept modification only if sended before the taxi allocation.
- The system will accept date and time modification if it occur at least two hours after the request or/and after the previous reservation.
- A taxi driver have the possibility to remove himself from the queue by clicking the: "Disable" button.
- The system will remove a taxi from the list if receive the corresponding request by the taxi driver, or if the taxist logged out for XXXXX minutes.

3.3 Software system attribute

3.3.1 Reliability

In order to easily react against failure, the system will make a backup of all the server and save it on a cloud service.

3.3.2 Availability

The system is completely automatized, so it will be available every day at every time, except for the first wednesday of every month from 20:00 to 23:00, when the server will be disconnected due to maintenance or update.

3.3.3 Security

The servers will be protected, by external attack, adding two firewalls located between the network and the application server, and between the application server and the data server.

3.3.4 Maintainability

3.3.5 Portability

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