Software Requirements Specification

for

Motorcycle Breakdown Assistance (MBA)

Version 0.0-alpha

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May 18, 2023

Table of Contents

Table of Contents ii

List of Figures iv

List of Tables v

Revision History vi

1. Introduction 1

1.1 Purpose 1

1.2 Project Scope and Product Features 2

1.3 Definitions, Acronyms, and Abbreviations 2

1.4 References 2

1.5 Overview 3

2. Overall Description 4

2.1 Product Perspective 4

2.2 Product Functions 8

2.3 User Classes and Characteristics 9

2.3.1 Riders 9

2.3.2 Operators 9

2.3.3 Admins 9

2.4 Constraints 10

2.5 Assumptions and Dependencies 10

3. System Features 11

3.1 Register Account 11

3.1.1 Description and Priority 11

3.1.2 Functional Requirements 11

3.2 Login 12

3.2.1 Description and Priority 12

3.2.2 Functional Requirements 12

3.3 Request for Assistance 14

3.3.1 Description and Priority 14

3.3.2 Functional Requirements 14

3.4 Make Payment 15

3.4.1 Description and Priority 15

3.4.2 Functional Requirements 15

3.5 Switch to Online/Offline Mode 16

3.5.1 Description and Priority 16

3.5.2 Functional Requirements 16

3.6 Assists Riders 17

3.6.1 Description and Priority 17

3.6.2 Functional Requirements 17

3.7 Chat and Call 19

3.7.1 Description and Priority 19

3.7.2 Functional Requirements 19

3.8 Edit Personal Information 20

3.8.1 Description and Priority 20

3.8.2 Functional Requirements 20

3.9 Manage Vehicles 21

3.9.1 Description and Priority 21

3.9.2 Functional Requirements 21

3.10 Delete Account 22

3.10.1 Description and Priority 22

3.10.2 Functional Requirements 22

3.11 View User, Vehicle and Assistance 23

3.11.1 Description and Priority 23

3.11.2 Functional Requirements 23

3.12 Verify User’s Account 24

3.12.1 Description and Priority 24

3.12.2 Functional Requirements 24

4. Other Nonfunctional Requirements 25

4.1 Performance requirements 25

4.2 Logical database requirements 25

4.3 Software System Attributes 26

4.3.1 Reliability 26

4.3.2 Performance 26

4.3.3 Usability 26

4.3.4 Availability 26

4.3.5 Security 26

4.3.6 Portability 26

Appendix A: Title of Appendix 27

List of Figures

**Figure 2.2.1** MBA Use Case Diagram

**Figure 4.2.1** Entity Relationship Diagram

List of Tables

**Table 1.3.1** Definition of Acronym Used in the SRS

**Table 2.1.4.1** Software Interfaces

**Table 2.2.1** MBA Functionality

Revision History

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Date** | **Reason For Changes** | **Version** |
| Muhamad Ekhmal | 14/11/2022 | Initial Draft | 1.0 |
| Muhamad Ekhmal | 18/5/2023 | SRS Updates | 0.0-alpha |

# Introduction

This document is a System Requirement Specification SRS for Motorcycle Breakdown Assistance (MBA) mobile application. This is the finalized draft for the SRS, prepared by following the standardized software or system requirements specifications. Motorcycle Breakdown Assistance is a mobile application that helps riders with motorcycle breakdown anywhere by allowing them to request for towing service. It also helps tow truck operators to run their business. The introduction of the SRS should provide an overview of the entire SRS. It should contain the following subsections:

1. Purpose
2. Scope
3. Definitions, acronyms, and abbreviations
4. References
5. Overview

## Purpose

The purpose of the document is to collect and analyze all assorted ideas that have come up to define the system and its requirements for the users. Also, predictions shall be made and sorted in the hope that this SRS will be used to understand the project better as well as the outline concepts that may be developed later. In short, the purpose of this SRS document is to provide a detailed overview of the software product. This document describes the project’s target audience and its user interface, hardware, and software requirements. It defines how the clients, team and audience see the product and its functionality. Nonetheless, it helps any designer and developer to be assisted in development processes.

## Project Scope and Product Features

Motorcycle Breakdown Assistance (MBA) is a mobile application that provides roadside assistance services to riders and a platform for tow truck operators to run their business. There are a total of three users for this application, which are riders, operators, and admins. The main feature for the rider is the ability to request for assistance efficiently and quickly. Other than that, they shall be able to register and manage their account and vehicles. For operators, they shall be able to register an account with their organization’s details, provide assistance for riders, and manage accounts and vehicles. For admins, they shall be able to verify user’s account and view users, vehicles, and assistance detail for tracking purpose. All users can access the application by login into the system and features according to the account’s level of authorization.

## Definitions, Acronyms, and Abbreviations

**Table 1.3.1 Definition of Acronym Used in the SRS**

|  |  |
| --- | --- |
| **Term** | **Definition** |
| SRS | Software Requirement Specification |
| MBA | Motorcycle Breakdown Assistance |
| IDE | Integrated Development Environment |
| UI | User Interface |
| UX | User Experience |

## References

[1] Non-Functional Requirement:

<https://aakashtechsupportdocs.readthedocs.io/en/latest/nonfunc.html>, https://medium.com/pareture/software-quality-non-functional-requirements-b83f1775e8ca

## Overview

The remaining sections of this document provide the information on product description, the details of product features, the software and hardware requirements, the characteristics of the product and other non-functional requirements. The overall description of this product will be discussed in section 2. The system features will be discussed in section 3. Finally, other non-functional requirements will be discussed in section 4.

# Overall Description

This section of the SRS should describe the general factors that affect the product and its requirements. This section does not state specific requirements. Instead, it provides a background for those requirements, which are defined in detail in Section 3 of the SRS.

This section usually consists of six subsections, as follows:

1. Product perspective
2. Product functions
3. User classes and characteristics
4. Operating environment
5. Design and Implementation Constraints
6. Assumptions and dependencies

## Product Perspective

Motorcycle Breakdown Assistance is a mobile application that helps riders to request for assistance when encountering motorcycle breakdown and helps tow truck operators to run their business. Motorcycle breakdown can occur unexpectedly anywhere and anytime. The process to manually request for assistance from towing services is time consuming. To provide a solution to solve this problem efficiently, this mobile application can be accessible anywhere and will automatically assign operators to riders. It holds the information of riders and operators. By holding this information, it helps the system to process for assistance request faster compared to the process of manually search for operator’s contact to reach out for help.

**2.1.1 System Interfaces**

A picture containing text, diagram, circle, screenshot

Description automatically generated

**Figure 2.2.1 MBA Use Case Diagram**

**2.1.2 User Interfaces**

The system shall provide a user-friendly interface for every user to allow them to easily understand the flow between modules and access every function assigned for them. Section 2.2 will provide the details of the product function.

**2.1.3 Hardware Interfaces**

Motorcycle Breakdown Assistance is a mobile application that can be accessed on mobile phones with Android operating system, Oreo and above. Mobile phones that acquire internet connection are ready to download and access the mobile application.

**2.1.4 Memory Constraints**

Memory constraints will come into play when the size of data grows into a considerable size. Fetching and displaying data from the database will take some time.

**2.1.5 Operations**

Riders and tow truck operators will cooperate throughout the process from the start until the completion to make sure the process runs smoothly. Every details of the process will be recorded and admins shall be able to track everything.

**2.1.6 Software Interfaces**

**Table 2.1.4.1 Software Interfaces**

|  |  |
| --- | --- |
| **Name** | **Function** |
| Google Cloud | A cloud computing platform offered by Google is called Google Cloud. It provides a vast array of services for creating, deploying, and managing infrastructure and applications in the cloud. |
| Google Map | Google developed Google Maps, a web mapping service and application. For numerous areas throughout the world, it offers thorough maps, satellite imagery, street views, and route planning. |
| Figma | Figma is a web-based tool for collaborative design that is used for prototyping, designing user interfaces, and working on design projects. It makes it possible for numerous designers to collaborate and receive feedback in real time while working on the same project at the same time. |
| Firebase | Google offers the mobile and web development platform Firebase. It provides a full range of backend tools and services that assist developers in building and scaling apps quickly. |
| Android Studio | The official integrated development environment (IDE) for creating Android apps is called Android Studio. It is made available by Google and is constructed using the JetBrains IntelliJ IDEA program. Using a comprehensive collection of tools and features, Android Studio enables developers to quickly build, test, and deploy Android applications. |
| Stripe | A well-known platform for payment processing called Stripe enables companies to handle and accept online payments. It offers a collection of tools and APIs that make it easier to incorporate payment processing features into websites and applications. |

## Product Functions

**Table 2.2.1 MBA Functionality**

|  |  |  |
| --- | --- | --- |
| **No.** | **Function** | **Descriptions** |
| FR-1 | Register Account | The application will provide registration form for riders and operators to allow them to register an account. |
| FR-2 | Login | All users can use the login function in order to access the features assigned according to the level of authorization. |
| FR-3 | Request for Assistance | Riders will be able to request assistance efficiently and quickly. |
| FR-4 | Make Payment | Riders will be able to select payment method and make payment. |
| FR-5 | Switch to Offline or Online Mode | Operators shall be able to switch account to online or offline mode. |
| FR-6 | Assist Riders | Operators shall be automatically assigned to assist riders according to account status and coordinate. |
| FR-7 | Chat and Call | The application shall provide chatting and calling function for riders and operators to communicate. |
| FR-8 | Edit Personal Information | The application shall allow riders and operators to edit certain profile information of their account. |
| FR-9 | Manage Vehicles | The application shall allow riders and operators to register and manage their vehicles. |
| FR-10 | Delete Account | The application shall allow riders and operators to delete their account |
| FR-11 | View User, Vehicle and Assistance | Admin will be able to view user, vehicles and assistance details for tracking or report purpose. |
| FR-12 | Verify User Account | Admin will be able to view a newly registered account and verify it. |

## User Classes and Characteristics

MBA consists of several users including riders, operators, and admins. Each user has a different level of authority that decides which features is accessible for them. Every user can register and login into the application to start accessing the functions.

### Riders

Riders can request for assistance through the application without having to manually search for towing service contacts. In order to request for assistance, the application allows riders to register and manage their vehicles. The application will search and automatically assign an operator to the rider to proceed with the assistance. While the process is still on going, the application provides a chatting and calling feature to allow the rider to communicate with the current operator. After the process is completed, riders will be able to make payment. Finally, the application provides a user-manager module to allow riders to edit personal information, manage vehicles, and delete the account.

### Operators

Operators need to register an account and organization. Operators can switch account to online or offline mode after registering a vehicle. The account needs to be online and available to receive assistance requests from riders. While the process is still on going, the application provides a feature to allow operators to communicate with the current rider via text or phone call.

### Admins

Admins have the highest authority between riders and operators. Admins can view every detail of users, vehicles, and assistance for tracking purposes. Also, admins are responsible for checking and verifying newly registered accounts.

## Constraints

**C-1** The devices must have a decent internet connection to be able to access the application.

**C-2** All users must register and wait for admin verification before login.

**C-3** To request and receive assistance, riders and operators must be within the range of 10 miles radius.

**C-4** Riders and operators are responsible for the payment process and confirmation.

## Assumptions and Dependencies

**A-1** All users have sufficient internet connection speed to access the application.

**A-2** The operating system and memory of the user’s device meets the minimum requirements to run the application.

**A-3** Users have valid identification documents such as MyKad, passport and license.

# System Features

## Register Account

### Description and Priority

This function will provide a registration form for riders and operators to allow them to register an account.

Priority: High

### Functional Requirements

1. The application shall provide riders and operators with the ability to key in all details needed in the registration form.
2. The application shall store user’s account information in the database after the ‘Register’ button has been clicked.

|  |  |
| --- | --- |
| Name | Register Account |
| Associated Goal(s) | To allow users to register an account to access the application. |
| Primary actor(s) | Riders/Operators |
| Other actor(s) | Admins |
| Pre-condition | Users need to prepare all the information and documents needed such as identification number and license image to register an account. |
| Post condition | Accounts need to be verified by admins. |
| Result(s) | The application should indicate that the information filled is valid and has been registered. |
| Main Scenario | 1. Users navigate to the registration form. 2. Users fill in required and valid information in the registration form. 3. Users tap on ‘Register’ button and the account will be saved into the database for admins to verify. |
| Alternative Scenario | None |
| Exception Scenario | 2a. Users do not fill in required details or invalid format of information has been filled in the registration form.  2a.1. The system displays an error message.  2a.2. Users repeat step 2. |
| Related Use case(s) | None |

## Login

### Description and Priority

This function allows all users to use their registered account to sign-in into the system. Only users who are logged in into the application can access the application functions according to the account’s level of authority.

Priority: High

### Functional Requirements

* 1. The application shall allow users to enter their email and password to log in into the application.
  2. The application shall validate the email and password entered by users by displaying message.

|  |  |
| --- | --- |
| Name | Log In |
| Associated Goal(s) | To allow users to log in the system and access the application’s functionality. |
| Primary actor(s) | Riders/Operators/Admins |
| Other actor(s) | None |
| Pre-condition | All users must have a registered and verified account. Admins are excluded from verification as their account is pre-registered. |
| Post condition | Users needs to allow device’s location access |
| Result(s) | The application will navigate all users to the main page and allow them to access the functions that are specified to their account’s authority. |
| Main Scenario | 1. Users navigate to the login form. 2. Users fill in the registered email and password. 3. Users tap on ‘Login’ button. |
| Alternative Scenario | None |
| Exception Scenario | 2a. Users filled in invalid email or password.  2a.1. The system displays an error message.  2a.2. Users repeat step 2.  3a. Account has not been verified by the admins.  3a.1. The system displays a message to inform  users.  3a.2. Users wait for account verification.  3a.3. Users repeat step 2. |
| Related Use case(s) | Request for Assistance, Switch Account to Offline/Online Mode, Manage Vehicles, Manage Account, Verify User’s Account, View Users, Vehicles and Assistance Details. |

## Request for Assistance

### Description and Priority

This function allows riders to request for assistance more efficiently and quickly without having to search for contacts manually.

Priority: High

### Functional Requirements

* 1. The application shall allow riders to search for assistance automatically.
  2. The application shall allow riders to track operators’ location on the map.

|  |  |
| --- | --- |
| Name | Request for Assistance |
| Associated Goal(s) | To search for assistance efficiently and quickly. |
| Primary actor(s) | Riders |
| Other actor(s) | Operators |
| Pre-condition | Riders must have a registered vehicle. |
| Post condition | Rider must liaise with the operator. |
| Result(s) | The application will automatically assign an operator to the rider, and it will display the operator’s information. |
| Main Scenario | 1. Riders tap on the “REQUEST ASSISTANCE” button. 2. Riders select the current vehicle and tap on the “CONFIRM” button. 3. The application searches for available operators within the range of 10 miles radius. 4. The application automatically finds and assigns an operator to a rider. |
| Alternative Scenario | 1. Riders tap on the “REQUEST ASSISTANCE” button. 2. Vehicle list is empty. 3. Riders register a new vehicle. 4. Riders request for assistance. |
| Exception Scenario | 3a. No available operators.  3a.1. The system displays an error message.  3a.2. Users repeat step 1. |
| Related Use case(s) | Login, Select Vehicles, Make Payment, Chat/Call. |

## Make Payment

### Description and Priority

This function allows riders to choose a payment method and proceed with payment to complete the assistance. Riders and operators need to liaise to settle the payment.

Priority: High

### Functional Requirements

* 1. The application shall allow riders to choose a payment method and proceed with the payment.

|  |  |
| --- | --- |
| Name | Make Payment |
| Associated Goal(s) | To make payment to complete the assistance. |
| Primary actor(s) | Riders |
| Other actor(s) | Operators |
| Pre-condition | Riders must make sure that their vehicles have been towed and delivered to the desired location. |
| Post condition | Riders must wait for the payment confirmation from the operator. |
| Result(s) | The process payment will be done and allow the operator to complete the assistance |
| Main Scenario | * 1. Riders tap on the “MAKE PAYMENT” button.   2. Riders select the payment method.   3. Riders proceed with the payment.   4. Riders wait for the payment confirmation.   5. Process payment complete. |
| Alternative Scenario | None |
| Exception Scenario | 2a. Riders select the payment method.  2a.1. Riders cancel the payment process.  2a.2. Riders repeat step 2. |
| Related Use case(s) | Request for Assistance |

## Switch to Online/Offline Mode

### Description and Priority

This function allows operators to change the account status to online or offline mode.

Priority: High

### Functional Requirements

1. The application shall allow operators to change account status to online or offline mode by tapping on the online/offline button.

|  |  |
| --- | --- |
| Name | Switch to Online/Offline Mode |
| Associated Goal(s) | To change the operator’s account status to allow the system to decide whether to receive a request or not. |
| Primary actor(s) | Operators |
| Other actor(s) | None |
| Pre-condition | Operators must have a registered vehicle. |
| Post condition | None |
| Result(s) | The button will change its status and color according to the mode. |
| Main Scenario | 1. Operators tap on the mode switch button. 2. The account status changes accordingly. |
| Alternative Scenario | 1. Operators register a vehicle. 2. Operators tap on the mode switch button. 3. The account status changes accordingly. |
| Exception Scenario | 1a. No vehicle registered.  1a.1. The system displays an error message.  1a.2. Operators register a vehicle.  1a.3. Repeat step 1. |
| Related Use case(s) | Login, Assist Riders. |

## Assists Riders

### Description and Priority

The application shall automatically assign a rider to an operator according to the operator’s status and distance from the rider in a 10 miles radius.

Priority: High

### Functional Requirements

1. The application shall automatically assign a rider to a operator according to the operator’s availability.
2. The application shall allow the operator to track the rider’s location.

|  |  |
| --- | --- |
| Name | Assist Riders |
| Associated Goal(s) | To assist riders. |
| Primary actor(s) | Operators |
| Other actor(s) | Riders |
| Pre-condition | Operator’s account must be on online mode and not on duty. |
| Post condition | None |
| Result(s) | The application will automatically assign a rider to an operator, and it will display the rider’s information. |
| Main Scenario | 1. The operator’s account status is online. 2. The application automatically assigns a rider to the operator. 3. The application displays the rider’s information. |
| Alternative Scenario | 1. The operator’s account status is online. 2. The application automatically assigns a rider to the operator. 3. The application displays the rider’s information. 4. The operator cancels the assistance. |
| Exception Scenario | None |
| Related Use case(s) | Switch Account to Online/Offline Mode, Chat/Call. |

## Chat and Call

### Description and Priority

This function allows riders and operators to communicate via text or phone call.

Priority: Low

### Functional Requirements

1. The application shall allow riders and operators to communicate by text or phone call.

|  |  |
| --- | --- |
| Name | Chat and Call |
| Associated Goal(s) | To allow riders and operators to communicate by sending text or by calling. |
| Primary actor(s) | Riders/Operators |
| Other actor(s) | None |
| Pre-condition | Riders and operators must be assigned to each other. |
| Post condition | None |
| Result(s) | Riders and operators to communicate by chatting or by calling |
| Main Scenario | 1. Riders and operators are assigned for assistance. 2. The chat button will be visible. 3. Riders and operators can either send message or call. |
| Alternative Scenario | None |
| Exception Scenario | None |
| Related Use case(s) | Request for Assistance, Assist Riders. |

## Edit Personal Information

### Description and Priority

This function allows riders and operators to edit personal information.

Priority: Medium

### Functional Requirements

1. The application shall display brief information of the user’s account.
2. The application shall allow operators to edit the company’s information.

|  |  |
| --- | --- |
| Name | Edit Personal Information |
| Associated Goal(s) | To allow users to edit account’s information |
| Primary actor(s) | Riders/Operators |
| Other actor(s) | None |
| Pre-condition | None |
| Post condition | None |
| Result(s) | The application will update the edited information. |
| Main Scenario | 1. Users navigate to the manage account page. 2. Users fill in the details. 3. Users tap on the “SAVE” button. |
| Alternative Scenario | 1. Users navigate to the manage account page. 2. Users tap on the “CANCEL” button. |
| Exception Scenario | None |
| Related Use case(s) | Login |

## Manage Vehicles

### Description and Priority

This function allows riders and operators to manage their vehicles and register a new vehicle.

Priority: High

### Functional Requirements

1. The application shall allow riders and operators to register, edit and delete vehicles.

|  |  |
| --- | --- |
| Name | Manage Vehicles |
| Associated Goal(s) | To allow riders and operators to manage vehicles. |
| Primary actor(s) | Riders/Operators |
| Other actor(s) | None |
| Pre-condition | Users must have the vehicle details to be registered. |
| Post condition | None |
| Result(s) | The registered vehicle will appear in the vehicle list. |
| Main Scenario | 1. Users navigate to the manage user page. 2. Users tap on the manage vehicle tab. 3. Users can tap on the “MAKE DEFAULT” button to change default vehicle or “DELETE” button to delete the selected vehicle. |
| Alternative Scenario | 1. Users navigate to the manage user page. 2. Users tap on the manage vehicle tab. 3. The vehicle list is empty. 4. Users register a vehicle. |
| Exception Scenario | None |
| Related Use case(s) | Login |

## Delete Account

### Description and Priority

This function allows riders and operators to delete their account.

Priority: Low

### Functional Requirements

|  |  |
| --- | --- |
| Name | Delete Account |
| Associated Goal(s) | To allow riders and operators to delete account. |
| Primary actor(s) | Riders/Operators |
| Other actor(s) | None |
| Pre-condition | None |
| Post condition | None |
| Result(s) | The account will be deleted from the system and cannot be accessed |
| Main Scenario | 1. Users navigate to the manage user page. 2. Users tap on the “Delete Account”. 3. Users tap on “YES” to delete. 4. Account is deleted from the system. |
| Alternative Scenario | 1. Users navigate to the manage user page. 2. Users tap on the “Delete Account”. 3. Users tap on “NO” to cancel deletion. |
| Exception Scenario | None |
| Related Use case(s) | Login |

## View User, Vehicle and Assistance

### Description and Priority

This feature allows admins to view the user’s, vehicles and assistance details for tracking purposes.

Priority: Medium

### Functional Requirements

1. The application shall display the list of users, vehicles, and assistance.
2. The application shall allow admins to search for specific data.

|  |  |
| --- | --- |
| Name | View User, Vehicle and Assistance |
| Associated Goal(s) | To allow admins to view information for tracking purposes. |
| Primary actor(s) | Admins |
| Other actor(s) | None |
| Pre-condition | Admins must be logged in into the application. |
| Post condition | None |
| Result(s) | The application will display the list of users, vehicles, and assistance. |
| Main Scenario | 1. Admins navigate to a specified tab. 2. The application displays the list according to the tab. |
| Alternative Scenario | 1. Admins navigate to a specified tab. 2. Admins search for specific data. 3. The application displays the searched data. |
| Exception Scenario | None |
| Related Use case(s) | Login |

## Verify User’s Account

### Description and Priority

This function allows admins to check and verify a newly registered account.

Priority: High

### Functional Requirements

1. The application shall display the list of newly registered accounts.
2. The application shall allow admins to verify or reject the newly registered accounts.

|  |  |
| --- | --- |
| Name | Verify User’s Account |
| Associated Goal(s) | To allow admins to verify or rejects newly registered accounts. |
| Primary actor(s) | Admins |
| Other actor(s) | None |
| Pre-condition | Admin must be logged in into the application. |
| Post condition | None |
| Result(s) | The application will update the account status to verified or rejected. |
| Main Scenario | 1. Admins navigate to the verification page. 2. Admins select an account. 3. Admins tap on “VERIFY” button to verify account. |
| Alternative Scenario | 1. Admins navigate to the verification page. 2. Admins select an account. 3. Admins tap on “REJECT” button to reject account. |
| Exception Scenario | None |
| Related Use case(s) | Login |

# Other Nonfunctional Requirements

## Performance requirements

MBA is a system that does not require a high-performance smartphone to run as it can be operated quite well with an average smartphone. However, it is recommended to have at least 4gb of ram and above to have good experience with the application. The process of requesting for assistance should take no longer than 5 seconds to complete and online transactions shall be processed in less than 5 seconds.

## Logical database requirements

Diagram

Description automatically generated

**Figure 4.2.1 Entity Relationship Diagram**

## Software System Attributes

There are several attributes of software that can serve as requirements. It is important that required attributes be specified so that their achievement can be objectively verified.

### Reliability

**RE-1** The failure rate of the application shall be on low percentage.

### Performance

**PF-1** The application shall take no more than 3 seconds to search for data in the database.

**PF-2** The application shall be able to run in a medium specification device.

### Usability

**US-1** The application shall provide an ease of use and user-friendly interface to allow users to navigate easily.

### Availability

**AV-1** The application shall be accessible for 24 hours.

**AV-2** The application can be accessed whether with Wi-Fi or mobile data.

**AV-3** The application will keep running in the background.

### Security

**SC-1** User’s private information such as identification number shall not be exposed to other users except to admins.

### Portability

**PT-1** This application shall be compatible with all Android Oreo and above.

**PT-2** The application shall be able to be accessed anywhere.

Appendix A: Title of Appendix

Content of appendix. An appendix shall begin in a new fresh page.