1. Functional Requirements

Must Have (M)

R1-M: All stock must be accounted for. Additionally… stock control management system.

Importance: This is fundamental in regard to inventory control.

R2-M: customer profiles: Add customer’s name and contact information together with their prescription management

Importance: This assists in complying with the order request for prescription.

R3-M: Stock of medicineRecord Low stock

Importance: This is useful to help in placing orders in time to avoid being out of stock

R4-M: system for sales transaction and invoice generation

Important: This is a business requirement that lies at the core of operations.

R5-M: Prescriptions should be kept which include the name of the doctor, how often the medicine should be taken and when to refill the medicine.

Important: Requirement put in place by the law and adherence to the institutions.

R6-M: Facilitate connection to the insurance company system for processing of claims

Important: Billing and claims to the insurance provider will greatly benefit from this.

R7-M: Supplier data to be captured shall include supplier name, contact information, and type of products supplied

Important: This is to allow reorder of inventory items from the suppliers.

R8-M: Audit review records will be maintained for a specific period for the Sales.

Important: Necessary for meeting the tax compliance and other regulatory obligations.

R9-M: The system will search for available medicines by their names and types.

Important: Improves the experience of customers and internal staff.

R10-M: It should be possible to order for the medication through the internet.

Important: To facilitate off-site use of the pharmacy’s services.

Must-Have (S)

R11-S: Integration for ordering and selling the drugs.

Importance: Helps in refining the workflow so that its more manageable and easier to update for the staff members.

R12-S: Drug sales app & sales trend analysis reports

Importance: Required for the internal analysis and management tactics of the organization.

R13-S: Policy on the returns and exchange of medication.

Importance: This is applicable where one is returning along the lines of broken medication or expired ones.

R14-S: Record keeping of batch number and expiration date upon a drug recall

Importance: required for any recall of products used for health reasons.

R15-S: Special orders. Example: special/rare medications.

Important: Helps the customers service for drugs not usually available.

Could Have (C)

R16-C: Other loyalty programs that don’t necessarily track purchases, or offer pointsfor purchase but may simplify customer rewards need to be integrated.

Importance: A program helps in retaining the customers and has a better return on investment.

R17-C: Develop interface for interaction with 3rd party health systems, e.g. hospitals.

Importance: Will allow better working relations with other healthcare providers.

R18-C: Issue also automated prescription refill notification to customers.

Importance: It will enhance the experience of the customer and allow the patients to take their medications without interruption.

R19-C: Enable scanning of bar codes during sales transactions and inventory updates for ease of doing business.

Importance: It will minimize possible human errors and will enhance the speed of carrying out operations.

R20-C: Make recommendations of medicines to customers depending on their previous purchases.

Importance: Adds value to the customer experience by making it more personalized.

Will Not Have (W)

R21-W: Use wearable devices in providing real-time medication integration.

Importance: This is because most of the pharmacies do not have that capability as a prerequisite today. In addition, considering the policies in place, such a system would be reserved for few controlled entities and be hard to develop.

2. Additional Requirements

FR1: The system must be able to handle a minimum of one hundred (100) concurrent users without lag in less than 2 seconds at almost all times.

Note: This will ensure that there are no operation hitches during times of high activity both in the physical stores and the web.

FR2: The internal system shall not only be HIPAA compliant but also use a high standard of encryption (AES-256) on its input/ output of any sensitive customer data.

Note­: This addresses the issue of data protection and the preservation of law in terms of health operations.

FR3: The database shall be available 99.9% of the time is expected.

Note: Medicine distribution services are critical, and so the availability of the system should be of great percentage.

FR4: The database shall be able to scale up in situations when more locations or branches are added to the system.

SC: The pharmacy will grow, as will the information it generates, leading to more operations that this application will have to perform. FR5: The framework of the database should be such that any extensions can be easily implored such as addition of new types of drugs or new suppliers if need arises. Key: Because business needs evolve over time, so should the system.