Software Requirements Specification

for

SINC-P

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**This document provides a detailed software requirement specification for a college complaint portal that links to the administration and the director directly. This document follows the IEEE 830 template format.**

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# Introduction

## Purpose

The purpose of this project is to create an online portal that acts as a bridge between the students and the administration by allowing the students to post all of their campus related complaints as well as suggestions.

## Scope

This project is a complaint and suggestion submission system which is restricted within the college campus premises. It is useful to the students to submit their complaints and grievances and as well as to the college administration to improve the quality of life in the hostel and campus for the betterment of the college.

## Intended Audience and Reading Suggestion

This Document provides a descriptive representation of our software. It’s intended for developers, users, testers, and documentation writers. The rest of this SRS contains information about how the software is organized. The suggested sequence for reading the document is to begin with the overview sections and to proceed through the sections that are most pertinent to each reader type.

## References

1. IEEE 830 Template

2. STUB IIT Delhi CSE

# Overall Description

## Product Perspective

SINC-P is meant to serve as a common platform that can serve as a platform where students can share their complaints and suggestions directly to MANIT Administration and even the director. We also hope to develop it into a weekly newsletter, promotions gateway for MANIT students and the various societies and sports dept.

## Product Functions

There will be 3 separate portals for students, admin and the director. Each will have different privileges. Students will be able to post,view and review their complaints that have been taken action on . Director will have to login in and will be able to view and take action on the complaints by closing them with a remark. The admin will have all master privileges including the duty of moderating the complaints and processing them with a remark to the director.

## User Classes and Characteristics

*2.3.1 Students*

Students are the primary users of the website. They can post, view and review their own complaints that have been processed or are in process.

*2.3.2 Director*

The Director has the power to view and take action on all the complaints/suggestions. The Director has to login to the software to interact with the said content.

*2.3.3 System Administrators*

The System Administrators are responsible for managing and filtering the content. They act as an intermediary user between the director and students in deciding which complaints/comments are processed and passed onto the director who can take action on. This is done to make sure that no profanity is posted. They also have the power to manage the users.

## Operating Environment

The system supports mobile, laptop and desktop platforms. It will operate on most systems that support JAVASCRIPT, HTML5 and have an active internet connection. The system is intended to run on

* Firefox 4 and above
* Google Chrome 10 and above
* Microsoft Edge
* All other web browsers that support JavaScript and HTML5

# External Interface Requirements

## User Interfaces

This product is intended to be a prototype. Any GUI standards, display standards, keyboard shortcuts or error display standards are of the basic standards available.

**3.2 Web Server**

It runs on XAMPP which is an Apache based server. HTML forms are used to input data which is stored in the database through PHP script and awaits approval from the system administrators to be posted. The data is processed and retrieved by the PHP. The processed data is accepted by the web server and displayed in the form of a HTML page when requested.

**3.3 PHP application**

The data stored in the databases is processed using programs written in PHP.

**3.4 MySQL Database**

It is an open source SQL database to store data which communicates with the application on the server.

# System Features

**4.1 COMPLAINTS/SUGGESTIONS**

**4.1.1 Post complaints/suggestions:**

*4.1.1.1 Description*

The Student module is the main user of this feature. The Students are able to post complaints/suggestions on the software to bring to the notice of the Director to take action.

*4.1.1.2 Stimulus/Response Sequences*

Once the complaint/suggestion request has been posted, the software then stores it in a database kept pending awaiting approval from the system administrator to be passed onto the director.

**4.1.2 View complaints/suggestions:**

*4.1.2.1 Description*

*The Admin is able to view all the complaints which are not in process, in process and closed. The Director is able to view all those complaints which are in process and closed. The user is able to view all his past complaints which he has posted.*

*4.1.2.2 Stimulus/Response Sequences*

After the posting of the complaint, the complaint is then made available on the website from the database to be viewed by the user modules.

**4.2 Remark**

**4.2.1 Post remark:**

*4.2.1.1 Description*

The Admin and the Director has the ability to post a remark when processing the complaints.

*4.2.1.2 Stimulus/Response Sequences*

The remark request takes place side-by-side with the processing of the complaint. The complaint is stored in the database and then made available on the website.

**4.2.2 View remark:**

*4.2.2.1 Description*

The Admin and the Director is able to view the remarks of all the complaints. The user can view the remarks posted only on his complaints.

*4.1.2.2 Stimulus/Response Sequences*

Once the System Administrator and Director posts the remark during the processing, it is stored in the database and made available to view on the website.