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**Software Requirements Specification**

**(SRS)**

**Physiotherapy Website**

Version 1.0

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31-07-2023

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# Introduction

## Purpose

The purpose of this document is to define the software requirements for the development of a Physiotherapy website. The website will serve as an informative platform for patients seeking physiotherapy services, providing details about the clinic, services offered, appointment booking, patient testimonials, and other essential information.

## Document Conventions

The SRS will follow standard document conventions, including clear and concise language, use of bullet points for lists, and section numbering for easy reference.

## Intended Audience and Reading Suggestions

This document is intended for the development team, project managers, stakeholders, and any other individuals involved in the Physiotherapy website project. Readers are advised to start with the Introduction section and proceed through the subsequent sections to understand the project scope, requirements, and specifications.

## Project Scope

The Physiotherapy website aims to provide a user-friendly and informative experience for potential patients. It will include sections such as the homepage, about us, services offered, appointment booking, patient testimonials, blog/news section, frequently asked questions (FAQ), contact us, privacy policy, and security measures.

## References

In this particular Software Requirements Specification (SRS) document, there are no specific references cited because the requirements are based on the project scope and goals provided by the stakeholders. The document does not refer to external sources, standards, or documents for defining the requirements. Instead, the requirements are derived from the project's context and objectives, and the SRS serves as a standalone document outlining the software's functional and non-functional requirements without external citations.

# Overall Description

## Product Perspective

The Physiotherapy website will be a standalone web application, providing information and services related to physiotherapy. It will not be integrated with any external systems or applications.

## Product Features

The key features of the Physiotherapy website include:

* Informative Homepage: Display a welcoming landing page with an appealing design, clear navigation, and an introduction to the clinic's services.
* About Us: Provide detailed information about the clinic's history, mission, values, and the physiotherapy team.
* Services Offered: List various physiotherapy services with descriptions and benefits for potential patients.
* Appointment Booking: Offer an online appointment booking system with available time slots for each physiotherapist.
* Patient Testimonials: Showcase genuine patient testimonials to build trust and credibility.
* Blog/News Section: Share informative articles and updates related to physiotherapy and wellness.
* FAQ: Address common questions and concerns of potential patients.
* Contact Us: Provide a contact form and location details for inquiries and feedback.
* Responsive Design: Ensure the website is fully responsive across various devices.
* Accessibility: Comply with accessibility standards (WCAG) to accommodate users with disabilities.
* Social Media Integration: Include links to the clinic's social media profiles for user engagement.
* Privacy Policy and Disclaimer: Display a transparent privacy policy and medical advice disclaimer.
* Security Measures: Implement SSL encryption and regular security updates.
* Multilingual Support: Offer language options for major languages spoken in the target region.
* Site Search Functionality: Incorporate a search bar for easy navigation and content discovery.

## User Classes and Characteristics

The primary users of the website are potential patients seeking physiotherapy services. Users may have different levels of technical expertise, and the website must cater to a diverse audience.

## Operating Environment

The website will operate on standard web servers with support for common web technologies, such as HTML, CSS, JavaScript, and server-side scripting languages like PHP or Python.

## Design and Implementation Constraints

The website design and implementation must follow the Three-Tier Architecture with the Model-View-Controller (MVC) design pattern. This architecture promotes modularity, reusability, and scalability.

## User Documentation

The website will include user documentation, such as FAQs and helpful guides, to assist users in navigating and utilizing its features effectively.

## Assumptions and Dependencies

Assumptions:

* It is assumed that the development team has access to the necessary web development tools and technologies.

Dependencies:

* The website's content and information will be provided by the physiotherapy clinic.

# System Features

## Homepage

### Description and Priority

The homepage serves as the main entry point for users, making it of high priority.

### Stimulus/Response Sequences

* Stimulus: User accesses the website through a web browser.
* Response: The server responds by delivering the homepage content to the user's device.

### Functional Requirements

* REQ-1: Display an attractive and welcoming design with a clear navigation menu.
* REQ-2: Provide an introduction to the clinic's services and expertise.
* REQ-3: Include contact information for inquiries and appointments.

## About Us

### Description and Priority

The "About Us" section provides essential information about the clinic, making it of high priority.

### Stimulus/Response Sequences

* Stimulus: User clicks on the "About Us" link in the navigation menu.
* Response: The server responds by displaying the "About Us" page content.

### Functional Requirements

* REQ-4: Present a detailed description of the clinic's history, mission, and values.
* REQ-5: Introduce the physiotherapy team with brief profiles and qualifications.
* REQ-6: Highlight any certifications, awards, or affiliations.

## Services Offered

### Description and Priority

The "Services Offered" section informs users about the various physiotherapy services available, making it of high priority.

### Stimulus/Response Sequences

* Stimulus: User clicks on the "Services Offered" link in the navigation menu.
* Response: The server responds by displaying the list of services with descriptions.

### Functional Requirements

* REQ-7: List various physiotherapy services offered by the clinic.
* REQ-8: Provide concise descriptions and benefits for each service.

## Appointment Booking

### Description and Priority

The appointment booking feature allows users to schedule appointments with physiotherapists, making it of high priority.

### Stimulus/Response Sequences

* Stimulus: User clicks on the "Book Appointment" link in the navigation menu.
* Response: The server responds by displaying the appointment booking interface.

### Functional Requirements

* REQ-9: Offer an online appointment booking system.
* REQ-10: Provide a calendar with available time slots for each physiotherapist.
* REQ-11: Allow users to select preferred date and time for appointments.
* REQ-12: Submit appointment requests to the clinic for confirmation.

## Patient Testimonials

### Description and Priority

The "Patient Testimonials" section showcases genuine patient experiences to build trust, making it of high priority.

### Stimulus/Response Sequences

* Stimulus: User clicks on the "Patient Testimonials" link in the navigation menu.
* Response: The server responds by displaying genuine patient testimonials.

### Functional Requirements

* REQ-13: Display authentic patient testimonials with names and photos (with consent).

## Blog/News Section

### Description and Priority

The blog/news section shares informative articles and updates, making it of medium priority.

### Stimulus/Response Sequences

* Stimulus: User clicks on the "Blog" or "News" link in the navigation menu.
* Response: The server responds by displaying a list of blog posts or news articles.

### Functional Requirements

* REQ-14: Publish informative articles related to physiotherapy and wellness.
* REQ-15: Allow user engagement through comments and social media sharing.

## Frequently Asked Questions (FAQ)

### Description and Priority

The FAQ section addresses common questions and concerns, making it of medium priority.

### Stimulus/Response Sequences

* Stimulus: User clicks on the "FAQ" link in the navigation menu.
* Response: The server responds by displaying frequently asked questions and their answers.

### Functional Requirements

* REQ-16: Provide concise answers to common questions related to the clinic and services.

## Contact Us

### Description and Priority

The "Contact Us" section allows users to get in touch with the clinic, making it of high priority.

### Stimulus/Response Sequences

* Stimulus: User clicks on the "Contact Us" link in the navigation menu.
* Response: The server responds by displaying a contact form and location details.

### Functional Requirements

* REQ-17: Offer a contact form for inquiries and feedback.
* REQ-18: Include Google Maps integration for displaying the clinic's location.

## Responsive Design

### Description and Priority

Ensuring the website is fully responsive on various devices is of high priority.

### Stimulus/Response Sequences

* Stimulus: User accesses the website using different devices, such as desktop, tablet, or mobile.
* Response: The server responds by delivering a responsive layout optimized for the user's device.

### Functional Requirements

* REQ-19: Implement a responsive design that adapts to different screen sizes.
* REQ-20: Optimize loading times to enhance user experience.

## Accessibility

### Description and Priority

Meeting accessibility standards (WCAG) to accommodate users with disabilities is of high priority.

### Stimulus/Response Sequences

* Stimulus: Users with disabilities access the website using assistive technologies.
* Response: The server responds by providing an accessible experience, such as keyboard navigation and alt text for images.

### Functional Requirements

* REQ-21: Comply with WCAG accessibility guidelines.
* REQ-22: Implement keyboard navigation support and provide alt text for images.

## Social Media Integration

### Description and Priority

Integrating social media links for user engagement is of medium priority.

### Stimulus/Response Sequences

* Stimulus: User clicks on social media icons or share buttons.
* Response: The server responds by redirecting users to the respective social media profiles or allowing content sharing.

### Functional Requirements

* REQ-23: Include social media links to the clinic's profiles (e.g., Facebook, Instagram).
* REQ-24: Enable users to share website content on their social media platforms.

## Privacy Policy and Disclaimer

### Description and Priority

Providing a transparent privacy policy and medical advice disclaimer is of high priority.

### Stimulus/Response Sequences

* Stimulus: User accesses the website and clicks on the respective links.
* Response: The server responds by displaying the privacy policy and disclaimer.

### Functional Requirements

* REQ-25: Display a comprehensive privacy policy explaining data collection and usage.
* REQ-26: Include a disclaimer regarding medical advice and the need for professional consultation.

## Security Measures

### Description and Priority

Implementing security measures to protect user data is of high priority.

### Stimulus/Response Sequences

* Stimulus: Users interact with the website, providing personal information during appointment booking.
* Response: The server responds by encrypting data transmission using SSL and ensuring regular security updates.

### Functional Requirements

* REQ-27: Implement SSL encryption to secure user data during interactions.
* REQ-28: Regularly update and maintain security protocols to protect against potential threats.

## Multilingual Support

### Description and Priority

Offering multilingual support to cater to a diverse audience is of medium priority.

### Stimulus/Response Sequences

* Stimulus: Users access the website and select their preferred language from language options.
* Response: The server responds by displaying website content in the selected language.

### Functional Requirements

* REQ-29: Provide language options for major languages spoken in the target region.

## Site Search Functionality

### Description and Priority

Incorporating a search bar for easy navigation and content discovery is of medium priority.

### Stimulus/Response Sequences

* Stimulus: Users enter search queries in the search bar.
* Response: The server responds by displaying relevant search results.

### Functional Requirements

REQ-30: Include a site search functionality to facilitate quick information retrieval.

# External Interface Requirements

## User Interfaces

The user interface will follow an attractive and user-friendly design with clear navigation menus and intuitive controls.

## Hardware Interfaces

The website will be accessible on standard web browsers and devices.

## Software Interfaces

The website will utilize web technologies, including HTML, CSS, JavaScript, and server-side scripting languages (e.g., PHP or Python).

## Communications Interfaces

The website may include communication interfaces for appointment booking, user feedback, and social media interactions.

# Other Nonfunctional Requirements

## Performance Requirements

Performance requirements for the website will be specified based on factors such as page loading times and response times for appointment booking.

## Safety Requirements

The website will ensure the safety of user data through SSL encryption and regular security updates.

## Security Requirements

The website will comply with security standards and implement measures to protect against potential threats.

## Software Quality Attributes

Software quality attributes, including usability, accessibility, and responsiveness, will be prioritized for a positive user experience.

# Other Requirements

**1. Database Requirements:**

* The website shall utilize a secure and scalable database to store appointment booking data, patient information, and other relevant details.
* The database system should support efficient data retrieval and management.

**2. Performance Testing:**

* The website shall undergo performance testing to ensure it meets acceptable response times and loading speeds, even during peak usage.
* Performance tests shall be conducted under different load conditions to assess its robustness.

**3. Browser Compatibility:**

* The website shall be compatible with major web browsers, including but not limited to Google Chrome, Mozilla Firefox, Safari, and Microsoft Edge.
* Compatibility testing will be performed to ensure consistent performance across browsers.

**4. Mobile Responsiveness:**

* The website shall be fully responsive on various mobile devices, including smartphones and tablets.
* Mobile responsiveness will be tested on different screen sizes and resolutions.

**5. Error Handling:**

* The website shall have robust error handling mechanisms to handle unexpected user inputs and system failures gracefully.
* Error messages shall be clear, user-friendly, and provide guidance for corrective actions.

**6. Backup and Recovery:**

* Regular data backups will be performed to ensure data integrity and quick recovery in case of data loss or system failures.
* A disaster recovery plan will be in place to restore the website to its functioning state in the event of major issues.

**7. Scalability:**

* The website shall be designed to handle potential future growth in terms of user traffic and data volume.
* Measures will be taken to ensure the website's scalability without compromising performance.

**8. Legal and Regulatory Compliance:**

* The website shall comply with relevant legal and regulatory requirements, including data protection laws and privacy policies.
* Any necessary disclaimers or legal notices shall be prominently displayed as required by applicable laws.

**9. Content Management System (CMS):**

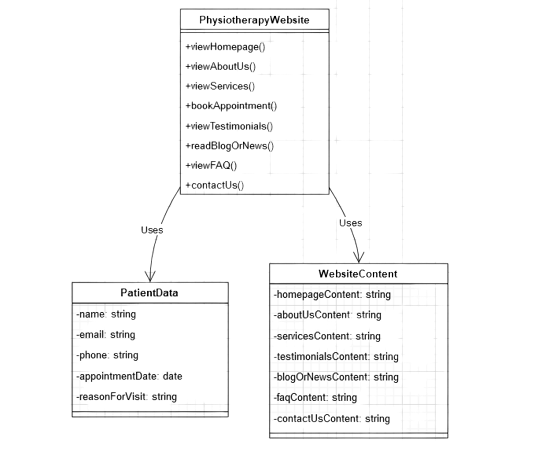
* The website may include a content management system (CMS) to allow authorized personnel to update and manage website content easily.
* The CMS shall have role-based access control to restrict access to administrative functions.

# Appendix A: Glossary

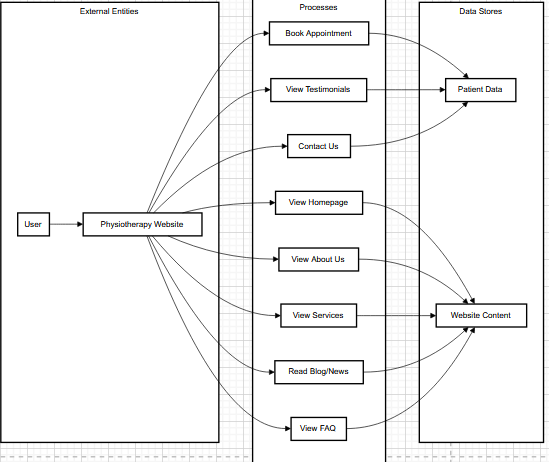
* **SRS:** Software Requirements Specification - A document that defines the functional and non-functional requirements of a software system.
* **MVC:** Model-View-Controller - An architectural design pattern separating an application into three components: Model (data and business logic), View (user interface), and Controller (handles user input and updates the model).
* **Prototyping Process Model:** A software development model that involves building a preliminary version of the software to gather user feedback and validate requirements.
* **Physiotherapy:** A branch of healthcare that focuses on physical methods, such as exercises, massages, and heat treatments, to treat injuries, improve mobility, and relieve pain.
* **User Interface:** The means through which a user interacts with and controls a software application.
* **Responsive Design:** Design approach ensuring a website adapts and optimizes its layout and content to different screen sizes and devices.
* **Accessibility:** The design and implementation of software to ensure it is usable by people with disabilities.
* **SSL:** Secure Sockets Layer - A cryptographic protocol that secures data transmission between a web server and a client.
* **WCAG:** Web Content Accessibility Guidelines - A set of guidelines to make web content more accessible to people with disabilities.
* **CMS:** Content Management System - A software tool enabling easy creation, editing, and organization of digital content on a website.
* **Data Flow Diagram (DFD):** A visual representation of the flow of data through a system.
* **Entity-Relationship Diagram (ERD):** A visual representation of the relationships between entities in a database.
* **User Experience (UX):** The overall experience a user has while interacting with a website or software application.
* **User Interface (UI) Design:** The process of designing the visual layout and interaction elements of a user interface.
* **Three-Tier Architecture:** An architectural design pattern with three layers: Presentation (user interface), Business Logic (application logic), and Data Storage (database).
* **Server-side Scripting:** The process of running scripts on a web server to generate dynamic web content before it is sent to the client's browser.
* **Database:** A structured collection of data stored and accessed electronically.
* **Backup and Recovery:** Processes for creating data backups and restoring data in case of data loss or system failures.
* **Scalability:** The ability of a system to handle growing amounts of work, data, or users without compromising performance.
* **Privacy Policy:** A document outlining how an organization collects, uses, and protects user data.
* **Disaster Recovery Plan:** A structured approach to recovering and restoring systems and data in case of a major disaster or disruption.
* **Regulatory Compliance:** Adherence to laws, regulations, and standards applicable to the software system.
* **Content Sharing:** The ability for users to share website content on their social media platforms or other communication channels.

# Appendix B: Analysis Models

**Class Diagram:**



**Data Flow Diagram (DFD):**



# Appendix C: Issues List

This section serves as a dynamic tracking tool for open requirements issues that require resolution during the development process. It includes TBDs (To Be Determined) or pending decisions that need clarification or further action.

**1. Issue: TBD - Database System Selection**

**Description:** The specific database system to be used for storing appointment booking data and patient information is yet to be determined.

**Action**: The development team will evaluate various database options and select the most suitable one based on scalability, security, and performance requirements.

**2. Issue: TBD - Performance Testing Criteria**

**Description**: The exact criteria and benchmarks for performance testing have not been defined.

**Action**: The testing team will collaborate with stakeholders to establish performance requirements, including acceptable response times and loading speeds under various user loads.

**3. Issue: TBD - Legal and Regulatory Compliance Review**

**Description**: The legal and regulatory requirements specific to the target region have not been thoroughly reviewed.

**Action**: The development team will conduct a comprehensive review of relevant laws and regulations to ensure the website complies with data protection and privacy policies.

**4. Issue: TBD - Security Measures for User Data**

**Description**: Detailed security measures to protect user data during interactions are pending definition.

**Action**: The development team will identify and implement appropriate security protocols, including SSL encryption and data protection measures.

**5. Issue: TBD - Multilingual Support Languages**

**Description**: The list of major languages to be supported for multilingual functionality has not been finalized.

**Action**: The stakeholders will determine the languages required to cater to the diverse audience and communicate them to the development team.

**6. Issue: TBD - CMS Selection and Access Control**

**Description**: The specific content management system (CMS) to be used and its access control mechanisms are yet to be decided.

**Action**: The development team will evaluate different CMS options and establish role-based access control to manage website content effectively.

**7. Issue: TBD - Backup and Recovery Strategy**

**Description:** The backup and recovery strategy for data protection needs further elaboration.

**Action:** The development team will design and document a robust backup and recovery plan to ensure data integrity and quick recovery in case of emergencies.

**8. Issue: TBD - Integration of Social Media Sharing**

**Description**: The implementation details for social media sharing functionality need to be specified.

**Action**: The development team will decide on the social media integration approach, including the ability to share website content on various social media platforms.