1. **Identify Stakeholders:**
   * Back Officers
   * Collectors
   * Janitors
2. **Identify Requirements**
3. ***Function requirements***

* As a back officer, a collector and a janitor, I want a *Chatbox* so that I can contact to the others.
* As a back officers, I want a *Calendar* so that I can assign the tasks for collectors and janitors, the route for collectors, the MCPs for the collectors and the janitors.
* As a collector and a janitor, I want a *Calendar* so that I can see my tasks in daily and week basic and check in/ check out my work in any time.
* As a back officer, I want a *Vehicle management* so that I can know the details of the vehicles (weight, capacity, fuel consumptions, in-use, etc) and assign vehicle for the collectors.
* As a back officer, a collector and a janitor, I want a *MCPs management system* with a map so that I can design the route, keep up with the MCPs state and be notified if the MCPs are fully loaded.

1. ***Non-function requirements:***

* As a back officer, I want efficiency so that the system can handle real-time data from at least 1000 MCPs at the moment and 10.000 MCPs in five years.
* The system interfaces should be in Vietnamese, with an button to switch to English.
* As a user, I want high-speed so that the messages can be communicated in a real-time manner with delay less than 1 second.
* The information should be updated from MCPs every 15 minutes with the availability of at least 95% of their operating time.

*“In reality, the distinction between different types of requirements is not as clearcut as these simple definitions suggest. A user requirement concerned with security, such as a statement limiting access to authorized users, may appear to be a nonfunctional requirement.”*