

SRS Document

Society Management System

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1. Introduction

1.1 Purpose of this document

The purpose of this document is to provide a detailed description of the requirements for a society management system for a large apartment consisting of hundreds of families. The system will be responsible for managing all events, bills, and issues related to water, electricity, lift maintenance, and other needs of the apartment.

1.2 Scope of this document

The scope of the society management system includes the following features:

Event Management: Ability to create, edit, and delete events and send notifications to residents

Bill Management: Ability to generate and track bills for water, electricity, and other services

Maintenance Management: Ability to track and schedule maintenance for lifts, common areas, and other facilities

Complaint Management: Ability to receive and track complaints from residents

Resident Management: Ability to store and manage information about residents, including contact information and billing details.

Security Management: Ability to manage access to the system and ensure resident's security.

1.3 Overview

This is the web-based application. It has different use cases depending upon the person such as secretary or resident. It has a lot of features such as event management, bill management, maintenance etc. as there is need of centralized system to handle all these issues. It will be easier to use for the residents with user-friendly interfaces.

2. Functional Requirements

2.1 User Authentication

This will allow only residents of the society to get access to the other features of the web application.

2.1.1 New User

If the resident of the society is new on the platform it will prompt for several details.

Input: Username, family member details, select society, room No., ID proof, password

Output: Confirmation/failure of account creation

2.1.2 Already registered user

If the user already has account on the platform

Input: Select society, Username, password

Output: Confirmation/failure based on valid/invalid username/password.

2.2 Event management

The system shall allow authorized personnel to create, edit and delete events and send notification to residents.

Input: Event details – Name, date, time and location

Output: Confirmation of event creation and notification sent to other residents.

2.3 Bill management

The system shall allow authorised personnel to generate bill for water, electricity and other services and track payments.

Input: Bill details – Bill date, due date, Room No., Amount, services

Output: Generated bill sent to resident, payment history.

2.4 Maintenance management

The system shall allow authorised person to track and schedule maintenance for lifts, common areas and other facilities.

Input: Maintenance request details – facility, description, priority level.

Output: Maintenance schedule, status updates, completion confirmation

2.5 Complaint management

The system shall allow residents to submit complaints and authorised personal to track and respond to them.

Input: Complaint details – Description, location, urgency level

Output: Complaint tracking, response from authorised personnel

2.6 Resident management

The system shall allow authorised personnel to store and manage information about residents, including contact information and billing details.

Input: Resident information – Name, contact details, billing information

Output: Resident data added to database

3. Non-Functional Requirements

3.1 External Interface Requirements

Integration with existing payment and billing system: The society management system should be able to connect and exchange data with existing billing and payment systems used by the apartment such as bank and payment gateway.

Email and SMS notification: The system should be able to send notifications to residents via email and SMS.

Data Import/Export: The system should be able to import and export variety of data such as CSV/Excel to facilitate data backup and migration.

3.2 Performance Requirements

Response Time: The system should respond to user requests in a timely manner, for example within a certain number of seconds or milliseconds.

Throughput: The system should be able to handle certain number of requests.

Availability: The system should have certain level of uptime, for example 99.99% availability.

Scalability: The system should be able to handle increasing number of users and transactions without decrease in performance.

4. Future Scope

- 4.1 Mobile app Integration:** Developing a mobile app that allows residents to access the system's functionality from their mobile devices.
- 4.2 Automation of tasks:** Automating repetitive tasks such as bill generation or complaint management to improve efficiency.
- 4.3 Advanced Analytics:** Incorporating advanced analytics and reporting capabilities to provide insights and improve decision making.
- 4.4 Integration with other systems:** Integrating the system with other systems such as security cameras, access control systems, and energy management systems to improve overall management of the apartment.
- 4.5 Artificial intelligence and machine learning:** Incorporating artificial intelligence and machine learning techniques to improve the system's performance, personalize experiences, and predict maintenance needs.