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| **Requirements** | |
| **Functional** | **Non-Functional** |
| Management of incoming calls from the central site of EMS | Reduction of the total execution time from EKAB departments through automated procedures |
| Knowledge of ambulance/doctor availability | Automated activities/processes |
| Knowledge of the location of ambulances/doctors | Easy use |
| Visual representation of the route to the incident scene in ambulances/doctors | Variety of user services |
| Updated maps and street information | Parallel operation by multiple users |
| Import, modify and delete operations of incidents and users in the database | High network security |
| Check whether the incident details have been properly recorded. | EMS service availability |
| Check the existence and validity of the incident location. | Existence of a central database |
| Easy to draw conclusions from the multitude of different incidents | Budget within an accepted framework |