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3.2 Functional Requirements

The City Council platform is designed to handle a wide range of tasks for different types of users, including customers, employees, and administrators. Below, the platform's functions are organized into key areas, with a straightforward explanation of what each area covers.

1. Customer Functions:

The platform provides customers with easy access to city services, enabling them to manage their interactions efficiently.

1.1 Account Management

- Customers can sign up and create an account by providing basic details like their name, contact info, and address.
- Once registered, they can log in, update their personal information, or reset their password if needed.
- If a customer decides to leave the platform, they can delete their account, and all their personal data will be removed from the system.

1.2 Submitting Service Requests

- Customers can submit requests for various services, such as paying property taxes, booking public function halls, or requesting official certificates.
- The platform allows them to fill in necessary details for each request, like preferred dates, required documents, or special instructions.

1.3 Tracking Requests

- After submitting a request, customers can track its progress, which is marked as Pending, In Progress, or Completed.
- The platform automatically notifies customers via email or SMS when there’s an update on their request.

1.4 Providing Feedback and Asking Questions

- Customers can share their feedback on the services they received, including ratings and comments.
- If they have questions or need further assistance, they can use the platform's chat feature to get in touch with city employees.

2. Employee Functions:

Employees use the platform to manage and respond to customer requests, ensuring that city services are delivered smoothly.

2.1 Managing Requests

- Employees can view all incoming service requests, organized by type, urgency, and status.
- They can update the status of these requests, assign them to other team members, or mark them as completed when done.

2.2 Communicating with Customers

- Employees can respond directly to messages from customers through the platform.
- They can send updates, ask for more information, or clarify details about the customer’s request.

3. Admin Functions:

Administrators oversee the overall operation of the platform, including user management and system performance.

3.1 Managing Employee Accounts

- Admins can create, modify, or delete accounts for employees, ensuring that everyone has the right access level.
- They can also assist customers with account-related issues, like access problems or data updates.

3.2 Monitoring and Maintenance

- Admins have tools to monitor how the platform is running, including checking server status, network activity, and error logs.
- They can also schedule maintenance, back up data, and restore system functions if needed.

3.3 Configuring Services

- Admins can update the details of the services offered on the platform, including descriptions, requirements, and fees.
- They also manage the booking schedule for public function halls, making sure that reservations are handled efficiently.

3.4 Ensuring Security

- Admins are responsible for setting up security measures, such as password policies and access controls.
- They can also review user activity logs to detect and prevent any unauthorized access or suspicious behavior.

3.3 Behaviour Requirements

Use Case View: A Use Case View is a fundamental component of software design and architecture. It focuses on capturing the functional requirements of a system by describing the interactions between external actors (such as users or other systems) and the system itself as per Figure 1

4. Other Non-functional Requirements

4.1 Performance Requirements

The City Council platform is expected to handle a variety of tasks efficiently, ensuring a smooth user experience and timely processing of requests. Below are the key performance requirements, designed to guide the development process and ensure the platform meets the necessary standards.

1. Request Processing Time
   - Requirement: Any customer service request, such as submitting a tax payment or booking a public function hall, should be processed within 5 seconds after submission.
   - Rationale: Quick processing ensures that users do not experience delays, improving overall satisfaction and system efficiency.
2. System Uptime
   - Requirement: The platform must maintain an uptime of 99.9%, allowing for a maximum downtime of 8.76 hours per year.
   - Rationale: High availability is crucial for a public service platform to ensure that users can access services whenever needed.
3. Response Time for Customer Inquiries
   - Requirement: The platform should generate an initial automated response to customer inquiries within 2 seconds of submission, with a follow-up by an employee within 1 business day.
   - Rationale: Prompt responses enhance user engagement and trust, while ensuring that employees have sufficient time to provide thorough answers.
4. Concurrent User Support
   - Requirement: The platform must support at least 500 concurrent users without a noticeable drop in performance, such as increased load times or errors.
   - Rationale: This ensures that the system can handle peak usage periods, such as during tax season or major public events, without impacting user experience.
5. Data Retrieval Speed
   - Requirement: Any search or retrieval of data (e.g., finding a specific request or viewing past service history) should take no longer than 3 seconds.
   - Rationale: Fast data retrieval is critical for both customers and employees to quickly access the information they need, ensuring efficient service and decision-making.

4.2 Safety and Security Requirements

For the safety and security requirement, encryption and decryption techniques must be employed to protect sensitive data. This ensures that any data transmitted between users and the system, as well as data stored within the system, is secure and cannot be accessed or tampered with by unauthorized parties.

Data Encryption: All sensitive data, such as personal user information, details of service requests, and payment information, must be protected through encryption using the highest industry standards. This includes using Advanced Encryption Standard (AES-256) to secure data when it's stored (data at rest) and Secure Sockets Layer (SSL) or Transport Layer Security (TLS) protocols to protect data during transmission (data in transit).

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