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System Requirements Specification

PHEONIX TRAVEL AGENCY Management System 1.0

Document Version 1.0

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November 19, 2021

Table of Contents

Table of Contents	1
Revision History	3
1. Sign-offs [version 1.0]	3
2 Introduction	4
2.1 Purpose of the Document	4
2.2 Document Conventions	4
2.3 Glossary	4
2.4 Intended Audience	5
2.5 Project Information	5
2.6 Supporting Documents	5
2.7 Information for Readers	6
3 Overall Descriptions	6
3.1 Product Perspective	6
3.2 Features	7
3.3 User Classes and Characteristics	8
3.4 Operating Environment	8
3.5 Constraints	9
3.6 User Documentation	9
3.7 Assumptions and dependencies	9
4 Feature Details	9
4.1 Web based and accessible from devices of all sizes [FE01]	10
4.1.1 Details	10
4.1.2 User actions and system responses	10
4.1.3 Use cases	10
4.2 Accessible only to authenticated and authorized users [FE02]	
4.2.1 Details	10
4.2.2 User actions and system responses	11
4.2.3 Use cases	11
4.3 Employee data management [FE03]	
4.3.1 Details	11
4.3.2 User actions and system responses	11
4.3.3 Use cases	12
4.4 Report generation [FE04]	
4.4.1 Details	12
4.4.2 User actions and system responses	12
4.4.3 Use cases	13
4.5 Auditing and logging user activities [FE05]	
4.5.1 Details	13
4.5.2 User actions and system responses	13
4.5.3 Use cases	14
5 Data	
5.1 Entities	14
5.2 Storage requirements	17
5.3 Data retention policies	17
5.4 Data Backup	17
5.5 Data Security	17
5.6 Data transfer requirements	17

6 External Interface Requirements	
6.1 User interface requirements	17
6.2 Hardware Interfaces	18
6.3 Software Interfaces	18
6.4 Communications Requirements	18
6.5 Licensing Requirements	18
7 Other Non-functional Requirements	
7.1 Performance Requirements	18
7.2 Security Requirements	18
7.3 Safety Requirements	18
7.4 Quality Attributes	
7.4.1 Applicable Standards	18
7.4.2 Structural Robustness	19
7.4.3 Usability	19
7.5 Availability	19
8 Testing Related Information	19
9 Deployment Information	
9.1 Hosting requirements	19
9.2 SSL requirements	19
Appendix A: Use Case Diagram	20
Appendix B: Class Diagram	21
Appendix C: Activity Diagrams	22

Revision History & Intermediate Sign-offs

Author	Date	Reasons for changes	Version	Signatory [Name, Designation and Signature]

				with date]
MD. Sydur Rahman	January 01, 2021	First Draft	0.1	
MD. Sydur Rahman	December 22, 2019	Client requested to include ER Diagram, more details for use cases and use case diagrams	0.2	

1. Sign-offs [version 1.0]

I acknowledge that all the information provided here in this document are accurate and correctly represent the employee personal PHEONIX TRAVEL AGENCY Management System 1.0 application we are trying to build for our business. I also acknowledge that any requirements not discussed in this document are beyond the scope of the project being undertaken and may incur additional charges/time/resources if those new requirements/features become necessary to implement.

#	Name	Designation	Company	Signature with date	Document Version
1					1.0
2					
3					
4					
5					

2 Introduction

2.1. Purpose of the Document

This SRS document provides details of both functional and non-functional requirements for the PHEONIX TRAVEL AGENCY Management System 1.0. This document intended to create a clear understanding among all stakeholders (both from client side and the service provider) regarding the system. It will also build a common platform for communication among the stakeholders.

PTAMS will be a web application/portal that will allow entering/viewing/modifying personal details of organization employees. The portal will be multilingual supporting both English and Bangla.

2.2 Document Conventions

The following conventions are used throughout the document -

1. All technical terms are italicised
2. All abbreviations are written with bold-faced type.
3. All figure descriptions are italicised
4. The terms System, portal and application are all used interchangeably throughout the document.

2.3 Glossary

List of terms and abbreviations

Term/Abbreviations	Definition/Full form
Travel Agency	Any tourist can booking tour package full time by PTAMS
User	Anyone who will be given permission to access the system to carry out tasks
Database	Collection of all the information monitored by this system.
System	The web portal/application being developed
Intranet	A network connecting only devices (computers) within an organization, not visible to the outside world.

Stakeholder	Any person with an interest in the project who is not a developer.
Browser	A software that is used to view web pages and collect web pages from distant servers.
Availability	Availability of any system to the users for doing their tasks.
Scalability	Ability of a system to support the growing number of users.
DBMS	Database Management System - The software used to manage (store, update, delete, search) data.
RDBMS	Relational Database Management System - The software used to manage (store, update, delete, search) data in a structured way and in separate tables with columns representing attributes of an object and each representing specific object. Tables are usually linked together to form a complete set of data.
SRS	Software Requirement Specification - a document specifying different aspects and functionalities of a software system
SSL	Secure Socket Layer - Technology specifications (protocol) that defines how secure connection can be established between communicating computers using a network, especially the internet.

ER	Entity relation - a relational database term that denote the relations among objects/entities
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2.4 Intended Audience

The intended users of this document are all stakeholders of the project. The implementing team will use this document to drive the development process. The client will use this document to verify if the concerned system is built according to their need.

2.5 Project Information

PTMAS 1.0 will be a web application/portal to allow the tourist to book tour package. It will be a *responsive* web application so that it is usable from devices of all sizes - desktops, mobiles, tabs and laptops.

The application will have easy to use and intuitive user interfaces so that anyone can use it with minimal training.

2.6 Supporting Documents

1. Detail Use case document 1.0
2. Project Vision and Scope document 1.0

2.7 Information for Readers

The rest of the document describes the product (**PTMAS**) in concern. Section 3 and 4 details out the product's features and associated use cases.

Section 5 describes the data that the product has to deal with.

Section 6 deals with the external requirements of the system.

Section 7 describes the other non-functional requirements of the system.

In section 8, testing plan is discussed.

In section 9, deployment related information is briefly discussed.

3 Overall Description

3.1 Product Perspective

PTMAS 1.0 is a new web based system that will replace current paper based employee information entry, modifications and searching. The system will be hosted at server specified and maintained by the client. Figure 1 is a pictorial representation of the system (context diagram) that shows the system from a bird's eye view. It shows its interactions with external entities. Different types of users will use the system. There detail descriptions will be discussed in the "User Classes and Characteristics" section.

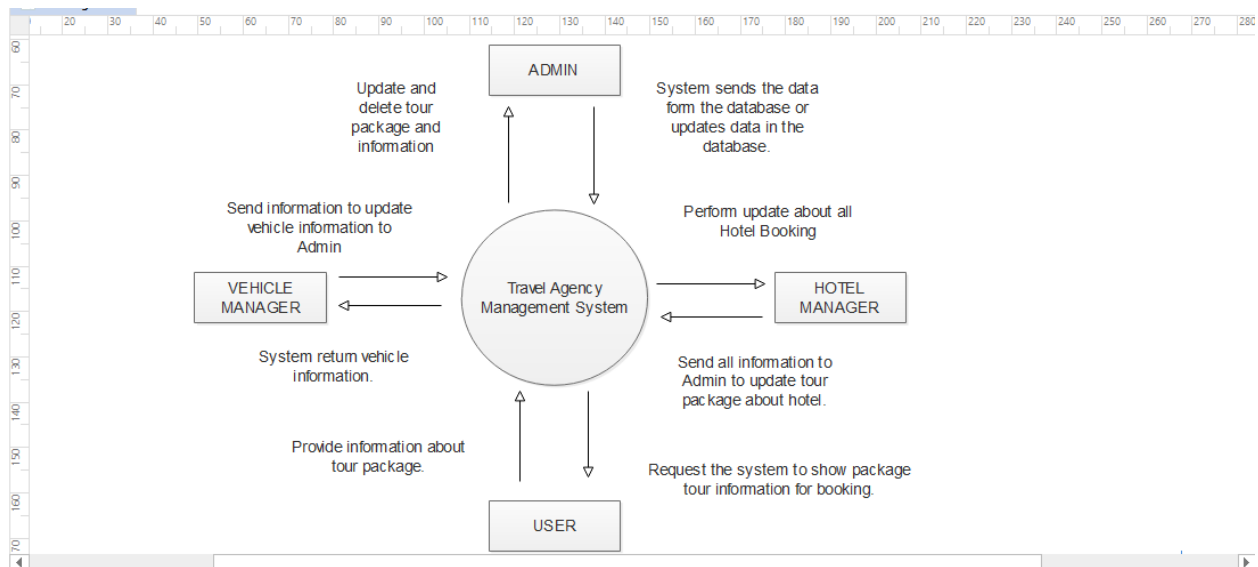


Figure 1 Context Diagram for PTMAS 1.0

3.2 Features

Features are listed below. **High**, **Medium** and **Low** are used to indicate the importance of each feature.

Feature ID	Description	Priority	Requester
FE01	Web based and accessible from devices (with internet connection) such as desktop, laptop, mobile and tablet PCs.	High	
FE02	Accessible only to authenticated and authorized users	High	
FE03	PHEONIX TRAVEL AGENCY Management System for example: Tour details, Package tour history, promotion history and so on.	High	
FE04	Report generation based on user needs.	Medium	
FE05	User management and auditing user activities	High	

3.3 User Classes and Characteristics

Following user classes are identified but the list is subject to change

User Class	Characteristics
User	Request the system to show the package tour information for booking.
Hotel Manager	Perform update about all hotel booking and send all information to admin to update tour package about hotel
Admin	Update and delete tour package and information and the system sends the data from the database or updates data on the database.
Vehicle Manager	Send all information to update vehicle information to admin.

3.4 Operating Environment

ID	Description
OE01	System will be web based and accessible from all types of browsers from any location and preferably at any time.
OE02	All data (tourist, user data and so forth) must be kept in a secure relational database management system.
OE03	System must be available preferably at all times.

3.5 Constraints

ID	Details
CO01	MySQL RDBMS for data storage
CO02	PHP for backend and ReactJS-bootstrap for frontend
CO03	Data Encryption (SSL) must be used
CO04	System response to user queries must be within 5 seconds of the initiation of the request, provided network and server

3.6 User Documentation

Documentation for users will be inline, available on each page of the system.

3.7 Assumptions and dependencies

ID	Details
DEP01	Client interface will depend on ReactJS
DEP02	mPDF will be used for PDF generation.
AS01	Client browsers will be <i>javascript</i> enabled.
AS02	Both application server and database servers will be hosted in a secure and protected environment to encounter intruders and natural disasters.
AS03	Database hosting services will provide data backup facility.

4 Feature Details

The system will have mainly three components/modules - user management module, report module and employee management module. The features of each module are discussed in detail in the subsequent sections.

4.1 Web based and accessible from devices of all sizes[FE01]

4.1.1 Details

The system will be a *responsive* web portal, which will be accessible from devices (with internet connection) of all sizes such as desktop, laptop, mobile and tablet PCs.

4.1.2 User actions and system responses

Not applicable

4.1.3 Use cases

Not applicable.

4.2 Accessible only to authenticated and authorized users [FE02]

4.2.1 Details

The system will use role-based access to valid users of the system. Login will be used to provide access and then user class/role will be used to allow access to specific resources on the portal.

4.2.2 User actions and system responses

User Action	System Response
User requests access to the system by opening the login page (first to be loaded automatically if user is not logged in already)	The system checks user credentials and provides access to predefined resources based on user class.

4.2.3 Use cases

ID	Use Case	Details
FE02_UC01	User authentication	The system will ask user credentials (username and password) and allow access based on credential validity

4.3 Employee data management [FE03]

4.3.1 Details

The system will allow authorized users to perform employee personal data management tasks such as addition, updates and search. Employee personal data sheet includes - personal details, training history, promotion history, job related information (site, department and so on).

4.3.2 User actions and system responses

User Action	System Response
Authorized User requests to add new employee records.	The system responds with record entry form to collect data
Authorized user asks for a list of all employees	The system looks up all employees from database and shows a paged employee list.
Authorized user requests to edit existing employee records	The system looks up selected employee's records and presents it to the user for edition in a form.
Authorized user wants to search for specific employees	The system shows a search form that allows user to search for an employee based on name and other criteria.

4.3.3 Use cases

ID	Use Case	Details
FE03_UC01	Add new employee	The system opens up to add new employee with options to save all sorts of records - personal, training, promotions and so on. It then validates and saves entered record and notifies user of success/failure
FE03_UC02	View employee list	The system shows a list of employees in paged format with configurable number of records per page.

FE03_UC03	Edit employee record	The system retrieves record from database of intended employee and presents it in a form for user to update. It then validates and saves entered record and notifies user of success/failure
FE03_UC04	Employee search	The system shall provide a search form to search for employees based on name or other criteria. It will present a list of employees if record matching the criteria are found in the database.
FE03_UC05	Employee record viewing	The system retrieves record of the intended employee and shows and uneditable detailed view of the record.

4.4 Report generation [FE04]

4.4.1 Details

The system will allow authorized users to generate reports of various types.

4.4.2 User actions and system responses

User Action	System Response
Authorized User wants to generate report.	The system responds with a report form to specify criteria for report generation. It then generates a report with retrieves data.
Authorized user wants to print report	The system responds with a report form to specify criteria for report generation. It then generates a report allowing user to print.

4.4.3 Use cases

ID	Use Case	Details
FE04_UC01	Generate report	The system displays a report form to specify criteria for report generation. It then generates a report with retrieves data and presents it to the user.
FE04_UC02	Print report	The system displays a report form to specify criteria for report generation. It then generates a report with retrieves data that has option for printing. When the user selects printing option, a pdf is generated and downloaded to user's device.

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4.5 Auditing and logging user activities [FE05]

4.5.1 Details

The system will allow authorized user with appropriate level of clearance to manage other users, such as allowing/disallowing access, monitoring user activities for security and maintaining confidentiality.

4.5.2 User actions and system responses

User Action	System Response
Authorized User wants to add new user	The system responds with a user creation form
Authorized user want to view list of users	The system presents a list of users.
Authorized user want to deactivate a user	The system presents a list of users to select the user to deactivate.
Authorized user wants to monitor user activities	The system generates a report of user activities of the selected user.

4.5.3 Use cases

ID	Use Case	Details
FE05_UC01	Add user	The system displays form to enter user information. It then saves the user. It then notifies user of success/failure.
FE05_UC02	List users	The system shows a list of existing users.
FE05_UC03	Deactivate user	From user list, the user selects the user to deactivate. The system deactivate the user and notifies results.
FE05_UC04	Activity report	The system shows the activities of the selected user retrieving them from the system log. The list will be sortable by date/activities and will be filterable.

5 Data

Figure 4 depicts the ER Diagram of the system based on relational model.



Note: * denotes more than 1

Entities	Quantity	Related entities	Attributes[type][required or not]	Comments
Users	1 - *	None	Id [generated serial][mandatory]	
			Username [varchar][required]	
			Password [varchar][required]	
			User type [varchar][required]	
			Activation date [date][required]	
			Password renew date [date][required]	
			Status [varchar][required]	Possible values - active, inactive
			Full name [varchar][required]	

Employee	1 - *	Training, promotions, education	Id [generated serial][required]	
			First name[varchar][required]	
			Last name[varchar][not required]	
			Date of birth [date][required]	
			Address [varchar, composite][required]	
			Mobile Phone[varchar][required]	
			Land Phone[varchar][not required]	
				Email[varchar][not required]
Education	1 - *	Belongs to employee		
Training	0 - *	Belongs to employee		
Experiences		Belongs to employee		
Foreign trips	0 - *	Belongs to employee		

Languages	1 - *	Belongs to employee		
Spouse	0 - *	Belongs to employee		
Children	0 - *	Belongs to employee		
Postings	1 - *	Belongs to employee		
Leaves	0 - *	Belongs to employee		
Disciplinary actions	0 - *	Belongs to employee		
Publications	0 - *	Belongs to employee		
Research Activities	0 - *	Belongs to employee		
Awards	0 - *	Belongs to employee		
Memberships	0 - *	Belongs to		

		employee		
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5.2 Storage requirements

- MySQL database server will be used for data storage and retrieval.
- Considering the worst case scenario, each employee's record may take 7KB of data. Initially 500MB disk space may be required for 1000 employees. It will increase based on the number of employees.
- The above disk space requirement does not include the database system software space requirements or space requirements of Operating System or other needed software to run the server smoothly.
- Archival data should be stored on machines other than the production machine.

5.3 Data retention policies

Data retention period will be decided based on government requirements.

5.4 Data Backup

- Data backup must provided at the database host level.
- Application level data backup may be provided if required by the client at additional cost.

5.5 Data Security

- Data must be secured so that hackers cannot access them
- Data must be user id and password protected (database user credential required to access besides the application level user access protocol)
- Application's communication with data store must be secured, preferably over an intranet/private connection
- All user passwords must be kept in the database in encrypted format.
- SQLInjection attack must be in consideration when accepting user input to be used in database access.

5.6 Data transfer requirements

6 External Interface Requirements

This section defines the system's interfaces with hardware, software, data storage entities (**RDBMS**) and so on.

6.1 User interface requirements

User interfaces have to be intuitive requiring very little training for users. The following are some of the requirements -

- Each page must have a **Help** button that will invoke inline help system to show help page for the current screen.
- Once logged in, all pages must at all times show all the menu items available for the current user.
- Color scheme must not strain the eyes of the users.
- All buttons must be big enough for users to easily click on them.
- All links must be easily visible and follow link-specific standards such as underlined text.
- All screens must be responsive to be usable from devices of all sizes.
- Non-standard HTML tags must not be used.
- Each screen should have appropriate titles.

- The pages must be supported by all major browsers
- User interface will use internationalization to support Bangla and English both.
- W3C guidelines for accessibility will be followed as much as possible.

6.2 Hardware Interfaces

The system is a web application requiring internet connection. So all hardware related to internet connectivity are included under this category. It will be hosted in server. So server hardware are also in the list of hardware interfaces for the system.

6.3 Software Interfaces

Not applicable at this time.

6.4 Communications Requirements

The system is a web application. It will need the internet/intranet to communicate. It will use HTTP/S protocol for communication with clients (browsers).

6.5 Licensing Requirements

Not Applicable

7 Other Non-functional Requirements

7.1 Performance Requirements

- The system has to provide responses within an acceptable amount of time, 5 seconds to be exact.
- As the number of users grows, the system must be able to scale to handle increasing load.
- As the data grows, the system must be able to handle quick entries, updates or searches for the data store.

7.2 Security Requirements

- SSL for data security and safety
- Passwords must be kept encrypted inside user table.
- Application Server and Database server must be in a secure environment.
- Users must be forced to change passwords every 6 months.
- Strong passwords must be enforced by the system.

7.3 Safety Requirements

Application Server and Database server must be in a safe environment to guard them against any physical damage either caused by human factors or natural disasters.
Standards for developing web applications.

7.4 Quality Attributes

7.4.1 Applicable Standards

The system will be built based on current and feasible standards for building web application.

7.4.2 Structural Robustness

- The system must be developed using MVC architecture for future maintenance.

- Relations must be normalized to an acceptable level.

7.4.3 Usability

Usability of the software will be determined from conversation and interviews with user base. Furthermore, testing will be done to ensure fulfillment of usability criteria.

7.5 Availability

System must have 99% uptime. Any downtime should be due maintenance or emergency situation arising from natural or man-made disasters.

8 Testing Related Information

- The software must be tested at all levels of development.
- Unit testing will be used through PHPUnit
- Pages will be tested using Selenium IDE for broken links, data validation logic and so on.
- JMeter will be used for load testing and stress testing.
- Integration testing will be performed as needed.
- UI testing will be one ensure usability of each page

9 Deployment Information

9.1 Hosting requirements

The system should be hosted in a server that will be capable of handling simultaneous connections from clients. It should be able to handle increasing number of users.

9.2 SSL requirements

SSL certificate must be installed for the domain that application can be reached at.. It will ensure data security through encryption.

Appendix A: Use Case Diagram

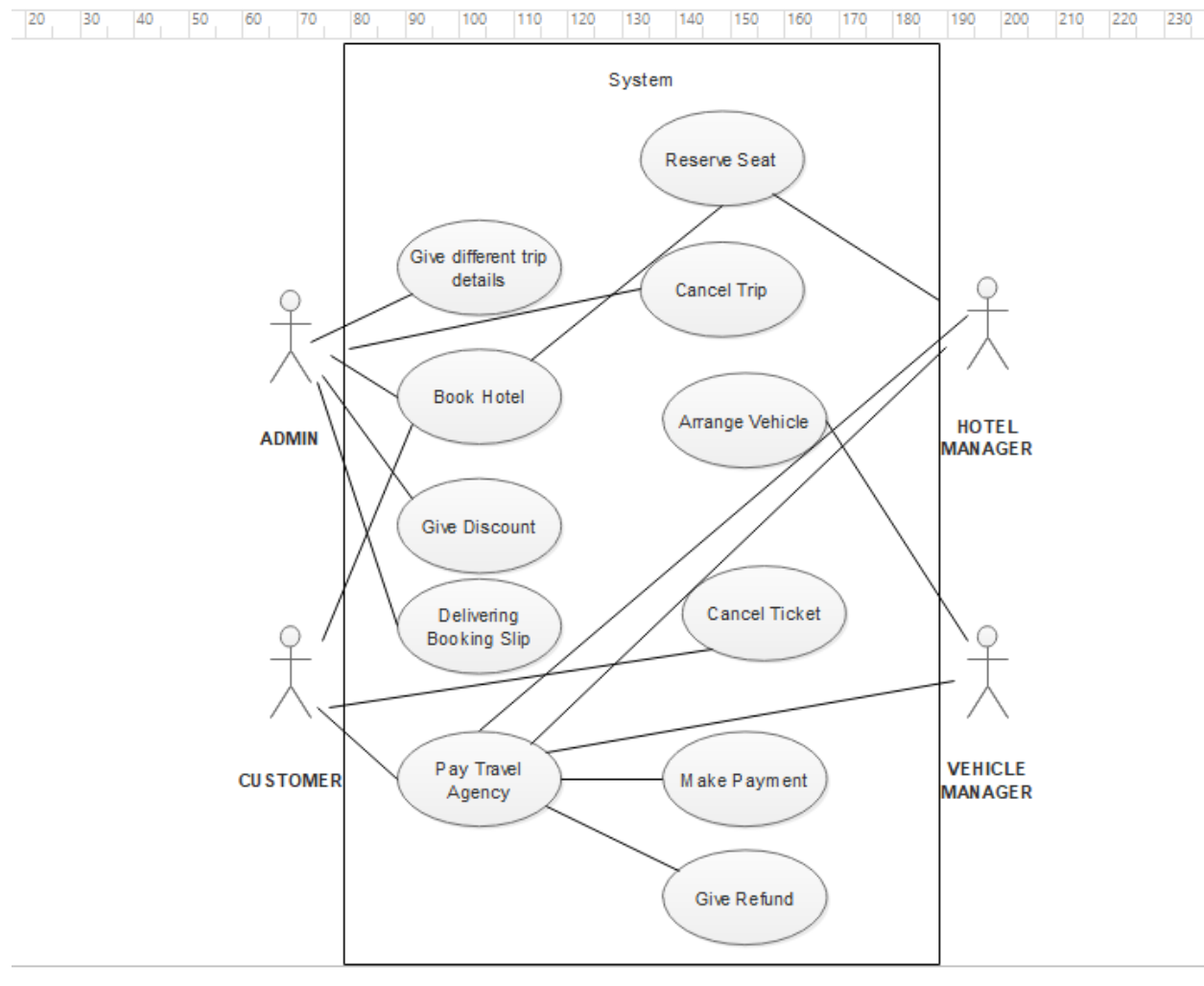
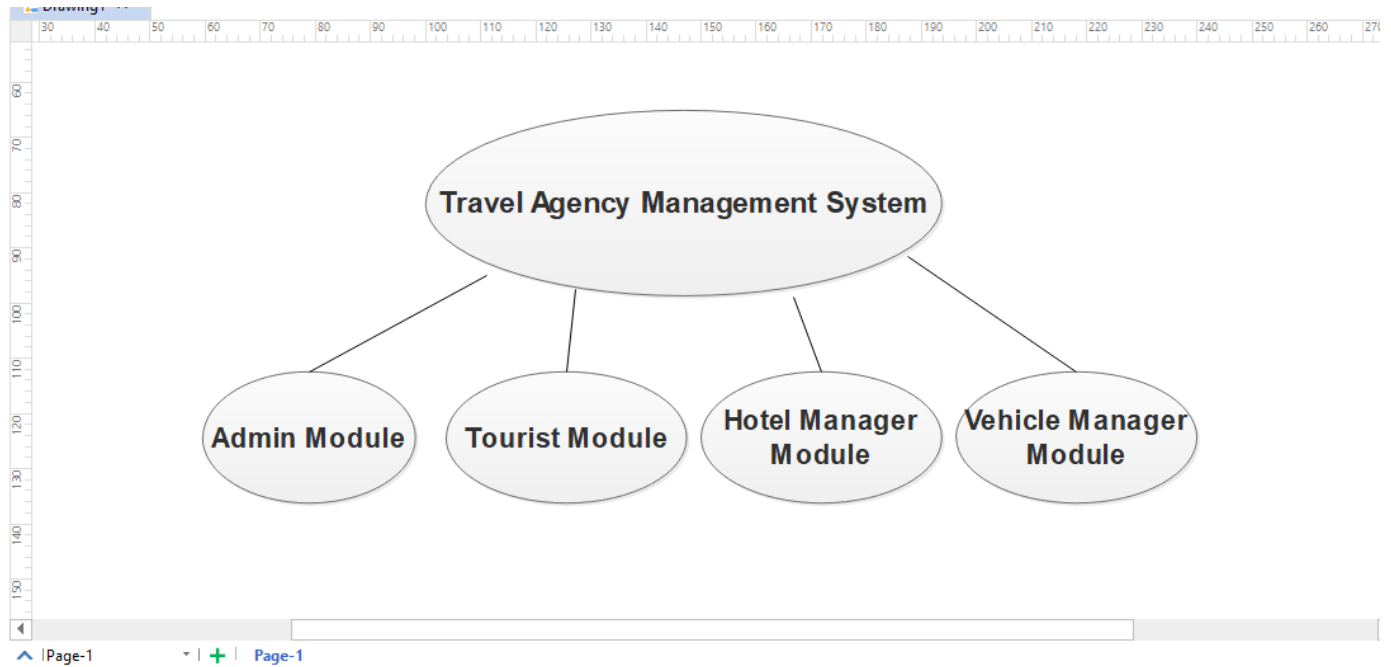


Figure Use Case Diagram


Module Diagram:



Screen Mockup:

The screen mockup is titled 'Form1' and features a dark grey sidebar on the left and a light grey main content area on the right. The sidebar contains the Pheonix Travel Agency logo, which consists of two palm trees and a blue wave, with the text 'TRAVEL AGENCY' below it. Below the logo, the text 'Make Your Travel Easy and Fun' is displayed in a cursive font. The main content area has the heading 'Log in to your account' in bold black text. Below this heading are two large, grey rectangular buttons labeled 'ADMIN' and 'USER' in bold black text.

Form1


TRAVEL AGENCY

Make Your Travel Easy and Fun

**Welcome to
Pheonix Travel Agency**


Make Your Travel Easy and Fun

Log in to your account

ADMIN

USER

Form1





TRAVEL AGENCY

Welcome to
Pheonix Travel Agency

Make Your Travel Easy and Fun

ADMIN LOGIN





Log In

Forget Password