**Glossary**

**Course Administrator-** This user is responsible for overseeing a particular course and holds permissions to create course tasks, manage course personnel, define exams and generate exam documents.

**Course Staff-** These users, including instructors, teaching assistants (TAs), and graders, are actively involved in the course. They have access to specific functionalities within the course, provided by the system.

**Meta Question-** A question template designed to be as general as possible, with the flexibility to include additional words or phrases to transform it into a specific question.

**System Administrator-** This user is tasked with the management of other users and courses within the system. At least one system administrator must be present in the system.

**Task-** ?.

**Workflow Management System (WMS)-** a platform designed to automate, streamline, and optimize various business processes and workflows within an organization. In our project, we aim to develop this WMS as an Exam Management System intended for the university staff’s use.