Software Requirements specification for

Rating System

Version 1.0 approved

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# 1.Introduction

## Purpose

Rating system meant to ease, simplify and streamline the process of review and rating, by the members of an organization, of the various facilities and services provided by the organization. It helps the organization in improving the quality of, or removing, any services facilities that may not be up to the mark.

## Document Conventions

Text\* Further clarification over text if needed

Text Importanat terms

SRS Software Requirement Specification

UML Unifid Modelling Language

OP Original Poster

## Intended Audience and Reading Suggestions

The intended audience for this report is organization heads, HR managers, executives dealing with the management and provision of services in an organization, executives in-charge of maintaining quality control in an organization and anyone seeking to get a comprehensive review on any facilities/services provided by his/her organization or him/her.

## Product Scope

The product is meant for large, medium, and small enterprises, organizations and groups. It can be used by colleges, schools, and other organizations as well.

It is a comprehensive rating and review system, which allows the users to go through a meticulously compiled list of all the services/facilities/products, provided by the organization and rate and review each and every service/facility/product. This will help the organization in improving and maintaining standards.

A certain survey was done in which this idea and basic functionalities were  
described to everyone taking survey and questions and suggestios were asked. The  
fial result after the feasibility analysis and survey is:  
We got 55 responses in total and mostly are positive, and only one  
negative response with the explanation that the size of target audience is small  
and the project is not generalized.

Some of the important suggestion:  
• if someone gives low rating to a service, there should be an option for  
them to provide reason or suggestion about what can be improved.  
• how will u ensure that this rating is seen by corresponding department  
heads & our dean student affirs so that services can be improved.  
• the ratings should be reviewed from time to time and if average rating  
below. The service should be looked into asap.  
• You people should give anonymity to the user who is giving the review  
for the particular service if the user doesn't want his identity to be  
revealed as anonymity is the best security for the user if he wants to tell  
the actual truth.

## References

1. This project is under the guidance of Prof. Amit Kumar, CSE Department NIIT  
   University.

2)https://docs.google.com/spreadsheets/d/1jCc\_GKTm4WWuRAlPRDQrx2cclIcSMXpUrm135U72b08/edit#gid=1797016161

# Overall Description

## Product Perspective

## Product Functions

* Allow rating of various services
* Allow review of services and facilities\
* Allow administrator to add/remove categories
* Allow administrator to respond to regrets

## User Classes and Characteristics

* Administrator Level

HR Heads

Organization leaders

Service providers

Quality Control Standard In-charges

* User Level
* College students
* Employees
* Service Users
* Consumers

## Operating Environment

* Operating System
* Windows
* Linux
* Mac
* Any other O.S
* Hardware
* Access to World Wide Web
* Input-Output Devices
* Software
* Browser

## Design and Implementation Constraints

* Only available in one language.
* Organization is responsible for maintenance
* Source Code has to be altered to input new categories

## User Documentation

<List the user documentation components (such as user manuals, on-line help, and tutorials) that will be delivered along with the software. Identify any known user documentation delivery formats or standards.>

## Assumptions and Dependencies

* It is assumed that all users and the administrator have access to the internet.
* It is assumed that administrator knows how to edit/customize the software code or has access to get it changed
* The users and administrator should have basic knowledge of how to use computer
* Administrator should have server capacity to host the rating system

# External Interface Requirements

## User Interfaces

3.1.1. GUI  
 [IMAGES TO BE ADDED]

## Hardware Interfaces

computers with internet access

Only mouse and keyboard are required.

## Software Interfaces

3.3.1. apache web server  
3.3.2. mysql server  
3.3.3. web compiler  
3.3.4. browser  
3.3.5. firewall

## Communications Interfaces

3.4.1. https  
3.4.2. http

# System Features

*This system provide user with great sense of trust with features where two diffrent*  
*entities ( student and the reportworthy authority) have better communication link. All the* *complaints would be better handled and be kept in easy reach of anyone would like to* *check. These services would be supplied to the user through the following features.*

\*The system features are basically divided into two diffent sets depending upon user  
interacts with those features such as students and authority.\*

**4.1 Login and Register (actor – student , authority)**

**4.1.1 Description and priority**

this feature would take care of the authorization and authentication part of the  
service, no features of the service would be acceseble until some of theses processes  
are carried out. Also this feature is hence at highest priority as the security is highly  
dependent on how this feature is implimented in system.

**4.1.2 Stimulus / Response Sequences**

**4.1.3 Functional Requirenment**

**4.2  Review Rate Complain (actor­ student)**

**4.2.1 Description and priority**

this feature is the main core of the service, that would handling the central idea  
of student having the accesibility to provide the feadback to the reportable authority.  
With being the main function of service it is having highest priority and is connection  
all other features in the flw chart of processes.

**4.2.2 Stimulus / Response Sequences**

**4.2.3 Functional Requirenment**

4.3 upvote, comment

**4.3.1 Description and priority**

As all the complaints are to be dealt would be a long list. So, the save  
time all the recursion could be removed by allowing user to upvote any complaint or  
comment over it. So, the list would be shorter and more precise. Also helps check  
which problem concerns most of the users.

**4.3.2 Stimulus / Response Sequences**

**4.3.3 Functional Requirenment**

**4.4 complaint records (actor ­ student , authority)**

**4.4.1 Description and priority**

All the complaints in the recent time will be visible to all the user is descending  
order of upvotes(4.6). Also it makes all the users aware of the current situation with  
regards to university services. It will have priority after login and register processes.

**4.4.2 Stimulus / Response Sequences**

**4.4.3 Functional Requirenmen**

**5. Other Nonfunctional Requirements**

**5.1 Performance Requirements**

• Application Services and Technical support - Programmers and  
application developers will have access to source code to address bugs or  
system enhancements as deemed necessary. Network Administrator and DBA support is also required to maintain a 24x7 system uptime.

**5.2 Safety Requirements**

Backup data storage – In case of any damage to the system servers, a  
backup facility will ensure that the service is back to work as soon as  
possible.

Printed code fies – In case of future devlopment and use hard copy of the  
code is kept. This way any new person can understand the working  
model. And in case of any damage to the harware systems the service  
can be easly implimented again.

**5.3 Security Requirements**

• Firewall- A fiewall is needed to stop unwanted users or entities from  
accessing the service. A physical harware fiewall is required rather than  
the softwares available.

• Administration Features - System security and access levels are provided  
in the online system. There are varying levels of system access and  
functional authority. Each student’s access is limited to his/her own  
registration records. Only authorized system administrator(s) has access  
to all student registration records.

• Robot fie – the robot .txt fie ensures that the web service is safe from  
web crawlers. And this will take care of many scanning problems.

5.4 Software Quality Attributes

• Bug/ERROR report feature – Any time the service disfunctions report  
could be sent to the devlopment team to improve product . If it is a error  
report, it will be sent automatically but bug report could only be sent if  
the user desires.

5.5 Business Rules

• Student – is only provided the feature to rate , review and complain and  
only is his email id domain is niit university.

• Authority – can read all the complaints sorted by a specifi algorithm (to  
be completed) and decide wether or not to take action.

6. Other Requirements

6.1 Hardware Requirements

• Network - University network infrastructure (wired and wireless).

• Server – a server is needed to deploy the service. This server is accessed  
to user service.

• Client Computers - Mac, Unix and Windows client computers.

• Production support systems -Web server computer(s) and related  
hardware support (back-up tapes, redundant drives, UPS, etc.

## System Feature 2 (and so on)

# Other Nonfunctional Requirements

## Performance Requirements

No specific requirements.

## Safety Requirements

Moderator might be required. Backup data storage – In case of any damage to the system servers, a  
backup facility will ensure that the service is back to work as soon as  
possible.  
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## Security Requirements

The connection to and from server must be encrypted to ensure no stealing of data.

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