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| **42TIN1280 Software analysis 2015 - 2016**  **Week 11 – PE Assignment – Ticketing System @PXL** |

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| ***Docent(s):*** | Luc Doumen, Nathalie Fuchs |
| ***Assignment:*** | Write an SRS for the assignment “Ticketing System @PXL” |
| ***Due date*** | During course hours, semester 01, weeks 11 to 14 |
| ***Type of assignment:*** | Group assignment |
| ***To save as*** | 201601xx IEEE 830 SRS for the Ticketing System @PXL - groepxyz |

**Learning objectives**

***Designer***: the student can develop a thorough analysis through a study and create a formal description and design of an information system that meets the needs of the client and in addition, foresees expansion options [ALG,BG,BS]

|  | **Description** |
| --- | --- |
| x | De student can collect, interpret and analyze information, process data and other data. |
|  | The student can create a formal description of an information system |
|  | The student can design information systems that meet the needs of the client, by proactively respond to future developments and opportunities for expansion. |
|  | The student can translate the description of an information system into a model. |
|  | The student can identify system needs. |
|  | The student can create documentation which makes a contribution to the professionalization of the user team |

***Tester***: the student can give support the specification of requirements and do the necessary functional and technical test work with associated organization and reporting. [ALG, BG, BS]

|  | **Description** |
| --- | --- |
|  | De student can apply different methods for the specification of the requirements |

***Communicator***: the student can convincingly perform a correct and transparent internal and external communication on professional information, ideas, problems and solutions in Dutch and English.

|  | **Description** |
| --- | --- |
|  | The student can clearly identify the needs of the customer and convert these into a concrete ICT-assignment |
| x | The student can communicate information orally and in writing. He can present and explain it to laymen and specialists taking into account the diversity of the people involved. |

***Advisor***: the student can link the domain of information systems and other areas within the (international) organization with the purpose of improving / optimizing the organization where he can work quality and business [ALG, BG, BS]

|  | **Description** |
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|  | The student can analyze the interaction between business processes themselves and in relation to their surroundings. |

***Other***: learning objectives related the topics prepared and thought in class

|  | **Description** |
| --- | --- |
| x | The student can acquire and process information |
| x | The student is able to reflect in a critical way |
| x | The student has the willingness to life-long-learning |
| x | The student can work in a team |
| x | The student can work in a solution oriented way |
| x | The student understands some key terms used in the software requirements domain. |
| x | The student can distinguish product requirements from project requirements. |
| x | The student can distinguish requirements development from requirements management. |
| x | The student is alert to several requirements-related problems that can arise. |

1. **Description of the case?**

Your team has been assigned the task to elaborate the requirements for a **new ticketing system for PXL campus wide.**

For the moment issues, problems and questions about electric issues and/or technical facilities are communicated by email and/or by phone to the department Finance & Facilities, to Jo Forier, Alex Jans, Paul Dox[[1]](#footnote-1), etc. It concerns problems like/with

* Crashed beamers
* Lightning problems
* Fire alarm, other alarm issues
* Campus management
* Logistics
* Maintenance and cleaning
* Buildings
* …

It was clearly determined that the way these issues are managed and tracked is not very effective and efficient. A lot of issues are solved too late, others are forgotten, etc.

Therefor the main features of this ticketing system are listed below. This list is of course a non-exhaustive list

1. Single sign on is a must
2. The system is accessible from laptop, tablet and smartphone and is web based
3. Ticket can only be created with correct user ID and password. The user does not need to be in the domain of PXL
4. The ticketing system is accessible PXL-wide (every campus, every building, …)
5. Issues have different and detailed attributes so it is possible to sort and filter these issues by priority, severity, status, type of issues, campus, location, ….
6. For the ticket management cycle, the ticket statuses are customable and it is possible to determine SLA timers to go off.
7. Statuses cannot be changed by every PXL-coworker. There are different authorization levels. It is possible to set roles and provide access permissions to the members.
8. The system foresees in an automatic ticketing dispatch. The assigned responsible person gets an email and/or a text message by phone
9. It is possible to measure the productivity of the technical staff who solves the issue
10. To know the satisfaction level of the end users the system foresees in a survey option, where it allows the application manager (owner/manager of the ticketing system) to configure questions, satisfaction levels and trigger them in specific to the survey criteria.
11. The system must be user-friendly. No user manual is needed
12. The system interfaces with an inventory management system, a configuration management system, a purchase order system and a financial management system. It is for the moment not clear if these systems are be replaced or will continue to exist
13. The system must have the ability to see the status of the tickets
14. The system foresees in a reporting module (metrics)
15. The system must have a mobility aspect for the technical staff
16. **Description of the assignment?**

As in real business cases, this case as presented to you only provides the high level description. You are allowed to make assumptions when elaborating your models.

Please list up the assumptions explicitly that you make !!

During course hours you can also interview Luc Doumen or Nathalie Fuchs they are your coach and SPOC (single point of contact for the business, end users).

You can also send surveys to the SPOCs. The answers will only be given to the team who sent the survey. SLA is: within 48 working hours

Use the translated SRS template and define the requirements for this system.

* Describe the business, domain model and create a clear system context.
* Determine the stakeholders
* List the assumptions in a table in annex
* Don’t forget the glossary
* Elaborate the functional and non-functional requirements keeping in mind the constraints
* Mockups are allowed too

Deadlines will be communicated later this semester. The final deliverable, the SRS, needs to be uploaded (Epos)

1. When it is not clear for whom the issue is designated, it is Paul Dox who dispatches … [↑](#footnote-ref-1)