

# Software Requirements Specification for Software Engineering: Document Management System

Team 15, SyncMaster

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## Revision History

Date	Version	Notes
Date 1	1.0	Notes
Date 2	1.1	Notes

# 1 Purpose of the Project

## 1.1 User Business

The City of Hamilton's Water Division is responsible for the treatment and distribution of drinking water and the collection and treatment of wastewater throughout the City of Hamilton. Many pumping stations are located throughout the City to perform this work. The maintenance and upkeep of these facilities is crucial to ensure unimpeded service. The facilities team at Hamilton Water requires an application to assist in the management and security of these stations, as there is not a robust system currently in place. For detailed information on the problems the application should address, refer to the problem statement [here](#).

## 1.2 Goals of the Project

The development of this application will greatly improve the efficiency and transparency of facility management at Hamilton Water and improve station security. For detailed information on the goals of this project, refer to Section 2: Goals [here](#).

# 2 Stakeholders

## 2.1 Client

- Matt Yakymyshyn (P.Eng)
  - Role: Senior Project Manager of Technical Services
  - Interest: Team leader for the facilities team within Technical Services who are the primary group responsible for maintaining facility infrastructure at pumping stations. Primary contact at the City for the capstone team.

## 2.2 Customer

- Technical Services team
  - Role: Primary user within Hamilton Water

- Interest: As the primary stakeholder, the requirements of this project are aimed at their specific needs. Their main concern is that station documentation is managed as a single source of truth, and is easily distributed/retrieved with relevant parties.

## **2.3 Other Stakeholders**

- Supervisory Control and Data Acquisition (SCADA) team
  - Role: Responsible for the control system controlling the treatment process.
  - Interest: The SCADA team also manages contractors and is interested in accessing and updating documentation maintained in this system.
  - They will have valuable input regarding existing City platforms and technologies, as well as how technology can be integrated into pumping stations.
- Corporate Security
  - Role: Pumping Station Security
  - Interest: Provide feedback on any system involving station access.

## **2.4 Hands-On Users of the Project**

- Facilities project managers
  - The facilities project managers will be using the application daily to perform a variety of tasks. This includes verifying work was performed by contractors, accessing station documentation to share with contractors and internal staff, receiving signed forms and storing in a manner which is associated to the signer, and other tasks. They will have to be able to achieve all their needed requirements through the applications user interface, and will be a critical stakeholder to receive feedback from through user testing.
- Facilities co-op students



- Facilities co-op students will be using the application to physically authenticate on site when performing inspections, scoping work, and verifying completion of work.
- Facilities contractors
  - Many contractors access pumping stations daily. They will interact with the application each time they perform facilities related work at the station. Interactions would include uploading and receiving documentation, and authenticating their presence on site to verify completion of work. Contractors come from a wide range of backgrounds depending on their trade, but are typically skilled workers in a particular field and are of working age (18 - 65 years old).
- Facilities sub-contractors
  - Many contractors employ sub-contractors as part of their work. While these subcontractors work for the contractor who hired them, they will still require access to the application to authenticate on site and access site information. Their roles and interactions will be similar to contractors, except they will be much less familiar with the application and may only use it for a short duration as they are not regular workers.

## 2.5 Personas

- Greg: A facilities manager
  - Greg has a few tasks to complete this morning at work. He sees that another department has requested compliance documentation on crane inspections for the ministry, so he signs onto SyncMaster to retrieve the current version of these documents for each of these sites. While on the application, he receives a notification that a contractor he manages authenticated at site to complete a work order, but the application identified they had not completed their health and safety training. Greg prompts the system to issue this training to them, and runs a report on this contractor to see if any other employees of theirs require their training soon.

- Nancy: A newly onboarded contractor
  - Nancy is a plumber who is servicing her first work order after being hired by “Worldly Plumbing”. Her company has notified her of the application she must use to authenticate for the work. When she authenticates, she is notified that the device she is servicing is located within a confined space and that she must sign and return a hazard assessment form and proof of confined space training.

## **2.6 Priorities Assigned to Users**

- Key users
  - Facilities managers. They are the primary stakeholder of the application and it is intended to be a tool to greatly improve the efficiency of their work.
- Secondary users
  - Contractors. They will frequently use the system, but their needs are secondary to the key users.

## **2.7 User Participation**

- Facilities managers will be frequently consulted throughout the duration of this project to demonstrate prototypes, receive feedback, and conduct user testing.
- Co-op students can also be consulted for user testing. They tend to have more availability for longer durations and will be able to provide insight into how a less experienced user interacts with the system.

## **2.8 Maintenance Users and Service Technicians**

The facilities managers will be responsible for ensuring that day-to-day data is added to the application appropriately. The team does not have a dedicated software position, so maintainability of the technical aspects of the application would need to be brought to the IT division of the City when the project reaches that stage.

## **3 Mandated Constraints**

### **3.1 Solution Constraints**

C-SOL1. System must be cloud-based to fit in with current existing systems at the City of Hamilton.

### **3.2 Implementation Environment of the Current System**

To understand the current practices at the City of Hamilton see the *Problem* section of the Problem Statement and Goals [here](#).

### **3.3 Partner or Collaborative Applications**

N/A

### **3.4 Off-the-Shelf Software**

C-OTS1. The system must integrate with Sharepoint to synchronize documents in Sharepoint with documents in the system.

C-OTS2. The system must integrate with Infor EAM, to show the status of work orders associated with a document.

C-OTS3. The system must integrate with MySDS to show relevant relevant SDS documents to users on a given site.

### **3.5 Anticipated Workplace Environment**

### **3.6 Schedule Constraints**

C-SCH1. A requirement is to integrate with the Infor EAM system the city intends on using however, this system will not be available until February 2025, so no testing can be done on this system until then.

C-SCH2. The project deadline is April 2, 2025.

### **3.7 Budget Constraints**

C-BDG1. Total expenses up until April 2, 2025 must not exceed \$750.

### **3.8 Enterprise Constraints**

N/A

## **4 Naming Conventions and Terminology**

### **4.1 Glossary of All Terms, Including Acronyms, Used by Stakeholders involved in the Project**

- BAS: Building Automation System.
- BCOS: Beyond Compliance Operating System.
- CMMS: Computerized Maintenance Management System.
- Confined Space: A partially or fully enclosed space, not designed for continuous human occupancy, which has the potential for atmospheric hazards.
- Controlled Space: A City defined space which has the potential to become a confined space.
- CSE: Confined Space Entry
- Dry Well: A room which houses industrial equipment such as pumps and valves.
- Hazard Assessment Form: A form outlining potential hazards at a location.
- Hot Works: Work which produces ignition sources. Requires an accompanying hot works permit.
- HVAC: Heating, Ventilation, and Air Conditioning.
- Infor EAM: An Enterprise Asset Management system.

- PMATS: Plant Maintenance and Technical Services.
- PO: Purchase Order.
- PPE: Personal Protective Equipment.
- SCADA: Supervisory Control and Data Acquisition.
- SDS: Safety Data Sheets.
- Wet Well: A portion of a wastewater pumping station which receives and temporarily stores wastewater.

## **5 Relevant Facts And Assumptions**

### **5.1 Relevant Facts**

- There are over 100 pumping stations throughout the City.
- There are dozens of service contracts, and many contractors and staff accessing stations each day.
- Some stations are in remote locations and may have poor cell signal.
- Some properties have multiple stations at the same site.
- Certain stations have special entry procedures.

### **5.2 Business Rules**

- External contractors do not have access to the internal network.
- Only authorized users can approve new procedures.
- There is work at stations performed through a work order and routine work which doesn't have a work order.
- Employee collective agreements have restrictions on the release of GPS logs and video recording, which would require their approval.

### 5.3 Assumptions

- Our project will focus on the application itself and our team will implement an authentication system adequate for our development. When the City integrates our application into their systems they would replace our authentication system with one that meets their detailed cybersecurity specifications.
- The existing entry and exit procedure for stations is not modified and our application will coexist with it.

## 6 The Scope of the Work

### 6.1 The Current Situation

The process currently employed by the stakeholder is predominantly a manual one. Currently, contractor management is a time-consuming and manual effort. The following list identifies the current situation faced by the City:

- To distribute new or revised documentation to contractors, the City sends the documents manually through email. There are no automated processes in place and this work flow is done manually for each document. There are dozens of contractors which these documents need to be distributed to, and those contractors themselves also change over time. The list of these contractors is also managed manually.
- Verification of work performed by contractors currently requires a physical visit to site. There is no automated process to collect information such as photos of the work performed, other than manually through email.
- It is currently difficult to know whether the labour cost billed by the contractors on their invoices is reflective of the actual work performed, as that information is only recorded in a physical logbook at each site and is not electronic. A contractor could overcharge for the work and it would be difficult to prove that their bill is inaccurate.

## 6.2 The Context of the Work

The below figure illustrates a high-level context model of the adjacent systems:

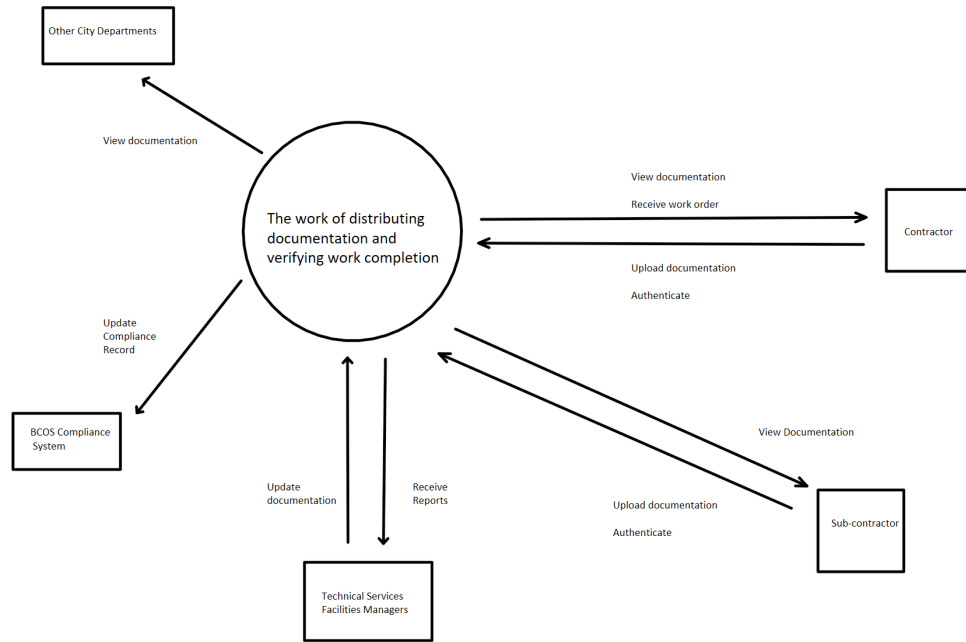


Figure 1: Context model

## 6.3 Work Partitioning

Event Name	Input and Output
1. Contractor Login	Contractor email and one time password (in)
2. Contractor Location Verification	GPS location (in)
3. Staff Login	Staff email and password (in)
4. Sign Document	unsigned document (in), signed document (out)
5. Upload Report	report file (in)
6. Export Reports	report specifications (in), report data (out)
7. View Station Entry Protocols	Station location (in), entry protocol (out)
8. Add Contractor to System	Contractor information (in)
9. View Contractor Summary	Contractor name (in), contractor data (out)
10. Certification Expiry	notice of document expiration to staff (out)

## 6.4 Specifying a Business Use Case (BUC)

The below points identify the business use cases for each of the business events by number in section 6.3.

1. Contractor authenticates themselves to City systems, proving that they are authorized to be provided City information.
2. Contractor proves they are at a site for transparency when work is being completed.
3. Staff authenticates themselves as authorized to view private data.
4. Sign a document for contractual or regulatory purposes.
5. Documents are stored for record keeping and relevant stakeholders are notified as necessary.
6. Export data of a specific type specified by the user. For example, all crane inspections in the last year.
7. View a procedure of how staff and contractors must access a specified station.
8. New contractors are frequently onboarded, and their information is recorded by the facilities managers.
9. Facilities managers commonly need to see which employees of a contractor are due for their health and safety training, WSIB expiry, etc.
10. When a piece of documentation has expired, the next version needs to be put in place by staff to replace the expired version.



## 7 Business Data Model and Data Dictionary

### 7.1 Business Data Model

*Insert your content here.*

### 7.2 Data Dictionary

*Insert your content here.*

## 8 The Scope of the Product

### 8.1 Product Boundary

The table below displays aspects of the application which are in scope and aspects which are out of scope.

In Scope	Out of Scope
Designing the application in a way where it is able to interact with the external work order system is a stretch goal.	Designing any aspects of a full work order system is out of scope for this project.
The application will implement an authentication system sufficient to demonstrate contractors authenticating themselves onto sites.	A thorough cybersecurity analysis for the authentication is not in scope as it is not the primary focus for the applications functionality.

## 8.2 Product Use Case Table

User	Use Case
Facilities Manager	<ul style="list-style-type: none"><li>- View contractor authentication data to determine that a contractor was at a particular location and completed the work expected and invoiced accordingly.</li><li>- Generate a report of compliance documentation in the system for easy sharing to relevant third parties.</li><li>- Manage the health and safety documentation and training status of their contracts.</li></ul>
Contractors	<ul style="list-style-type: none"><li>- Authenticate their arrival to site to confirm work is being performed.</li><li>- Access station entry and exit procedures, hazard forms, and other safety information which should be known when accessing the station.</li><li>- Sign and acknowledge forms and return them to the City.</li><li>- Upload photographs, documents, and comments about work done at the station.</li></ul>

## 8.3 Individual Product Use Cases (PUC's)

N/A.

# 9 Functional Requirements

## 9.1 Formal Definitions

- Let  $U = \{u_1, u_2, \dots, u_i\}$  be the set of users in the system.

- Let  $R = \{r_1, r_2, \dots, r_r\}$  be the set of roles (e.g. manager, contractor, subcontractor).
- Let  $A = \{a_1, a_2, \dots, a_s\}$  be the set of actions (e.g. upload, authenticate, sign, view).
- Let  $C = \{c_1, c_2, \dots, c_t\}$  be the set of compliance requirements (e.g. safety training, hazard assessments).
- Let  $I = \{l_1, l_2, \dots, l_q\}$  be the set of allowed locations.
- Let  $loc(u_i)$  represent the current location of user  $u_i$ .
- Let  $D = \{d_1, d_2, \dots, d_n\}$  be the set of documents.
- Let  $hasRole(u_i, r_k)$  represent that user  $u_i \in U$  has a role  $r_k \in R$ .
- Let  $notify(u_m, u_i)$  represent a notification from user  $u_m \in U$  to user  $u_i \in U$ .
- Let  $manages(u_m, u_i)$  represent that user  $u_m \in U$  manages user  $u_i \in U$ .
- Let  $permitted(r_k, a_s, d_j)$  represent that a user with role  $r_k \in R$  is permitted to perform action  $a_s \in A$  on document  $d_j \in D$ .
- Let  $requires(a_s, c_t)$  represent that action  $a_s \in A$  requires compliance requirement  $c_t \in C$ .
- Let  $T(u_i) \subset C$  represent the set of completed training for a user  $u_i \in U$ .
- Let  $assoc(d_j, u_i)$  denote that document  $d_j$  is associated with user  $u_i$ .
- Let  $upload(u_i, d_j)$  represent the action of user  $u_i \in U$  uploading document  $d_j \in D$ .
- Let  $performAction(u_i, a_s, d_j)$  represent that user  $u_i \in U$  performs action  $a_s \in A$  on document  $d_j \in D$ .

## 9.2 Formal Expressions

1.  $\forall u_i \in U, \forall d_j \in D, \forall r_k \in R, \forall a_s \in A :$   

$$hasRole(u_i, r_k) \wedge permitted(r_k, a_s, d_j) \implies performAction(u_i, a_s, d_j)$$
2.  $\forall u_i \in U, \forall c_t \in C :$   

$$(requires(a_s, c_t) \wedge a_s = sign \implies (c_t \in T(u_i)) \implies performAction(u_i, a_s, d_j))$$
3.  $\forall u_i \in U, \forall d_j \in D :$   

$$(loc(u_i) \in L) \implies upload(u_i, d_j)$$
4.  $\forall u_i \in U, \forall d_j \in D :$   

$$(loc(u_i) \notin L) \implies \neg upload(u_i, d_j)$$
5.  $\forall u_i \in U, \forall d_j \in D :$   

$$sign(u_i, d_j) \implies assoc(d_j, u_i)$$
6.  $\forall u_i \in U, \forall c_t \in C, \forall u_m \in U :$   

$$(manages(u_m, u_i) \wedge c_t \notin T(u_i)) \implies notify(u_m, u_i)$$

## 9.3 Functional Requirements

- FR1. System should support at a minimum the docx, xlsx, and pdf file formats for upload and viewing.
- FR2. Documents in this system must be synchronized with Sharepoint, this means any changes in this system must be reflected in the corresponding Sharepoint document, and any changes to the document in Sharepoint must be reflected in this system.
- FR3. The system should have different access levels depending on the type of user. Only Admin users should be able to change access permissions of other users and have read and write accesses to all documents in the system. Contractors/general users should only have read access to documents and be able to sign documents.
- FR4. The current site, work order number, job details, and entry/exit time of contractors should be visible to admin users in the system.

## 10 Look and Feel Requirements

### 10.1 Appearance Requirements

LF-AP1. The colour palette of the application should align with other applications used by the city of Hamilton.

**Rationale:** Aligning with the look of current applications at the city of Hamilton creates a consistent feel for current employees using the application.

### 10.2 Style Requirements

LF-ST1. The application should have a responsive design which considers different screen sizes and orientations.

**Rationale:** The application may be used on a variety of different devices and therefore must be able to account for varying screen sizes and orientations.

## 11 Usability and Humanity Requirements

### 11.1 Ease of Use Requirements

UH-EU1. Users between the ages of MIN\_AGE and MAX\_AGE, regardless of technical expertise, must be able to discover at least 70% of the web application functionality within 10 minutes of being introduced to the system without any explanation or training.

**Rationale:** Usability is of high importance to the users of the system. They will be mainly non-technical and must be able to learn and use the system quickly if it is to be of any value to them.

UH-EU2. The system should provide undo options or warnings for irreversible actions and 95% of users should successfully use these features when prompted.

**Rationale:** It is important to provide users of the systems with confirmations or warnings to prevent errors and if they do happen, make it easy to recover from them.

## 11.2 Personalization and Internationalization Requirements

N/A

## 11.3 Learning Requirements

UH-LR1. Users between the ages of MIN\_AGE and MAX\_AGE should not take more than 10 minutes to learn a feature of the web application after it is discovered.

**Rationale:** A well designed system should give the user the most amount of functionality while being easy to understand. Users will be able to be productive with the system in a short amount of time, reducing frustration.

UH-LR2. Users between the ages of MIN\_AGE and MAX\_AGE should be able to complete the system onboarding tutorial or walkthrough within 5 minutes, and 80% of users should report feeling confident in using the system afterward.

**Rationale:** It is important that users are able to understand system documentation quickly to reduce mental overhead and increase productivity.

## 11.4 Understandability and Politeness Requirements

UH-UP1. The application must not contain symbols or allusions that may be offensive or politically charged.

**Rationale:** As the system is to be used by people of diverse backgrounds and in a professional setting, it is important to keep a professional and neutral tone.

UH-UP2. System error messages should clearly explain the issue and suggest a resolution within 2 sentences. 90% of users between the ages of MIN\_AGE and MAX\_AGE should report understanding the error and being able to resolve the issue without external support.

**Rationale:** Useful system feedback is crucial since users need to know what the system is doing and how it interprets their input in order to determine next steps.

## **11.5 Accessibility Requirements**

TBD may be in constraints.

## **12 Performance Requirements**

### **12.1 Speed and Latency Requirements**

*Insert your content here.*

### **12.2 Safety-Critical Requirements**

*Insert your content here.*

### **12.3 Precision or Accuracy Requirements**

*Insert your content here.*

### **12.4 Robustness or Fault-Tolerance Requirements**

*Insert your content here.*

### **12.5 Capacity Requirements**

*Insert your content here.*

### **12.6 Scalability or Extensibility Requirements**

*Insert your content here.*

### **12.7 Longevity Requirements**

*Insert your content here.*

## **13 Operational and Environmental Requirements**

### **13.1 Expected Physical Environment**

OE-PE1. Application should be functional in City of Hamilton, Water Division sites and offices.

### **13.2 Wider Environment Requirements**

OE-WE1. Application should be functional on Mobile and Desktop web browser layouts.

OE-WE2. Application should be able to run on Chrome, Microsoft Edge, and Mobile Browsers.

### **13.3 Requirements for Interfacing with Adjacent Systems**

OE-IAS1. Application should integrate with existing SharePoint repositories.

OE-IAS2. Application should be able to provide up-to-date Safety Data Sheets from MySDS.

OE-IAS3. Application should be open for integration with upcoming Work Order tracking system in the city's Enterprise Asset Management software.

### **13.4 Productization Requirements**

N/A

### **13.5 Release Requirements**

OE-REL1. A changelog should be generated with every release documenting changes in features, requirements and fixes made.



- OE-REL2. A release is defined as a Revision. Every revision should be a major deployment of new features and/or fixes into production.
- OE-REL3. Expected release of Revision 0: February 1st, 2024
- OE-REL4. Expected release of Revision 1: March 30th, 2025

## 14 Maintainability and Support Requirements

### 14.1 Maintenance Requirements

- MS-MTN1. A deployment of the system should take no more than 30 minutes (not including testing, and building time).
- MS-MTN2. The build time of the system should be no longer than 10 minutes (not including testing time).
- MS-MTN3. All automated tests should be able to run in under 10 minutes
- MS-MTN4. The system should have rigorous unit testing, line coverage should be  $\geq 95\%$ , branch coverage should be  $\geq 90\%$ .
- MS-MTN5. All core functionalities of the system (i.e. Functional Requirements), should have both automated end-to-end and unit testing corresponding to them
- MS-MTN6. The project must be able to be maintained by its users, as original developers will not be maintaining it after April 2, 2025.

### 14.2 Supportability Requirements

- MS-SUP1. The application should have user-facing documentation on how to use the core functionalities of the system (i.e. functionalities described in functional requirements).
- MS-SUP2. The application should have documentation for all API's for future maintainers.
- MS-SUP3. The application should have documentation of internal functions and abstractions for future maintainers.

MS-SUP4. The application should have documentation on deployment, so users can deploy this application for themselves.

### **14.3 Adaptability Requirements**

MS-ADP1. The application must be able to run on at least Google Chrome and Microsoft Edge browsers.

MS-ADP2. The application must be able to run on tablets, smartphones, and laptops.

MS-ADP3. The application must be able to run on Android, IOS, and Windows 10

## **15 Security Requirements**

### **15.1 Access Requirements**

*Insert your content here.*

### **15.2 Integrity Requirements**

*Insert your content here.*

### **15.3 Privacy Requirements**

*Insert your content here.*

### **15.4 Audit Requirements**

*Insert your content here.*

### **15.5 Immunity Requirements**

*Insert your content here.*

## **16 Cultural Requirements**

### **16.1 Cultural Requirements**

*Insert your content here.*

## **17 Compliance Requirements**

### **17.1 Legal Requirements**

*Insert your content here.*

### **17.2 Standards Compliance Requirements**

*Insert your content here.*

## **18 Open Issues**

*Insert your content here.*

## **19 Off-the-Shelf Solutions**

### **19.1 Ready-Made Products**

Currently there exist many document management systems (i.e. Google Docs, Sharepoint). However, They miss some of the clients major requirements. The city wants to be able to integrate with their work order management system to show the status of a work order that is associated with any given document, but existing solutions do not provide this capability. They also want to be able to verify that people were at a given site, when completing work, which again there isn't a ready made product to do.

### **19.2 Reusable Components**

We can use Sharepoint as file storage, since the city wants Sharepoint and this system to be in sync, and storing the files in two seperate locations and

then syncing them will introduce a lot of overhead. Instead, all files can just be stored on Sharepoint.

### **19.3 Products That Can Be Copied**

N/A

## **20 New Problems**

### **20.1 Effects on the Current Environment**

1. The application should recognize and interact with existing systems in a way that complements rather than competes with them. It should leverage existing data and processes instead of recreating or duplicating them. It should only introduce new workflows or tasks when no suitable existing solution is in place.
2. If an existing business process can handle a particular task more effectively, the application should delegate that task rather than attempt to perform it redundantly.

### **20.2 Effects on the Installed Systems**

1. The application should not change or interfere with the host system's configuration, performance, or files except for the necessary input and output operations.
2. When interacting with other systems, the application should only retrieve necessary data and send data if required, but only as specified, without altering or influencing the external systems' operations or configurations.

### **20.3 Potential User Problems**

1. The user may not have access to the internet.
2. The user may not have a device which can run the application.

3. The user may not be comfortable with giving the application permission to view their location.
4. The user may not follow the intended flow for the system.
5. The user may forget to logout or end their session when leaving site.

## **20.4 Limitations in the Anticipated Implementation Environment That May Inhibit the New Product**

N/A

## **20.5 Follow-Up Problems**

1. Business processes might change, changing the requirements of the application.
2. New software solutions may be introduced which make some features redundant.
3. Regulations may change adding or removing requirements.

# **21 Tasks**

## **21.1 Project Planning**

Project deliverables should be completed by the deadlines given in the course outline. GitHub will be used to track project milestones and tasks. Tasks will be assigned to individual team members or to groups. All work will be reviewed by other members of the team before being committed to the project. Feedback received from stakeholders, TAs, or the professor will be implemented in the project, and requirements will be changed accordingly.

Task 1. Set-up codebase and begin development of project.

Task 2. Work on documentation and deliverables.

Task 3. Get feedback from stakeholders, TAs, and the professor and implement suggested changes.

## 21.2 Planning of the Development Phases

1. *Proof of Concept*: Will start development after October 9th, 2024. Aim to complete by November 4th.
2. *Rev. 0*: Aim to complete by February 1st, 2024.
3. *Rev. 1*: Aim to complete by March 30th, 2024.
4. *Future revisions*: TBD

## 22 Migration to the New Product

### 22.1 Requirements for Migration to the New Product

MI-NP1. The system must be compatible with existing user roles in Active Directory.

**Rationale:** Compatibility with existing business rules is needed to ensure migration can be completed in a short period of time without having to defined new roles.

### 22.2 Data That Has to be Modified or Translated for the New System

MI-TR1. Information stored on paper must be digitized for consumption for the system.

**Rationale:** Some content that the system is to consume has not yet been digitized. It will have to be digitized before the system is able to use it.

## 23 Costs

The cost for the application should not exceed \$750 unless approved by the professor and the stakeholders for the project.

It is expected that the team will spend 40 man-hours per week on the project until its completion.

Item	Cost	Description
Cloud Services	\$ TBD	Amazon Web Services (AWS)
Domain Name	\$ TBD	TBD

## 24 User Documentation and Training

### 24.1 User Documentation Requirements

*Insert your content here.*

### 24.2 Training Requirements

*Insert your content here.*

## 25 Waiting Room

*Insert your content here.*

## 26 Ideas for Solution

*Insert your content here.*

## Appendix — Reflection

### 26.1 Symbolic Parameters

$MIN\_AGE = 18$

$MAX\_AGE = 70$

The information in this section will be used to evaluate the team members on the graduate attribute of Lifelong Learning. Please answer the following questions:

1. What knowledge and skills will the team collectively need to acquire to successfully complete this capstone project? Examples of possible knowledge to acquire include domain specific knowledge from the domain of your application, or software engineering knowledge, mechatronics knowledge or computer science knowledge. Skills may be related to technology, or writing, or presentation, or team management, etc. You should look to identify at least one item for each team member.
2. For each of the knowledge areas and skills identified in the previous question, what are at least two approaches to acquiring the knowledge or mastering the skill? Of the identified approaches, which will each team member pursue, and why did they make this choice?