

Requirements

Version: 1.0

Functional Requirements:

- The system shall have a home-page which has top-level access to all available pages on the website.
- The system shall display information based on the available in-home care services, point of contact information, and customer experiences. This will reduce time needed to gather relevant information about the office servicing the Baltimore-Towson area.
- The system shall provide up-to-date contact information for Kathy, reducing the time necessary for customers to speak with her about services under special circumstances.
- The system shall provide a form-based interface for customers to schedule in-home care services, sending an auto-generated email to both Kathy and the customer via email. This should reduce the need for customers to call Kathy when they have a specific service and time/date in mind.
- The system shall provide an anti-spamming service to prevent bots from overloading the site with fake requests. This feature shall not interfere with the overall functionality of the page.
- The system shall provide an interface for administrators to update site contents when necessary. This will allow for changes to quickly be made when necessary.

Non-functional requirements:

- The system shall be operational at least 99.9% of the time, with roughly only 9 hours of downtime per year.
- The system shall provide a secure, encrypted connection for all pages on the site.
- The system shall be able to handle 1000 simultaneous requests at any given time it is running.
- The system shall have all software up-to-date for reliability, performance, and security.
- The system shall provide isolated interfaces for users and administrators.
- The system shall provide a simple interface for users and administrators alike.