**Incident Reporting System Requirements**

**Overview**

SFU Security would like to create a new incident reporting system from scratch. The main purpose is to be able to create incident reports around all 3 campus areas: Surrey, Burnaby, and Vancouver. This system should be useable by multiple concurrent users with different permission levels. A mobile-friendly version for those out in the fields while also having a Desktop or Web application version for those working in offices. The new system must be able to create detailed incident reports that can be revisited to fill in further details if necessary. Furthermore, the system will likely need two-way communication with dispatchers and on-duty security to notify of current incidents. This system will be separate from their existing system; therefore, it requires a brand-new database and server.

**Users**

* Dispatchers
* Guards
* Security Supervisors
* Students (Nice to have)
* Lone workers (separate project?)

**Must-have features**

* Creation and updating detailed incident reporting system
* Support 40 concurrent users
* Two-way communication between office workers and on-field workers
* Database storing massive amounts of information of incidents
* All data must be encrypted

**High-priority features**

* Desktop/Web application and mobile, portable version
* Tiered access system identifying administrators and regular users
* Sorting staff and teams
* Involvement of different organizations
* No duplicate reports

**Nice-to-have features**

* Student application
* Lone worker application
* Offline mode
* Map?
* Pie chart?

**Incident Report System Information requirements**

* File #
* Activity #
* User ID of creator
* Pictures/ Videos
* People involved
* External Organizations involved
* Vehicles involved
* Items involved
* Caller name
* Caller Contact #
* Type of Incident
* Building
* Room #
* Space Type
* Department
* Service Request
* DESCRIPTION
* EXECUTIVE SUMMARY