A close-up of a logo

Description automatically generated

**School of Computing and Digital Technologies**

**Software Architecture and Design**

**(55-608809)**

**Software Architecture and Design Document**

**Project:**  Complaint Management System (CMS)

|  |  |
| --- | --- |
| **Name** | **ID** |
| **Thomas Grout** | c3034731 |

**Date: 13/10/2025**

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# Introduction

## Overview

# Solution Architecture

## Non-Functional Requirements

|  |  |  |  |
| --- | --- | --- | --- |
| **ID** | **Theme** | **Description** | **Priority (MoSCoW)** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

## C4 Context Diagram (level 1)

Put context diagram or equivalent with explanation.

## C4 Container Diagram (level 2)

Put container diagram or equivalent with explanation.

## Technology Stack

A brief list of the different technologies to be employed in the project.

# Solution Design

## User Interface Design

In this section you should include Wireframes. They should be consistent with the user stories and the non-functional requirements (especially usability requirements)

## C4 Component Diagram (level 3)

## C4 Code Diagrams (level 4)

* Structural diagram
* Behavioural diagram

## API endpoints

Document your APIs here if your design is service oriented. If your design is monolithic ignore this.

## Data Design

Include diagrams and description of the project data design.

## Security Considerations

Discuss security measures considered in your design; this may include authentication (SSO, multi factor authentication etc.), authorisation (role-based access) , encryption ( data level) etc.

# Appendix 1: Transparency Declaration Statements

If you take help of generative AI, please declare it here.

# Appendix 2: Refined User Stories

If you feel appropriate you may want to refine the user stories provided in the case study. You may take help of generative AI. If you take help, please acknowledge that. You can also refer to SHUDev Process template to refine user stories

# Appendix 3: Use Cases

Identify use cases from the information provided in the case study. You may take help of generative AI. If you take help, please acknowledge that.

# Appendix 4: Architecture Decision Records

Include one key ADR example here.

Add Link to GitHub repository that includes all project ADRs.

## 

# Appendix 5: Incorporation of Formative Feedback

Write here about evaluation of Formative Feedback and Actions Taken in Response to Feedback.

Table 1 - Weekly Feedback

|  |  |  |
| --- | --- | --- |
| **Week #** | **Feedback** | **Response** |
| **1** |  |  |
| **2** |  |  |
| **3** |  |  |
| **4** |  |  |
| **5** |  |  |
| **6** |  |  |
| **7** |  |  |
| **8** |  |  |
| **9** |  |  |
| **10** |  |  |
| **11** |  |  |
| **12** |  |  |

# Appendix 6:

Use if needed. You can include github link , information needed to augment your architecture or design or anything else you may feel relevant.

# References