Group 2

BSSE 08th Batch

Institute of Information Technology

University Of Dhaka

**PHARMACY MANAGEMENT SYSTEM**

Software Requirement Specification

**PHARMACY MANAGEMENT SYSTEM**

**SUBMITTED TO**

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**LETTER OF TRANSMITTAL**

00th December 2017

Dr. Kazi Muheymin-Us-Sakib

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**Subject: Submission of term report on “Pharmacy Management System”**

Sir

With due respect, we are submitting the report on the above topic you assigned to us. In this report, we have given our best effort albeit some shortcomings.

We earnestly hope that you would excuse our errors and oblige thereby.

Sincerely yours

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**ABSTRACT**

The study is made for Pharmacy Management System. The scope of the study is to analyse the existing pharmacy management system and to know its functions and drawbacks, and design the SRS of this system. The object of this study is to develop an SRS (software requirements and specification) of Pharmacy Management System.

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**CHAPTER 1: INTRODUCTION**

This chapter is a part of our software requirement specification for the project “Pharmacy Management System”. In this chapter we focus on the intended audience for this project.

**1.1 PURPOSE**

This document briefly describes the Software Requirement Analysis of Pharmacy Management System. It contains functional, non-functional and supporting requirements and establishes a requirements baseline for the developing the system. The SRS holds the requirements are independent, uniquely numbered and organized by topic. The SRS serves as a platform to forward user requirements to the developer and provides a common reference point for both the developer team and the stakeholder community. The SRS will evolve over time as users and developers work together to validate, clarify and expand its contents.

**1.2 INTENDED AUDIENCE**

This SRS is intended for several audiences including the customers as well as the project managers, designers, developers, and testers.

* The customer will use this SRS to verify that the developer team has created a product that the customer finds acceptable.
* The project managers of the developer team will use this SRS to plan milestones and a delivery date, and ensure that the developing team is on the right track when developing the system.
* The designers will use this SRS as a basis for creating the system’s design. The designers will continually refer back to this SRS to ensure that the system they are designing will fulfill the customer’s demands.
* The developers will use this SRS as a basis for developing the system’s functionality. The developers will link the requirements defined in this SRS to the software they create to ensure that they have created a software that will fulfill all of the customer’s documented requirements.
* The testers will use this SRS to derive test plans and test cases for each documented requirement. When portions of the software are complete, the testers will run their tests on that software to ensure that the software fulfills the requirements documented in this SRS. The testers will again run their tests on the entire system when it is complete and ensure that all requirements documented in this SRS have been fulfilled.

**1.3 CONCLUSION**

This analysis of the audience helped us to focus on the users who will be using our analysis. This document will help each and every person related to this project to perceive the subject matter of the project.

**CHAPTER 2: INCEPTION OF PMS**

In this chapter, the Inception part of the SRS will be discussed briefly.

**2.1 INTRODUCTION**

The renowned genius Albert Einstein has said, “If I had an hour to solve a problem I’d spend 55 minutes thinking about the problem and 5 minutes thinking about the solution.” This means, it is more necessary to dig deep into the problem rather than jumping to a solution. Developing efficient software falls under the same jurisdiction.

Inception is the first phase of requirements engineering. It defines the scope and nature of the problem. The principle target of this stage is to create a basic understanding of the problem, identify the people involved and comprehend the nature of the solution via communication.

For a clear perception of the software requirements, a groundwork is established involving the following steps:

* Listing down the stakeholders
* Recognizing multiple viewpoints
* Working towards collaboration
* Breaking the ice and initiating communication

**2.1.1 LISTING DOWN THE STAKEHOLDER**

According to Sommerville and Sawyer [Som97], “Anyone who benefits in a direct or indirect way from the system which is being developed is a stakeholder.” This implies that stakeholders include end users of the developed software as well as people whose activities might be influenced by the tool. Towards the end of inception, the list of stakeholders is usually larger as every stakeholder is allowed to suggest one or more individuals who might be probable stakeholders for the given problem.

To identify stakeholders we consulted a number of pharmacies in Dhaka, Bangladesh and asked them the following questions:

* Who will be using the product?
* Whose work will this project affect?

We identified the following stakeholders for our project.

* Pharmacy owner
* Employee
* Shareholder
* Supplier
* Developer

**2.1.2 RECOGNIZING MULTIPLE VIEWPOINTS**

The list of stakeholders will contribute to the input when requirements are elicited. Every stakeholder has different views of the system and achieves different benefits when the system is developed.

**PHARMACY OWNER’S AND SHAREHOLDER’S VIEWPOINTS**

* User friendly
* Computer based system
* Minimum maintenance expenditure
* Multiple login system: admin and standard
* Strong authentication
* Error free system
* Salespersons database
* Salespersons working hours recorder
* Notification per sale (to admin only)
* Report of daily transaction history (admin only)
* Cash-memo system
* Expiry date tracker and notification (before 4 months of expiry date)
* Low stock alert
* Recommendation list for medicines having same component
* Search option
* Supplier’s database
* Sorting drugs (and other products) with respect to companies and components
* Future support from developers

**SALESPERSON’S VIEWPOINTS**

* User friendly
* Smartphone based system
* Easy access
* Offline guidance
* Expiry date tracker and notification
* Cash memo system
* Recommendation list for medicines having same component
* Search option for drugs
* Sorting drugs (and other products) with respect to companies and components
* Internet browsing option

**DEVELOPER’S VIEWPOINTS**

* Easy to develop
* No ambiguous requirement
* Keeping it simple and user friendly
* Light weight

**SUPPLIER’S VIEWPOINTS**

* Get notification via SMS or email
* Low complicated system

**2.1.3 WORKING TOWARDS COLLABORATION**

Each of the stakeholder constituencies (and non-stakeholder constituency) contributes to the requirement engineering process. The greater the numbers of interactions with multiple stakeholders, the higher is the probability of inconsistency, conflicts and clashes of viewpoints. In such circumstances, requirement engineers finalize the requirements following some steps, which are listed below.

* Finding out the commonality and the conflicting points of stakeholders
* Categorizing stakeholders
* Listing down the requirements based on the stakeholder’s priority points

**COMMON POINTS**

* User friendly
* Expiry date tracker and notification
* Low stock alert
* Cash memo system
* Recommendation list for medicines having same component
* Search option for drugs
* Sorting drugs (and other products) with respect to companies and components
* Supplier’s database

**CONFILICTING POINTS**

* Device
* High security
* Budget
* Easy access

**FINAL REQUIREMENTS**

* User friendly system
* Strong authentication
* Offline guidance
* Expiry date tracker and notification
* Cash memo system
* Recommendation list for medicines having same component
* Search option for drug
* Sorting drugs (and other products) with respect to companies and components
* Multiple login system: admin and standard
* Salesperson working hours recorder
* Notification per sale (to admin only)
* Report of daily transaction history (to admin only)
* Low stock alert
* Restrict access to functionality of the system based upon user roles

**2.1.4 COMMUNICATION INITIATION**

In requirements engineering, the involved individuals can be broadly divided into two clusters: the developers and the stakeholders. Coming from different backgrounds, it will be obvious that these two parties will have different points of views regarding the problem. The stakeholders have more knowledge on facing the problem. Meanwhile, the developers are experienced with providing computerized solutions. Thus, in order to obtain an efficient solution to the problem, it is important to ‘loosen up’ or ‘break the ice’ between the two groups.

Following the ideal guidelines of requirement engineering, some context free questions were asked. The context free questions help throwing light on the stakeholders of the project. The next set of questions includes the context itself so that a better understanding of the problem is obtained. The stakeholder is encouraged to voice out his/her opinions about an alternate solution and also provide recommendations to the developer’s suggestions. The final set of questions focuses on the communication activity itself.

**2.2 CONCLUSION**

The intense hours of developing a software is fruitful only if the users are benefitted and satisfied. Jumping into coding, right after signing up for a project throws both the clients and the developers into the risks of failure. A successful project demands a better perception of the problem. The best and easiest way to sketch out the hints of a solution is to interact with those encountering the problem itself. This is where inception phase comes.

Inception phase has given us the opportunity to create a basic understanding of the problem and perceive an abstract idea of the nature of the solution. Direct interaction with the stakeholders made us come across core points of a solution and realize the effectiveness of communication between two parties. We believe that our groundwork will help us implement an efficient solution to the problem.

**CHAPTER 3: ELICITATION OF PMS**

After discussing on the Inception phase, we need to focus on the Elicitation phase. So this chapter specifies the Elicitation phase.

**3.1 INTRODUCTION**

The second phase of requirements engineering is elicitation. The main task of elicitation is to combine elements of problem solving, elaboration, negotiation and specification. Gathering information from stakeholders regarding the problem was not sufficient to design the software. The problems that arose, were encountered following the principles of elicitation.

**3.2 ELICITING REQUIREMENTS**

Stakeholders works together to identify the problems, propose elements of solutions, negotiate different approaches and specify an initial set of solution requirements. This approach is sometimes called Facilitated Application Specification Technique (FAST). Elicitation has some sub-phases which are:

* Collaborative Requirements Gathering
* Quality Function Deployment
* Usage Scenario
* Elicitation Work Products

**3.2.1 COLLABORATIVE REQUIREMENTS GATHERING**

During inception, basic questions and answers established the scope of the problem and overall protection of a solution. However, some problems persisted about scope as the boundary of the system was ill defined and the customers have stated some unnecessary confusing detail. Also, customers/stakeholders don’t have a proper understanding about the abilities of the computing environment which results in further discussion regarding the problem domain and product requirements. The requirements were put under revolution by doing following task:

* Meetings were conducted with stakeholders (owners and salespersons) and we went into further investigation about their requirements and expectations.
* They were inquired about the problems with existing workflow.
* The final requirement list was derived at the end of the meeting.

**3.2.2 QUALITY FUNCTION DEPLOYMENT**

Quality Function Deployment (QFD) is a quality management technique that translate the need of the clients into technical requirements for software. The prime concern of the QFD is customer’s satisfactions maximization. In order to ensure this, QFD enforces in understanding of what customer describe as ‘valuable’ and then deploy these values throughout the engineering process.

QFD defines three types of requirements:

* Normal Requirements
* Expected Requirements
* Exciting Requirements

**3.2.2.1 NORMAL REQUIREMENTS**

Normal requirements refer the objectives and the goals that are stated for the product during the meeting with stakeholders. The presence of these requirements ensures the satisfaction of the customers. The normal requirements for the project are stated below:

* Low storage alert
* Expire date alert
* Cash memo
* Recommendation list
* Daily transaction history
* Internet searching
* Login system

**3.2.2.2 EXPECTED REQUIREMENTS**

Requirements that are implicit to the system might not be brought up during the meeting because of their fundamental nature. Despite being not explicitly mentioned, their presence must be ensured. Otherwise, the product will leave customers dissatisfied. These requirements are called expected requirements and these are stated below:

* Database
* Login type (Administrator/Standard)
* Email validity check
* Internet connection

**3.2.2.2 EXCITING REQUIREMENTS**

Factors that go beyond the customer’s expectations and prove to be satisfying when present exciting requirements, exciting requirements are the so called ‘wow factor’ for our project:

* Notification message/email
* Recommendation list
* Graph generation based on monthly profit/loss
* Monthly transaction graph

**3.2.3 USAGE SCENARIO**

Pharmacy Management System (PMS) is an automated system for the following purposes:

* Authentication
* Stock Management
* Financial Management
* Information System
* Human Resources Management

**3.2.3.1 AUTHENTICATON**

When the user opens the software options for sign up/registration, sign in and account recovery is be displayed. These activities related to accessing the system fall under the category of authentication.

**REGISTRATION/SIGN UP: DATA ENTRY**

The owner registers himself/herself as the administrator of the system. The information he/she has to enter at the time of registration includes: full name, username, contact number, email, present address, permanent address, password, investments, NID, one backup question and its corresponding answer. The administrator has the sole authority to register salespersons and shareholders in the system. To enlist a salesperson to the system, the following data must be provided: full name, username, password, contact number, email, date of recruitment, salary, National ID number, date of birth, present and permanent addresses. The following information must be given when registering a shareholder: full name, username, password, present and permanent addresses, contact number, email, National ID number, investment/share amount. It must be noted that the administrator himself/herself assigns the username and password for a shareholder/salesperson at the time of registration.

**REGISTRATION/SIGN UP: VALIDITY CHECKING AND STORING INFORMATION**

At the time of data entry, there would be a validity check. The password must contain minimum 8 characters and maximum 20 characters including at least one digit. The format of e-mail, password and contact number is verified at the time of input. Confirmation code of four digits is sent to valid phone number and email address. Before confirming registration, the system asks for the code. Correct entry of code results in account creation. The registration information of the individual is stored in Database.

**SIGN IN**

When the user wants to “sign-in”, he/she is directed to the login page. He/she enters his/her respective username and password. The entered data is matched with the corresponding data stored in Database. If entered data matches the stored data, the user gains access to the system. The first login time of a salesperson is recorded on a daily basis.

**ACCOUNT RECOVERY**

If the user fails to recall his/her password and/or username, he/she can directly choose the “account recovery” option. Otherwise, he/she can try five times. If the entered password is incorrect on the 5th attempt, the user will be directed to the account recovery. In case of the administrator, the system presents him/her of previously saved backup questions. If the answers to the backup questions match with the answers stored in Database, a confirmation code is sent to the administrator’s phone and email address. On the other hand, salespersons and shareholders are asked to enter their contact number and email address. If contact number and email address match with the contact number and email address stored in Database, the system sends the confirmation code to that number. Then, the system prompts the user to enter the confirmation code. The confirmation code is valid for 3 hours upon delivery. If the user enter the valid confirmation code within the given period, he/she then will be able reset his/her password and/or username.

**SIGN OUT**

When a user attempts to sign out, the system prompts user for unsaved data, if there remains some unsaved data. If the user is salesperson, the last logout time will be recorded every day.

**3.2.3.2 STOCK MANAGEMENT**

The stock of a pharmacy includes drugs, first aid products, hygiene products and minimal medical tools. The following attributes of products will be stored in Database: product name, product ID or PID, product type, component, company name, cost price, manufactured date, expiry date, discount, sale frequency. Products can be searched by the product name, company name and component name by salesperson and administrator. One of the most important issues in pharmacy management is to keep record of expiry dates of products. A carton of products whose expiry date will come in four months and another carton of the same product whose expiry date comes in a year can be in the stock. In order to reduce wastage, the pharmacy tries to sell the products whose expiry dates are nearer. For this reason, products are displayed by their expiry date.

**STOCK RESERVE AND TRANSACTION UPDATE**

At the beginning, the admin performs the task of updating the stock reserve. After salespersons are added to the system, they will update the stock upon receiving the products delivered by the supplier. The salesperson also updates the stock information after every sale. After every update, system will show pop-up for successful update.

**PRODUCT RENEWAL AND EXCEPTION**

Products can also go missing (due to accidents, political conflicts, extortion, theft, natural disasters). The drop in stock will also be recorded in Database by salesperson. Again due to less demands and sales, expiry dates of the products in the stock may pass. In these circumstances, the salesperson will update the decrement and notify the admin. Sometimes, supplier allows the return of expired products and provides new products in return or even may give products for free.

**3.2.3.3 FINANCIAL MANAGEMENT**

The business of a pharmacy starts with an initial investment or principal which will be stored in the system. The cash details are stored as assets, creditor's amount, debtor's amount and profit. The daily transactions are handled by the salesperson. When a customer pays for a product, the salesperson updates the cash. The transaction information for product sale is stored by the following attributes: transaction ID or TID, product name, product ID or PID, quantity, date, username (of salesperson). The salesperson also notifies the administrator for paying the supplier. Administrator clears the dues with the cash in the shop and performs the update in the system.

An administrator will give the salespersons their salaries. Besides salaries, there are maintenance expenditures, for example, shop rent, electric bill. All these expenditures are treated as transaction which contain the following attributes: expenditure transaction id or ETID, expenditure transaction type or ET-type, expenditure transaction amount, username (salesperson when paying him/her), date and remarks.

The administrator or shareholders may desire to increment/decrement their shares in the business or withdraw their profits. The administrator can withdraw cash and update the system anytime. However, the shareholder notifies the administrator for cash withdrawal. During profit withdrawal, share increment/decrement, the sum of money to be deducted/added is entered as transaction.

Sometimes, loss is incurred from political clashes, extortions, accidents, natural disaster. The salesperson sends notification to the administrator regarding the loss. The administrator keeps record of the amount of the losses in Database with the date of the incident.

**3.2.3.4 INFORMATION SYSTEM**

The salesperson cannot remember all the products that need to be delivered, which products have their expiry dates nearby, which supplier to contact for which product, how many products have gone missing due to unavoidable circumstances. Also, a salesperson lacks the authority to help a customer by selling a product with due and purchasing a product from a person who is not a supplier who has a deal/contract with the owner. The information management system assists and aids the salesperson in overcoming the problem of recalling everything.

The number of products in the stock decreases naturally after every sale. The salesperson updates the stock regularly after the purchase. When the products reach a certain number (determined by the administrator), the database generates a low stock alert and notify the salesperson. The salesperson sends request to supplier for products. The system shows whether the request has been sent successfully or not.

As stated before, Database keeps record of the expiry date of products. The administrator sets a time period before the expiry date for each product. When a product reaches that date, Database sends “expiry date alert” notifications to the salesperson and administrator.

Sometimes customers are unable to give full payment of purchased products. In these circumstances, a salesperson will enter customer data including: customer name, phone no, National ID number, address, due amount, date of due occurrence, due product name and send a notification to owner for the product sold with pending due. Database stores the customer details.

At times, individuals/customers want to sell products purchased from another pharmacy. The salesperson will seek the owner’s permission by sending a request. If owner grants the permission, pharmacy purchases the product checking the expiry date and updates the stock.

There are cases when a customer may be in need of a product that is unavailable at the respective pharmacy and neighbouring ones as well. For such incidents, the salesperson sends message to the owner over the software about the customer and the product in need. The admin grants/denies the request for future purchase.

The pharmacy can also fall victim to extortion or accidents. The salesperson sends messages of the products lost in these cases to the admin.

The information system also contains the daily transaction history, product sale frequency, graph based on monthly profit/loss and monthly transaction graph. The administrator can see all the all these information and the shareholder can only see the monthly profit/loss graph and monthly transaction report if he/she wants.

**3.2.3.5 HUMAN RESOURCES MANAGEMENT**

The system supports 3 kind of users: Administration, Salesperson and Shareholder. Besides these individuals, every pharmacy has suppliers who provide products on demand. The administrator exercises the power to include or exclude individuals involved. He/she also has the ability to edit the individual’s information. When adding salespersons, shareholders and suppliers to the system, the details of the individuals will be stored. These details include full name, address, email, contact number, joining date, investment (for shareholder only). Besides these information, company name, company email, company contact number, company address are stored in case of suppliers. All these data are entered by the owner. When owner removes anyone, information will be removed from Database and their access to the system will be denied onwards.

**3.2.4 ELICITATION WORK PRODUCT**

At first we have to know whether the output of the Elicitation task may vary because of the dependency on the size of the system or the product to be built. Here, the Elicitation work product includes:

* Making a statement of our requirements for the Pharmacy Management System.
* Making a bounded statement of scope for our system.
* Making a list of users and other stakeholders who participated in the requirements elicitation.
* A set of usage scenarios that provide insight into the use of the system.
* Description of the system’s technical environment.

**CHAPTER 4: SCENARIO BASED MODELING OF PMS**

This chapter describes the Scenario Based Model for the Pharmacy management System.

**4.1 INTRODUCTION**

When developing software, user satisfaction is given the highest priority. The effective method to identify the requirements to establish meaningful analysis and design model is by determining how end user and other actor wants to interact with the system. Thus, requirements being with scenario generation in the form of use cases, activity diagrams and swim lane diagrams.

**4.2 DEFINITION OF USECASE**

A Use Case captures a contract that describes the system behaviour under various conditions as the system responds to a request from one of its stakeholders. In essence, a Use Case tells a stylized story about how an end user interacts with the system under a specific set of circumstances. A Use Case diagram simply describes a story using corresponding actors who perform important roles in the story and makes the story understandable for the users.

The first step in writing a Use Case is to define that set of “actors” that will be involved in the story. Actors are the different people that use the system or product within the context of the function and behaviour that is to be described. Actors represent the roles that people play as the system operators. Every user has one or more goals when using system.

**PRIMARY ACTOR**

Primary actors interact directly to achieve required system function and derive the intended benefit from the system. They work directly and frequently with the software.

**SECONDARY ACTOR**

Secondary actors support the system so that primary actors can do their work. They either produce or consume information.

**4.3 USE CASE DIAGRAMS**

Use case diagrams give the non-technical view of overall system.

**4.3.1 LEVEL – 0 USE CASE DIAGRAM – PMS**

Figure – 1: Level 0 use case diagram – PMS.

**Name: Pharmacy management system**

**ID: PMS – L – 0**

**Primary Actors: Administrator, Salesperson, Shareholder, Database**

**Secondary Actor: Supplier**

**DESCRIPTION OF USE CASE DIAGRAM LEVEL – 0:**

After analysing user story we found five actor who will directly use the system as a system operator. Primary actors are those who will play action and get reply from the system whereas secondary actors only produce or consume the information.

Following are the actors of Pharmacy Management System:

* Administrator – Admin (Primary)
* Shareholder – SH (Primary)
* Salesperson – SP (Primary)
* Database – DB (Primary)
* Supplier (Secondary)

**4.3.2 LEVEL – 1 USE CASE DIAGRAM – SUBSYSTEM**

Figure – 2: Level 1 use case diagram – Subsystem.

**Name: Subsystem of PMS**

**ID: PMS – L – 1**

**Primary Actors: Administrator, Salesperson, Shareholder, Database**

**Secondary Actor: Supplier**

**DESCRIPTION OF USE CASE DIAGRAM LEVEL – 1:**

There are five subsystems in Pharmacy Management System. These are:

* Authentication
* Stock Management
* Financial Management
* Information system
* Human Resource Management

**4.3.3 LEVEL – 1.1 USE CASE DIAGRAM – AUTHENCATION**

Figure – 3: Level 1.1 use case diagram – Authentication.

**Name: Authentication of PMS**

**ID: PMS – L – 1.1**

**Primary Actors: Administrator, Salesperson, Shareholder, Database**

**Secondary Actor: N / A**

**DESCRIPTION OF USE CASE DIAGRAM LEVEL – 1.1:**

Authentication is the process of determining whether someone or something is, in fact, who or what it is declared to be. The authentication subsystem of PMS can be divided into four parts. These are:

* Sign up
* Sign in
* Sign out
* Account recovery

**4.3.4 LEVEL – 1.1.1 USE CASE DIAGRAM – SIGN UP**

Figure – 4: Level 1.1.1 use case diagram – Sign up.

**Name: Sign up**

**ID: PMS – L – 1.1.1**

**Primary Actors: Administrator, Database**

**Secondary Actor: N / A**

**DESCRIPTION OF USE CASE DIAGRAM LEVEL – 1.1.1:**

* **Primary Actors:** Administrator, Database.
* **Secondary Actors:** Salesperson, shareholder.

**1.1.1.1 DATA ENTRY AND VALIDY CHECK**

* **Primary Actor:** Administrator.
* **Secondary Actor:** N / A.

**ADMINISTRATOR’S ACTION / REPLY:**

* **Action:** Administrator will enter data during sign up.
* **Reply:** System will receive data and show whether the entered data is valid or not.

**1.1.1.2 STORE INFORMATION**

* **Primary Actor**: Database.
* **Secondary Actors:** N / A

**DATABASE’S ACTION / REPLY**

* **Acton:** Store valid data.
* **Reply:** Show data successfully stored or not.

**SIGN UP: DESCRIPTION**

The system will hold 3 kinds of accounts. These are:

* Administrator
* Salesperson
* Shareholder

**DATA ENTRY AND VALIDY CHECK**

The owner will register himself / herself as the administrator of the system. The registration involves the entering of the following data:

* Full name
* User name
* Password
* Contact number
* Email
* Present Address
* Permanent Address
* NID
* Backup question and answer

The administrator will create account for the each of the salesperson. The following information of the salesperson will be stored:

* Full name
* User name
* Password
* Contact number
* Email
* Present address
* Permanent address
* Recruitment date
* Salary
* NID
* Date of birth

The administrator will also include shareholders in the system. The registration of the shareholder will include the following attributes:

* Full name
* User name
* Password
* Contact number
* Email
* Present address
* Permanent address
* NID
* Joining date
* Share amount

The password must contain minimum 8 characters and maximum 20 characters including at least a digit. Confirmation codes will be sent to the valid phone numbers and email addresses.

**STORE INFORMATION**

After validity check all the data will be stored in the database and every registered individual will be able to log in to the system.

**4.3.5 LEVEL – 1.1.2 USE CASE DIAGRAM – SIGN IN / SIGN OUT**

Figure – 5: Level 1.1.2 use case diagram – Sign in / Sign out.

**Name: Sign in / Sign out**

**ID: PMS – L – 1.1.2**

**Primary Actors: Administrator, Salesperson, Database**

**Secondary Actor: Shareholder**

**DESCRIPTION OF USE CASE DIAGRAM LEVEL – 1.1.2:**

* **Primary Actor:** Administrator, Salesperson, Database
* **Secondary Actor:** Shareholder

**1.1.2.1 ACTION AND / OR DATA ENTRY & VALIDY CHECK**

* **Primary Actor:** Administrator, Salesperson.
* **Secondary Actor:** Shareholder.

**ACTION / REPLY:**

* **Action:** User will enter whether he / she wants to sign in or sign out. If he / she wants to sign in the he / she should enter his / her username and password.
* **Reply:** System will receive data and show whether the entered data is valid or not and based on valid data the system will permit the user to sign in / out.

**1.1.2.2 SAVE STATE INFORMATION**

* **Primary Actor**: Database.
* **Secondary Actors:** N / A

**DATABASE’S ACTION / REPLY**

* **Acton:** In case of logout shows prompt to user for unsaved data.
* **Reply:** Data will be saved if the user enters otherwise not.

**SIGN IN / SIGN OUT: DESCRIPTION**

The system will be displayed differently to the different type of the user upon signing in.

**DATA ENTRY**

The user will enter his or her username and password. Correct input results in successful log in to the system.

**VALIDITY CHECK**

Entered data will be checked with the data stored in the database.

**SAVE STATE INFORMATION**

In case of a salesperson, the first sign in time of a particular day will be saved in the database. During sign out time, active transaction / process will be displayed. The last sign out time will also be recorded. The running process will either be terminated or saved based on the user's choice.

**4.3.6 LEVEL – 1.1.2 USE CASE DIAGRAM – ACCOUNT RECOVERY**

Figure – 6: Level 1.1.3 use case diagram – Account recovery.

**Name: Sign in / Sign out**

**ID: PMS – L – 1.1.3**

**Primary Actors: Administrator, Salesperson, Shareholder, Database**

**Secondary Actor: N / A**

**DESCRIPTION OF USE CASE DIAGRAM LEVEL – 1.1.2:**

* **Primary Actor:** Administrator, Salesperson, Shareholder, Database
* **Secondary Actor:** N / A

**ACTION / REPLY:**

* Action: The user will request for account recovery.
* Reply: The system will provide necessary steps to recover account.

**1.1.3.1 INPUT ENTERING**

* **Primary Actor:** Administrator, Salesperson, Shareholder
* **Secondary Actor:** N / A

**ACTION / REPLY:**

* **Action:** The user will request for account recovery.
* **Reply:** In case of administrator backup question will be displayed and other types of user will be asked to enter their valid contact number / email address.

**1.1.3.2 VALIDATION**

* **Primary Actor:** Database
* **Secondary Actor:** N / A

**ACTION / REPLY:**

* **Action:** Match the entered data with the database.
* **Reply:** Send confirmation code (to shareholder / salesperson) or authentication information (to administrator).

**1.1.3.3 CONFIRMATION**

* **Primary Actor:** Salesperson, Shareholder
* **Secondary Actor:** N / A

**ACTION / REPLY:**

* **Action:** User enters the confirmation code.
* **Reply:** Users will be allowed to reset their username and password.

**4.3.7 LEVEL – 1.2 USE CASE DIAGRAM – STOCK MANAGEMENT**

**Name: Stock management**

**ID: PMS – L – 1.2**

**Primary Actors: Salesperson, Database**

**Secondary Actor: Administrator**

Figure – 7: Level 1.2 use case diagram – Stock management.

**DESCRIPTION OF USE CASE DIAGRAM LEVEL – 1.2:**

* **Primary Actor:** Salesperson, Database
* **Secondary Actor:** Administrator

**1.2.1 STOCK RESERVE**

* **Primary Actor:** Salesperson, Administrator
* **Secondary Actor:** Database

**ACTION / REPLY:**

* **Action:** Administrator performs the initial update.
* **Reply:** Update successful or not.
* **Action:** Salesperson updates the stock upon supplier’s delivery and regular transaction.
* **Reply:** Database will successfully update the stock upon supplier’s delivery in the inventory and will show pop up.

**1.2.2 TRANSACTION RESERVE**

* **Primary Actor:** Salesperson
* **Secondary Actor:** Database

**ACTION / REPLY:**

* **Action:** After every transaction salesperson will update the stock.
* **Reply:** System will update the database with the quantity of products and will show pop – up.

**1.2.3 PRODUCT RENEWAL**

* **Primary Actor:** Salesperson, Database
* **Secondary Actor:** N / A

**ACTION / REPLY:**

* **Action:** Database will check expiry date of product.
* **Reply:** If expire date has passed, the stock will be decremented in Database.
* **Action:** If supplier allows the return of the expired products and provides new products in return, salesperson performs the update.
* **Reply:** Database will be updated.

**1.2.4 EXCEPTION**

* **Primary Actor:** Salesperson
* **Secondary Actor:** Database

**ACTION / REPLY:**

* **Action:** Salesperson will check whether the pharmacy has encountered any loss or missing products.
* **Reply:** Salesperson will update the database.
* **Action:** If supplier provides free products and then salesperson will perform the update.
* **Reply:** Database will be updated.

**STOCK MANAGEMENT: DESCRIPTION**

Stock management is one of the core functions of the pharmacy management system. Automating this will greatly help all the individuals of the pharmacy management system.

The stock of pharmacy includes drugs, first aid products, minimal medical tools etc. The following attributes of the products will be stored in the database:

* product name
* product type
* component
* component’s company name
* manufacturing date
* expiry date
* discount
* cost price

**STOCK RESERVE**

At the beginning of the business the owner will perform the initial stock update. Afterwards, the HR will update upon receiving the products delivered by the suppliers.

**TRANSACTION UPDATE**

When a customer buys product the stock decreases. This decrease will be tracked via update performed by salesperson after each sale.

**PRODUCT RENEWAL**

The database will keep record of expiry date of products. If the expiry date of unsold products passes then the no of products in the stock will be decremented. If a supplier exchanges fresh products for the expired ones, HR will perform the update.

**EXCEPTION**

Products can go missing due to accident, political conflict, extortion, theft, natural disasters etc. The salesperson will perform update for the missing products. If supplier provides free medicines for sale salesperson will update the stock.

**4.3.8 LEVEL – 1.2 USE CASE DIAGRAM – FINANCIAL MANAGEMENT**

Figure – 8: Level 1.3 use case diagram – Financial management.

**Name: Financial management**

**ID: PMS – L – 1.3**

**Primary Actors: Administrator, Salesperson, Database**

**Secondary Actor: Shareholder**

**1.3.1 INITIAL INVESTMENT**

* **Primary Actor:** Administrator
* **Secondary Actor:** Database

**ACTION / REPLY:**

* **Action:** Administrator enters his / her principal amount in the system at the start of the business.
* **Reply:** The system will record the principle in Database.

**1.3.2 MONEY TRANSACTION**

* **Primary Actor:** Salesperson
* **Secondary Actor:** Database

**ACTION / REPLY:**

* **Action:** The customer will pay to salesperson, salesperson will update cash.
* **Reply:** The system will update Database.
* **Action:** Salesperson will pay dues of the suppliers on behalf of the Administrator.
* **Reply:** System will record the expenditure in Database.

**1.3.3 MAINTENANCE COST**

* **Primary Actor:** Administrator, Database
* **Secondary Actor:** Salesperson

**ACTION / REPLY:**

* **Action:** Administrator will pay Salesperson’s salary.
* **Reply:** Database will be updated for the money withdrawal to pay Salesperson’s salary.
* **Action:** Check whether the owner has paid shop rent.
* **Reply:** If the owner has paid, then the rent will be deducted from cash database.
* **Action:** Check if miscellaneous costs have been paid off.
* **Reply:** Costs will be deducted from cash database upon payment.

**1.3.4 SHARE OR PROFIT MANAGEMENT**

* **Primary Actor:** Administrator, Database
* **Secondary Actor:** Shareholder

**ACTION / REPLY:**

* **Action:** Owner withdraws profit/portion of investment for himself / shareholder.
* **Reply:** System will record deduction in Database.
* **Action:** Administrator / shareholder increases his / her shares in the business.
* **Reply:** System will record the increment in Database.

**1.3.5 EXCEPTION**

* **Primary Actor:** Administrator, Database
* **Secondary Actor:** Salesperson

**ACTION / REPLY:**

* **Action:** Administrator will enter date of loss incurred from extortion, political clashes etc.
* **Reply:** System will record this in Database.

**FINANCIAL MANAGEMENT: DESCRIPTION**

The most important part of a business is its finance management. We split it into the following:

**INITIAL INVESTMENT**

The administrator will enter his principal into the software. The database will record the investment.

**MONEY TRANSACTION**

Business is all about purchasing and selling. HR will receive money from the customer and pay dues to suppliers on behalf of the owner. While performing these tasks, database cash information will be updated.

**MAINTENANCE COST**

Administrator pays off Salesperson’s salary, Database will be updated every time money withdrawn to pay off dues. The system will check if the Administrator has paid shop rent or not. When the Administrator pays the rental expenditure deducted from cash. A pharmacy store can have many costs – electric bill, internet bill, phone bill, water bill etc. Administrator will check if payment has been done. Upon payment, the database will update the cash information.

**SHARE OR PROFIT MANAGEMENT**

Administrator and shareholder may desire to increase / decrease their shares in the business or withdraw profit. The Administrator can withdraw or invest any time. A shareholder depends on the Administrator to behave these monetary tasks performed.

**EXCEPTION**

Loss can be incurred from political clashes, extortions, natural disaster etc. The monetary losses will be recorded in the database.

**4.3.9 LEVEL – 1.4 USE CASE DIAGRAM – INFORMATION SYSTEM**

Figure – 9: Level 1.4 use case diagram – Information System.

**Name: Information System**

**ID: PMS – L – 1.4**

**Primary Actors: Salesperson, Database**

**Secondary Actor: Administrator, Supplier**

**1.4.1 PRODUCT DELIVERY REQUEST**

* **Primary Actor:** Salesperson
* **Secondary Actor:** Supplier

**ACTION / REPLY:**

* **Action:** Salesman will request for products to the supplier.
* **Reply:** System will show if the request has been successfully sent or not.

**1.4.2 ALERT NOTIFICATION**

* **Primary Actor:** Salesperson, Database
* **Secondary Actor:** N / A

**ACTION / REPLY:**

* **Action:** System will track the number of products in stock.
* **Reply:** System will send a low stock alert to the salesperson.
* **Action:** System will track the products whose expiry date will come In a few months (the number of months is determined by the administrator).
* **Reply:** System will send expiry date alerts to the salesperson.

**1.4.3 TRANSACTION NOTIFICATION**

* **Primary Actor:** Salesperson, Database
* **Secondary Actor:** N / A

**ACTION / REPLY:**

* **Action:** Transactions are conducted.
* **Reply:** System will show completion of the transaction.

**1.4.4 SEEKING PERMISSION**

* **Primary Actor:** Salesperson, Administrator
* **Secondary Actor:** N / A

**ACTION / REPLY:**

* **Action:** Salesperson will ping the owner for exceptional cases.
* **Reply:** Message will be sent to the owner.
* **Action:** Administrator will get a notification for permission.
* **Reply:** Permission will be given or denied.

**INFORMATION SYSTEM: DESCRIPTION**

Exchange of information is a normal thing in day-to-day life. In pharmacy management, information is sent over the system in the form of notifications.

**PRODUCT DDELIVERY REQUEST**

The salesperson will request the supplier for fresh products. The supplier will receive the request via text message from the system.

**ALERT NOTIFICATION**

Stock products decrease in number after the sales, these are recorded by Database. Database also records the expiry date of products. Database will send notifications to the salesperson of products that are low in stock. The number of remaining products for which the system will send notification is determined by the owner. Database also sends notifications to the salesperson for products whose expiry dates are approaching. The Administrator fixes the time before the expiry date based on which system will generate a notification.

**TRANSACTION NOTIFICATION**

In pharmacy, transactions occur on a regular basis. Each of these transactions is recorded by the database.

**SEEKING PERMISSION**

Sometimes customers are unable to give a full payment of purchased products. In these circumstances, a salesperson will enter customer data including customer name, contact no, NID, address and send a permission request for the customer’s due. The administrator can accept or deny the request. If the administrator accepts the request, the customer can get the product with due pending.

Sometimes customers want to sell products brought from another pharmacy. The salesperson will seek the administrator’s permission by sending a request to the administrator via the software. If administrator grants permission, pharmacy purchases the product checking the expiry date and updates the stock.

The pharmacy can fall victim to extortion, accidents. The salesperson will inform the administrator of these incidents via notification.

Sometimes a customer may be in need of a product that is not available in the pharmacy. For such cases, the salesperson will send permission request over the software. Administrator will grant / deny the purchases request.

**4.3.10 LEVEL – 1.5 USE CASE DIAGRAM – HR MANAGEMENT**

Figure – 10: Level 1.5 use case diagram – Human Resource Management.

**Name: Human Resource Management**

**ID: PMS – L – 1.5**

**Primary Actors: Administrator, Database**

**Secondary Actor: Salesperson, Supplier, Shareholder**

**1.5.1 SALESPERSON MANAGEMENT**

* **Primary Actor:** Administrator, Database
* **Secondary Actor:** Salesperson

**ACTION / REPLY:**

* **Action:** Administrator will include / exclude salesperson.
* **Reply:** The information will be stored / removed from the database.

**1.5.2 SUPPLIER MANAGEMENT**

* **Primary Actor:** Administrator, Database
* **Secondary Actor:** Supplier

**ACTION / REPLY:**

* **Action:** Administrator will include / exclude suppliers.
* **Reply:** The information will be stored / removed from the database.

**1.5.3 SHAREHOLDER MANAGEMENT**

* **Primary Actor:** Administrator, Database
* **Secondary Actor:** Shareholder

**ACTION / REPLY:**

* **Action:** Administrator will include / exclude shareholder.
* **Reply:** The information will be stored / removed from the database.

**HR MANAGEMENT: DESCRIPTION**

Aside from Administrator, a pharmacy has salesperson, suppliers, and shareholder. For effective administration, we are including human resource management as a software requirement.

The Administrator is the supreme power in a small sale business. His / her authority gives him / her the right to include or exclude individuals. When including salesperson, suppliers, shareholder’s personal details of the individuals will be stored. Personal details name, contact number, address, email, investment (for shareholder), joining date, National Id. The administrator will enter all the information.

**4.4 ACTIVITY DIAGRAMS**

**ACTIVITY DIAGRAM – 1: AUTHENTICATION**

Among the three types of users, only the Administrator is able to request for sign up. The three types of users are able to request for sign in and account recovery.

Figure – 11: Level 1 Activity diagram – Authentication.

**ACTIVITY DIAGRAM – 1.1: SIGN UP**

The administrator is the only actor for sign up activity diagram.

Figure – 12: Level 1.1 Activity diagram – Sign up.

**ACTIVITY DIAGRAM – 1.2: SIGN IN**

The three types of users can sign in through this process.

Figure – 13: Level 1.2 Activity diagram – Sign in.

**ACTIVITY DIAGRAM – 1.3: ACCOUNT RECOVERY**

The three types of users can recover their accounts through this process.

Figure – 14: Level 1.3 Activity diagram – Account recovery.

**ACTIVITY DIAGRAM – 2: STOCK MANAGEMENT**

The administrator and the salesperson are the main actor for stock management activities.

Figure – 15: Level 2 Activity diagram – Stock management.

**ACTIVITY DIAGRAM – 2.1: STOCK RESERVATION**

Figure – 16: Level 2.1 Activity diagram – Stock reservation.

**ACTIVITY DIAGRAM – 2.2: TRANSACTION**

Figure – 17: Level 2.2 Activity diagram – Transaction (Product).

**ACTIVITY DIAGRAM – 2.3: PRODUCT RENEWAL**

The system will perform this work (automatically).

Figure – 18: Level 2.3 Activity diagram – Product renewal.

**ACTIVITY DIAGRAM – 3: FINANCIAL MANAGEMENT**

Figure – 19: Level 3 Activity diagram – Financial management.

**ACTIVITY DIAGRAM – 3.1: MAINTENANCE**

Figure – 20: Level 3.1 Activity diagram – Maintenance.

**ACTIVITY DIAGRAM – 3.2: MONEY TRANSACTION**

Figure – 21: Level 3.2 Activity diagram – Money transaction.

**ACTIVITY DIAGRAM – 3.3: SHARE / PROFIT MANAGEMENT**

Figure – 22: Level 3.3 Activity diagram – Share / profit management.

**ACTIVITY DIAGRAM – 4: NTIFICATION MANAGEMENT**

Figure – 23: Level 4 Activity diagram – Notification management.

**ACTIVITY DIAGRAM – 5: HUMAN RESOURCE MANAGEMENT**

Figure – 24: Level 5 Activity diagram – Human resource management.

**4.5 SWIM LANE DIAGRAMS**

**SWIM LANE DIAGRAM – 1: SIGN UP**

Figure – 25: Level 1 Swim lane diagram – Sing up.

**SWIM LANE DIAGRAM – 2: SIGN IN**

Figure – 26: Level 2 Swim lane diagram – Sing in.

**SWIM LANE DIAGRAM – 3: SIGN OUT**

Figure – 27: Level 3 Swim lane diagram – Sing out.

**SWIM LANE DIAGRAM – 4: ACCOUNT RECOVERY**

Figure – 28: Level 4 Swim lane diagram – Account recovery.

**SWIM LANE DIAGRAM – 5: STOCK RECOVERY**

Figure – 29: Level 5 Swim lane diagram – Stock recovery.

**SWIM LANE DIAGRAM – 6: STOCK TRANSACTION**

Figure – 30: Level 6 Swim lane diagram – Stock transaction.

**SWIM LANE DIAGRAM – 7: PRODUCT RENEWAL**

Figure – 31: Level 7 Swim lane diagram – Product renewal.

**SWIM LANE DIAGRAM – 8: MONEY TRANSACTION**

Figure – 32: Level 8 Swim lane diagram – Money transaction.

**SWIM LANE DIAGRAM – 9: SHARE AND PROFIT MANAGEMENT**

Figure – 33: Level 9 Swim lane diagram – Share and profit management.

**SWIM LANE DIAGRAM – 10: MAINTENANCE**

Figure – 34: Level 10 Swim lane diagram – Maintenance.

**SWIM LANE DIAGRAM – 11: NOTIFICATION**

Figure – 35: Level 11 Swim lane diagram – Notification.

**SWIM LANE DIAGRAM – 12: HR MANAGEMENT**

Figure – 36: Level 12 Swim lane diagram – Human resource management.