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Stakeholder Requests	Date: <03/12/12>
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Revision History

Date	Version	Description	Author
<03/12/12>	<1.0>	Stakeholder request document	Sumit Shrestha / Ruijie Yuan

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Stakeholder Requests

1. Introduction

JagTrack application is an android based application to provide Jag Train/ Jag Bus transportation information to students and employees of University of South Alabama. This document provides necessary information regarding the purpose, scope and requirements needed for the application from the user's point of view. Acronyms, abbreviations, reference and overview are also included in this document to provide further illustration of the requirements.

1.1 Purpose

JagTrack application is an android based application and targeted users are students and employees of USA. The purpose of this document is to gather the information needed to clarify the physical requirements from the user's prospective to build the application.

1.2 Scope

This document includes general interviews with students to regarding their experience of the usage of the Jag Train/Jag Bus to illustrate the user's environment using the facility.

1.3 Definitions, Acronyms, and Abbreviations

1. USA :-University of South Alabama.
2. Jag Train/ Jag Bus :-Jaguar Train/ Jaguar bus (Transportation facility provided by USA inside the college.)
3. People, student, passengers :- Users of the Jag Tran/ Jag Bus and the application.
4. Jag number: Student identification number of USA.

1.4 References

1. USA Jag Tran website: http://www.southalabama.edu/jagtran/
2. General interviews.

1.5 Overview

This document provides the stakeholder profile along with the problems regarding the use of Jag Tran/ Jag Bus. Furthermore, it gives the general background of the solution regarding the problem of the use of facility and highlights the requirements needed for the application based on the interview with stakeholder.

2. Establish Stakeholder or User Profile

- Name: Students   Company / Industry: University of South Alabama
- Job Title: Students
- What are your key responsibilities?

  Students.
- What deliverables do you produce?

  Enrolled in USA for undergraduate, graduate and doctorate program.
- How is success measured?

  Getting the degree from the university.
- What problems interfere with your success?

  Work
- What, if any, trends make your job easier or harder?

  Its hard to manage work and study together. So it would have been easier if we can focus on only study.

3. Assessing the Problem

- For which <application type> problems do you lack good solutions?

  Regarding the Jag Tran/ Jag Bus, reaching class in time using the facility would be a major problem.

- What are they?
  1. Not knowing the exact schedule of Jag Tran i.e. not sure if Jag Tran have arrived or left the stop.
  2. Not knowing if there will be seats available at the time of use.

For each problem, ask:

- Why does this problem exist?
  1. Heavy traffic after the class makes it more difficult to reach on time using the Jag Tran/ Jag Bus.
  2. People might prefer to use Jag Tran/ Jag Bus especially in situations like bad weather condition and number of seats available is not know.

- How do you solve it now?

  Prefer to walk rather than use Jag Tran.

4. Understanding the User Environment

- Who are the users?

  Students and employees of USA.

- What is their educational background?

  At least high school diploma.

- What is their computer background?

  At least basic knowledge (browsing web, word documents etc.)

- Are users experienced with this type of application?

  Based on the use of application like google map, map quest etc. Most of the users are familiar with these kind of application.

- Which platforms are in use?   What are your plans for future platforms?

  The application is based on android platform but can be available as web based and for apple users too in the future.

- Which additional applications do you use that we need to interface with?

  GPS, google map, map quest, etc.

- What are your expectations for usability of the product?

  If students get the necessary information regarding the Jag Tran/ Jag Bus and its route then there will be more users of the application and more students will use the facility.

- What are your expectations for training time?

  Few minutes should be enough to know use of application.

5. Recap for Understanding

- You have told me
  - o Major problem regarding the use of Jag Tran/ Jag Bus facility is not reaching in time for class due to heavy traffic.
  - o The waiting time for a Jag Tran/ Jag Bus is unknown for certain stops.
  - o Number of seats available is not known.

- Does this represent the problems you are having with your existing solution?

It specially affects in case of bad weather.

6. Analyst's Inputs on Stakeholder's Problem (validate or invalidate assumptions)

- *For each suggested problem, ask:*
  - Is this a real problem?

    Based on different situations like weather condition, parking permit provided for certain area only etc. Yes, this is a real problem.

  - What are the reasons for this problem?

    Heavy traffic after the class time and parking allowed for certain areas only are the main reason for this problem.

  - How do you currently solve the problem?

    Currently, only way for the information of route and scheduling of Jag Tran/ Jag Bus is the USA website regarding facility.

  - How would you like to solve the problem?

    Sensors are needed to keep track of Jag Tran/ Jag Bus route and number of available seats.

7. Assessing Your Solution (if applicable)

- What if you could...
  - Put Sensors on every stop to keep track of Jag Tran/ Jag Bus arrival and departure and number of passengers incoming and departing the facility.
  - Use GPS navigator.
- How would you rank the importance of these?

  For Jag Tran/ Jag Bus users, these information will be very helpful.

8. Assessing the Opportunity

- Who needs this application in your organization?

  Students and Employees are the targeted users for this application.

- How many of these types of users would use the application?

  Students with classes on different buildings and handicapped people will often use this application.

- How would you value a successful solution?

  It will be very helpful for the Jag Tran/ Jag Bus users.

9. Assessing Reliability, Performance, and Support Needs

- What are your expectations for reliability?
  1. There should be no system crash.
  2. Accuracy of the information is important.
- What are your expectations for performance?

  System should take less than 2 seconds to answer the user request.

- Will you or others support the product?

  Yes.

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- Do you have special needs for support? What about maintenance and service access?

  Routine maintenance is needed.

- What are the security requirements?

  Users have to sign in their Jag number or employee id to access the application.

- What are the installation and configuration requirements?

  It is an android based application.

- What are the special licensing requirements?

  Application access is limited to students and employees of USA.

- How will the software be distributed?

  Information will be given in the official website of USA.

- What are the labelling and packaging requirements?

  Good compatibility and practical applicability.

9.1 Other Requirements

- Which, if any, regulatory or environmental requirements or standards must be supported?

  Initially application is an android based but will be provided in web service and in apple.

- Can you think of any other requirements we need to know about?

  The application must be user friendly.

10. Wrap-Up

- Are there any other questions I should be asking you?

  1. The feasibility of the system.

- If I need to ask follow-up questions, may I give you a call?

  Yes.

- Would you be willing to participate in a requirements review?

  Yes, I will.

11. Analyst's Summary

1. Performance requirement: The system should provide the result without much delay (i.e. within two seconds.)

2. Reliability requirement: System must be able to handle high traffic of users.

3. Security and availability requirement: Students and employees can access the application using their Jag number or employee id.