

Software Requirement Specification

for
**Online Cleaning System for Byford
Hotels**

Version 1.0

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Revision History

Name	Date	Reasons for Changes	Version

1. Introduction

1.1 Purpose:

The purpose of this software requirement specification is to provide a clear, documented model of requirements for the online cleaning system. The documents serve to provide top level use cases for the admin, supervisor and cleaning staff. They will be using the cleaning system to facilitate proper cleaning of rooms of the Byford Hotels. The system includes the admin subsystem, admin subsystem and cleaning subsystem.

The cleaning system provides a platform for assigning cleaning tasks and reviewing the cleaning tasks done. It helps in eliminating the use of paper and helps in streamlining the process thus helping in reducing the chances of errors.

1.2 Intended Audience:

The document describes the scope, functionality and features of an online cleaning system that will be used by admins, supervisors and staffs in all branches of the Byford Hotels. This document is relevant for people from various technical and non-technical backgrounds. The document outlines various corporate goals, business strategies and design features that are important from a management point of view and can be used by project managers. With detailed analysis of the system design, features, implementation and performance the document proves highly valuable to developers and testers.

Through the rest of the documents one becomes familiarised with the scope of the online cleaning system from the purpose, benefits and business strategies. The context and origin of the product as well as its basic functionality are then explained in relevant detail along with an analysis of different classes, design and implementation. We then detail the interface requirements, build analysis models and examine system features and non-functional requirements.

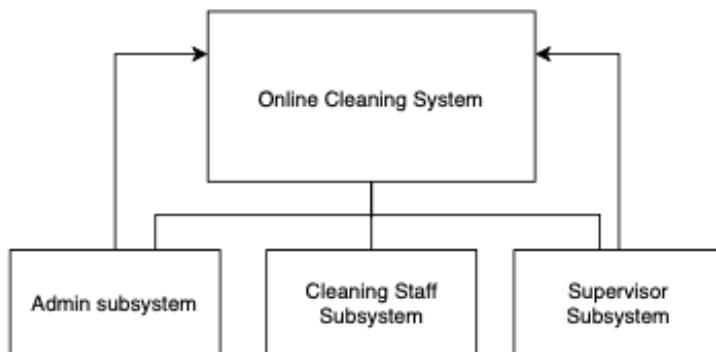
1.3 Product Scope:

The online cleaning system provides a platform to admin, cleaning staff and supervisors to streamline the process of cleaning rooms. The system provides the admin the ability to view reservations and assign rooms to cleaning staff and supervisors to clean and review cleaned rooms respectively. It allows the cleaning staff to input their hours of work and view their schedule. It allows the staff to record the time taken by them to clean the room assigned to them. It allows them to submit a cleaning report once they are done. Similarly, it allows the supervisors to submit a review report once they are done reviewing. Both these reports are viewed by the admin once the process of cleaning and review are done. The system allows the admin to select a single staff for a particular booking and a single supervisor for a particular booking. The system also automatically updates the status of the room from clean to dirty in every 24 hours for rooms that have existing customers so that the cleaning staff assigned to that particular booking are notified. The status of rooms that clients have checked out of are immediately changed from clean to dirty to ensure that when new guests are about to check in the room is cleaned again.

2 Overall Description:

2.1 Product Perspective:

The online cleaning system includes the admin subsystem, supervisor subsystem and cleaning staff subsystem. The cleaning system brings all the cleaning staff, supervisors and admin together to make sure that the process of cleaning and reviewing rooms happens efficiently and eliminates the use of paper. The admin can easily assign the cleaning tasks to staff and review tasks to supervisor according to reservations. Both the cleaning staff and supervisors can view their schedule and finish their tasks on time.



2.2 Product Functions:

Enlisted below are all the major functions supported by the online cleaning system along with the user classes.

- Register - Admin, Supervisor, Cleaning staff
- Log in - Admin, Supervisor, Cleaning staff
- Input available hours - Cleaning staff
- Use Timer (When starting and ending) - Cleaning Staff
- Submit Cleaning Form - Cleaning Staff
- Submit Cleaning Review Form - Supervisor
- Assign Rooms to Staff: Admin
- Assign Type of Cleaning: Admin
- Assign rooms to Supervisor: Admin
- Rating Staff: Supervisor
- View Cleaning Report: Admin
- View Cleaning Review Report: Admin
- View Reservations: Admin
- View Rooms Assigned: Admin
- Input Maintenance Request: Cleaning Staff
- View Schedule: Supervisor, Cleaning Staff
- Log out: Admin, Supervisor, Cleaning Staff
- View Rating: Admin, Supervisor, Cleaning staff

2.3 User Cases and Characteristics:

Admin: He/she is a verified user of the system who is intended to assign work to cleaning staff and supervisor and overlook the work of the supervisor and the cleaning staff. The functions used by the admin are register, log in, assign rooms to staff, assign rooms to supervisor, view cleaning report, view cleaning review report, view reservations, view rooms assigned and view ratings for rooms cleaned.

Supervisor: He/she is a verified user of the system who is intended to review the work done by the cleaning staff and give a rating to them by filling in the cleaning review report. The functions used by the supervisor are register, log in, submit cleaning review form, rating staff, view schedule, log out and view rating.

Cleaning Staff: He/she is a verified user of the system who is intended to clean the rooms of the hotel. The functions used by the cleaning staff include: register, log in, input available hours, use timer, submit cleaning form, input maintenance request, view schedule, log out and view rating.

2.4 Operating Environment:

There are two modes of using the software - mobile applications and web applications. Mobile applications can be run on any android, iOS versions. Web applications can be run on Windows 10: Google Chrome (78 and later); Mozilla Firefox (70 and later); Microsoft Edge (18.18362 and later), Mac OS X: Apple Safari (13.0.1 and later). The internet is a basic necessity to be accessed.

2.5 Assumptions and Dependencies:

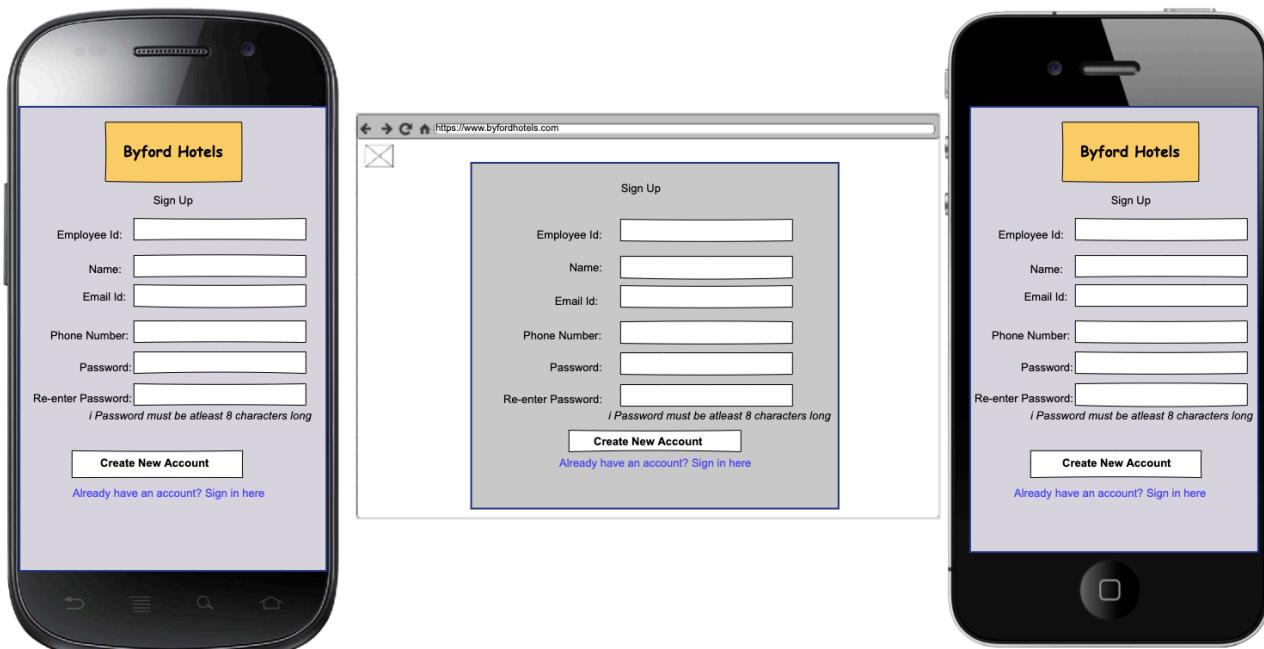
- Under the assumption that a Windows/iOS/Linux based operating system is available with C++/Python working along with a database management software designing a modular view of the system is smooth.
- There is one admin per hotel
- There is more than one supervisor per hotel.
- Each hotel has 200 rooms.

3 External Interface Requirements:

3.1 User Interface:

Register:

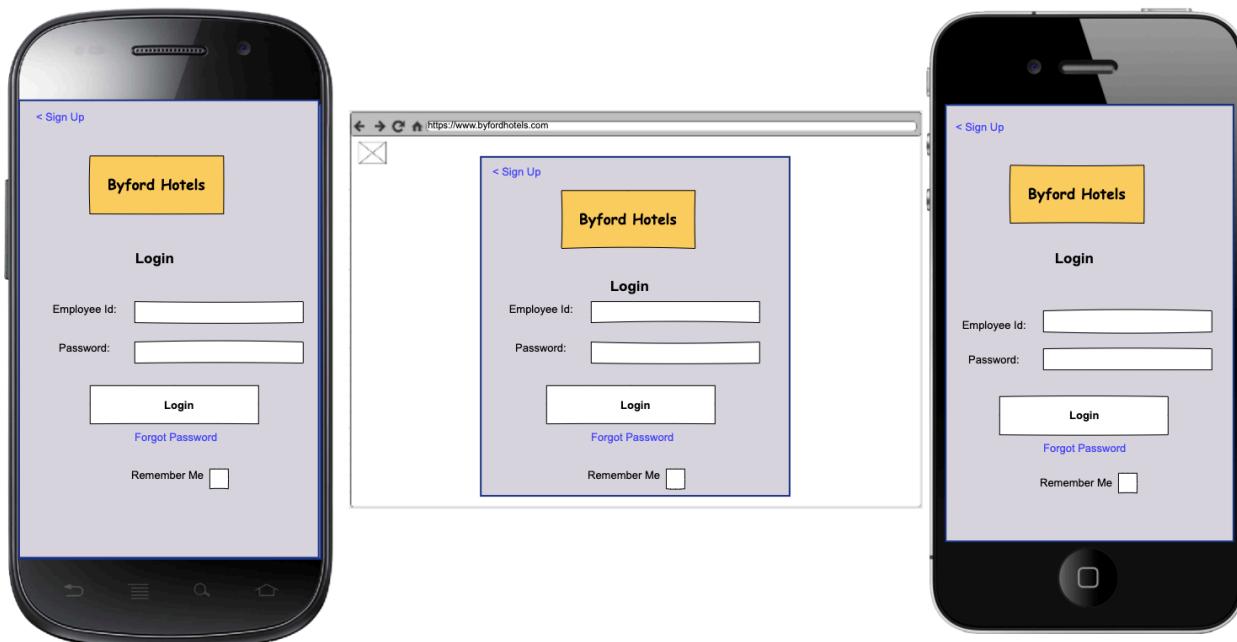
- This page allows the users to create a new account for cleaning staff on the system so that they can become a registered user. The user is asked to provide their employee id, name, email id, phone and password. The constraint on the password field is that the password must have 1 upper case letter, 1 number, 1 special character and 8 characters in total.



- The user is also asked to re-enter the password after which the user can create a new account by clicking on ‘Create New Account’ button.
- There is a sign-in link on this page for users who already have an account. The user shall be taken to the sign-in page after clicking on it.

Login:

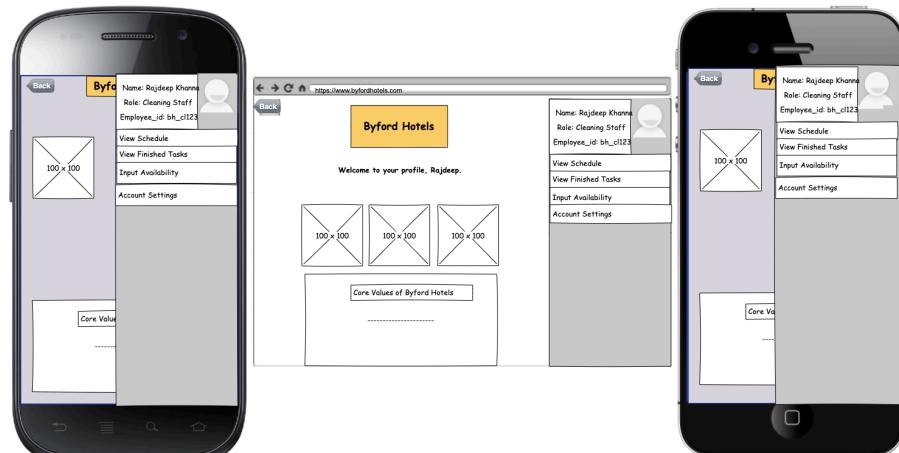
- This page allows the registered users to login to their account.
- The user after entering their employee id and password can click on the login button, if the password and employee id have been entered correctly, the user should be taken to the homepage of the system. Based on the staff level of the employee the user accessibility will differ.
- If the entered employee id or password is incorrect the system displays an error message saying ‘Incorrect employee id or password’.



- There is also a ‘Remember Me’ checkbox which is optional. If the user checks it the system keeps the user signed in.
- The login page also has a forgot password field incase the user has forgotten their password and wants to reset it.
- The login page also has a Sign Up button at the top for new users. Incase the users are not registered they can click on the Sign Up button to create a new account.

Landing page for Cleaning Staff:

- The cleaning staff get access to ‘View Schedule’, ‘View Finished Tasks’, ‘Input Availability’ and ‘Account Settings’.



'View Schedule' for Cleaning Staff:

- The cleaning staff can click on 'View Schedule' to check the rooms assigned to them.
- The 'View Schedule' page allows the cleaning staff to check on a particular date. They can do so by selecting the date from the drop down under and clicking on the 'Get Schedule' button.
- On doing so the system will load the room numbers assigned to them for cleaning as well as the supervisor assigned to them for that particular room as a card based UI.
- On clicking on any of the cards stating the room number and the employee id of the supervisor assigned, a pop-up window appears.
- The pop-up window contains a timer(start and end button) and the button for filling the Cleaning Form.



- The cleaning staff can click on the text button for a particular room and that will open a pop-up window where they can start and end timer to record time taken to clean the room.
- After they are done cleaning the room they can click on the Fill Cleaning Room. The form will appear where the staff will have to fill the checklist of the tasks they did while



cleaning and then they can fill out maintenance input incase anything is broken or needs to be repaired.

- Once done filling the form the user can click on submit and the system will save the form, change the status of the room as clean and notify the assigned supervisor that the room is cleaned and is ready for review.

'View Finished Tasks' for Cleaning Staff:

- The cleaning staff can click on 'View Finished Tasks' from the navigation panel. They can view the finished tasks by selecting the date and then clicking on the Finished Tasks button and the system will load all the tasks they finished on that particular date as a card based UI.



- The card will contain information such as the room number, the supervisor's employee id and the rating, if the review of the cleaning has been done. If not the card will display rating as 'Yet to be reviewed'.

'Input Availability' for cleaning staff:



- The staff can select the shift on a particular date by selecting the ‘Input Availability’ button on the navigation panel. They can select the date for which they want to input their availability and then click on the input availability button.
- They can select the night shift or the morning shift and then click on the submit button.
- They can only input availability upto a week in advance on the system.

Landing Page for the Supervisor:

- The supervisors get access to ‘Rooms Assigned’ and ‘Account Settings’.

‘Rooms Assigned’ for supervisors:

- The supervisor can load the ‘Room Assigned’ page from the navigation panel. Once they select the date and click on the ‘Get rooms Assigned’ button the system will load the rooms assigned to them that day as a card based UI. Every card will display the room number, cleaning staff’s employee id, a pdf of the cleaning report submitted by the cleaning staff, status of cleaning and a review button.
- If the room has been cleaned the status will say ‘Cleaned’, If the room is yet to be cleaned the status will say ‘In process’.



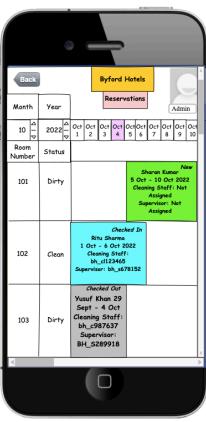
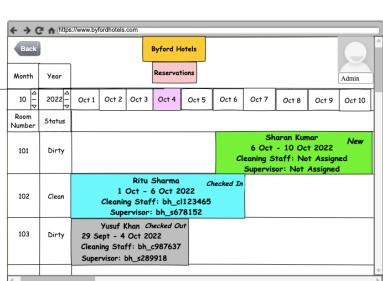
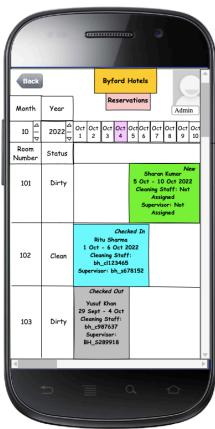
- Once the supervisor has reviewed the room they can click on the Review button and that will load a ‘Cleaning Review Form’. The cleaning review form will have a start rating that the supervisor can fill in and a text box for any review notes for the admin.
- Once the supervisor has filled the form they can click on submit. Once submitted the form must be saved on the system and the admin must be notified that the review for the room has been done and the report should be sent to them.

Landing Page for Admin:

- The admin will get access to ‘Reservations’, ‘Reports’ and ‘Rooms Assigned’ pages.

‘Reservations’ for admin:

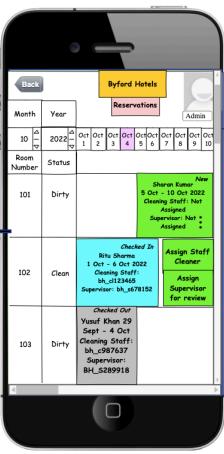
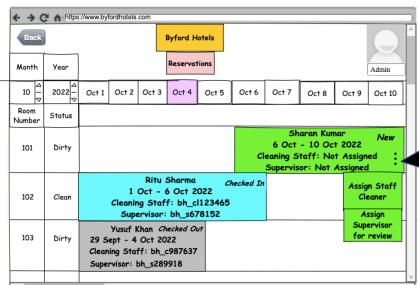
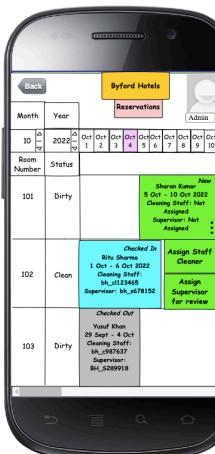
- Admin can view reservations by clicking on the Reservations button on the navigation panel. The system will then load the reservations page.
- The admin can load the reservations by selecting the month and the year from the drop down panel and the system will load the reservations for that particular month.



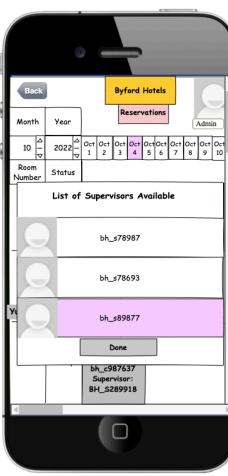
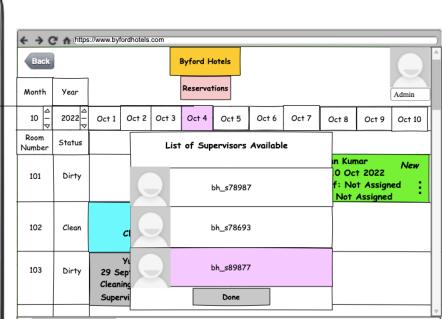
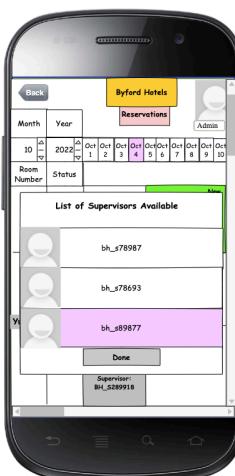
- There will be a row displaying the dates and two columns displaying the room number and the status. The status will be either ‘dirty’ or ‘clean’. The system should automatically change the status of a room that is clean to dirty in ever 24 hours and notify the cleaning staff that has been assigned the room. The system should also automatically change the status of the room from clean to dirty when someone checks

out as the room will have to be cleaned again before new guests arrive.

- The reservations for each room will be shown in slots with the name, start and end dates of reservation, employee id of the cleaning staff assigned and the employee id of the supervisor assigned.



- The reservations that are new will be displayed in green with New written on the top right. The reservations where the clients have checked in will be displayed in blue, with Checked In written on the top right corner.

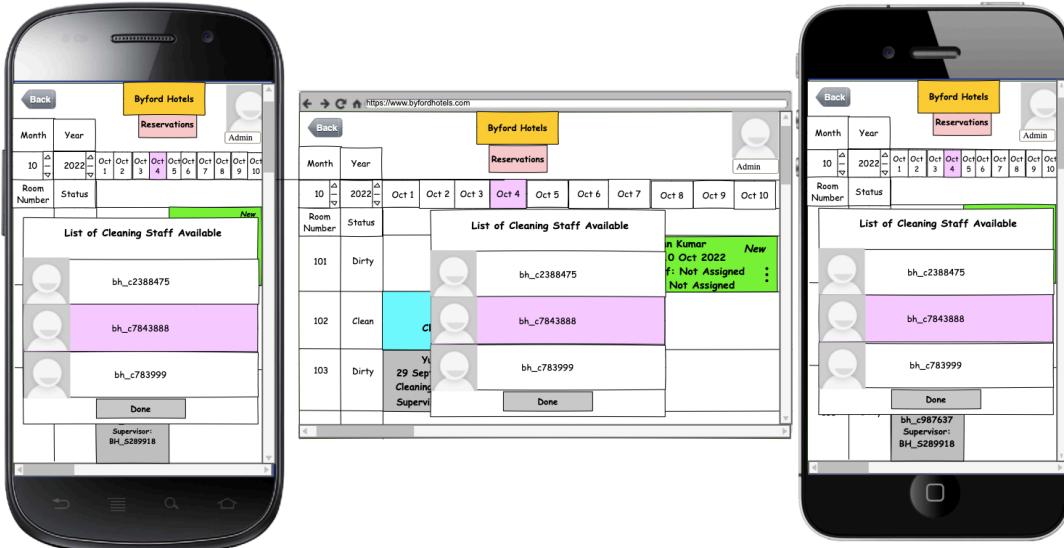


- The reservations that are old and the clients have checked out will be displayed in grey. Checked Out written on the top left corner.

- To assign a cleaning staff the admin can click on the kebab menu button on the bottom right of the reservation slot and then select ‘Assign Staff Cleaner’.
- This will load the cleaners that are available for the duration of that

reservation. The admin can select any cleaning staff and click on the done button.

- Similarly the admin can follow the same procedure to assign a supervisor for a reservation.



Viewing ‘Reports’ for admin:

- The admin can view the cleaning reports and the cleaning review reports submitted by the cleaning staff and the supervisor.
- Once the supervisor fills the reports the admin gets notified and they can open the ‘Reports’ page through the navigation column.
- The admin can select the date and click on the ‘Get Reports’ button and that will load the reports submitted on that day as a card based UI.
- Each card will display the room number, employee id of the supervisor assigned and employee id of the cleaning staff. It will also have a button to load the compiled cleaning report and the cleaning review report in pdf form and to download it.



View ‘Rooms Assigned’ for admin:

- The admin can view the rooms assigned and that are yet to be cleaned and reviewed on the rooms assigned page. They can get the rooms assigned page by clicking on the ‘Rooms Assigned’ button on the navigation panel.
- The admin can select the date from the drop down and click on the ‘Get Rooms Assigned’ button to get the rooms assigned for that day that are yet to be cleaned or reviewed.
- The system will load a card based UI, with each card displaying the room number, the employee id of the supervisor and the employee id of the cleaning staff.



Software Interfaces:

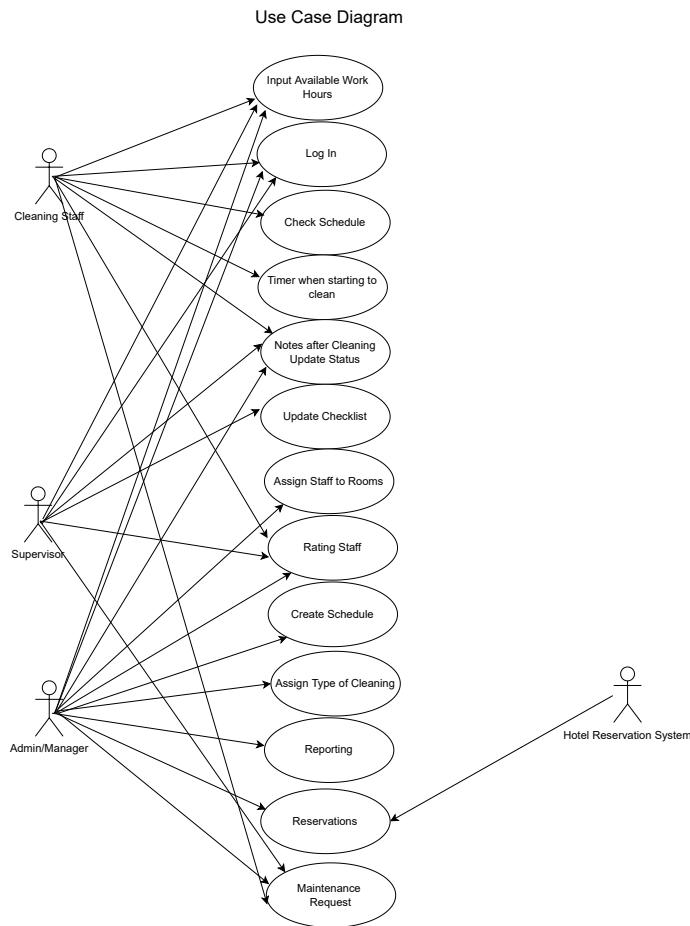
- All the web pages for the online cleaning system are majorly built using development tools like HTML, CSS, Javascript, Bootstrap, PHP, Ajax etc.
- The cleaning system is accessible through the internet on any operating system like Unix, Linux, Mac, Windows, etc.
- The system stores the data in multiple databases. The databases mainly include Oracle database, MySQL database, DynamoDB etc.
- The system should automatically change the status of a room to dirty in 24 hours and/or immediately if clients check out of a room.
- The system should automatically notify the cleaning staff as well as add the room to rooms assigned once the status is converted to dirty.
- The system should automatically notify the supervisor once the cleaning staff has finished cleaning a room.
- The system should automatically notify the admin once a room is done cleaning and review.

3.2 Communication Interfaces:

- The user can access the online cleaning system through the internet by searching the system's name on the web browser.
- The system shall use the HTTP protocol for communication over the internet.

4 Analysis Models

4.1 Use-case Diagram:



5 System Features:

5.1 User Accounts:

5.1.1 Description and Priority:

Users from all subsystems must have an account to get access to the landing pages. The accounts will hold information regarding the name, email id, phone number, employee id and password. The employee id will be given to each employee by the organisation and the system will identify the role of the user in the organisation through the users employee id.

Priority Level: High

5.1.2 Stimulus/Response Sequences:

In the home page users can select the sign up or login button and their type in their credentials for registration or for login respectively. upon matching the required criteria the account will either get created and the login page will be displayed or the user is logged in to his/her account and their landing page is displayed.

5.1.3 Functional Requirements:

REQ -1 Register

- User: Admin, Cleaning staff and Supervisor
- Input: In Sign Up page
 - Admin: enters employee id, name, email id, phone and password.
 - Cleaning Staff: enters employee id, name, email id, phone and password.
 - Supervisor: enters employee id, name, email id, phone and password.
- Output: Successfully registered, the login page is displayed
- Alternate Flows:
 - Incase of repeated/invalid email id or phone number, ask user to re-enter a valid choice.

REQ - 2 Display account details on top of the navigation panel

- User: Admin, Cleaning staff and Supervisor
- Input: Click on the profile picture on the top right of the landing page.
- Output: Displays the name, role and the employee id of the user beside the profile picture.
- Alternative Flow: None

REQ - 3 Login

- User: Admin, Cleaning staff and Supervisor
- Input: On login page
 - Cleaning staff - enters employee id and password
 - Supervisor - enters employee id and password
 - Admin - enters employee id and password
- Output: Successfully logged in, the home page is displayed. Based on the role of the user the access to system will be different and thus all users will have different landing pages.
- Alternative Flow:
 - Incase of invalid employee id or mismatch between employee id and password, ask the user to re-enter a valid credential.

REQ - 4 Logout

- User: Admin, Cleaning staff and Supervisor
- Input: Click 'logout' button in home page
- Output: User is logged out of the account. Login page will be displayed.
- Alternative Flow: none

5.2 Admin features:

5.2.1 Description and Priority:

Admins can assign rooms to the cleaning staff and supervisors based on the reservations made. They can view the reports submitted by the cleaning staff and the supervisors.

They can also view the rooms assigned that are yet to be cleaned.

Priority: High

5.2.2 Stimulus/Response Sequences:

To view the details of reservations for a particular month the admin has to click on the reservations button on the navigation panel and select the month and year from the drop down button and click on the 'Get Reservations' button. The admin can assign rooms to the cleaning staff and the supervisor by clicking on the kebab menu button on the

reservation slot. They can select a cleaning staff/supervisor from the pop-up window and click on the done button to assign it. The admin can also view the reports submitted by opening the reports page from the navigation panel and loading the reports by selecting the date on the drop down menu. The admin can also view the rooms assigned by opening the rooms assigned page from the navigation column.

5.2.3 Functional Requirements:

REQ-1 Open Reservations

- User: Admin
- Input: In the navigation panel
- Click on 'Reservations'
- Select month and year from the drop down menu and click on the get reservations button
- Output: the reservations page successfully opened with the reservation slots for the month of the year selected respectively.
- Alternative flow: none

REQ - 2 Assign supervisor

- User: Admin
- Input: Click on the kebab menu at the bottom right corner of the slots.
- Select Assign supervisor
- Select a supervisor from the pop-up window and click on the done button.
- Output: Room has been successfully assigned to the supervisor.
- Alternative Flow: None

REQ - 3 Assign Cleaning Staff

- User: Admin
- Input: Click on the kebab menu at the bottom right corner of the slots.
- Select Assign Cleaning Staff
- Select a supervisor from the pop-up window and click on the done button.
- Output: Room has been successfully assigned to the CLEANING STAFF.
- Alternative Flow: None

REQ - 4 View Assigned Rooms

- User: Admin
- Input: Click on the Assigned Rooms button on the navigation panel.
- Output: List of rooms assigned that are yet to be cleaned/reviewed.
- Alternative flow: None

5.3 Cleaning Staff Features:

5.3.1 Description and Priority:

The cleaning staff can view their schedule, fill and submit the cleaning form, input availability and view finished tasks to check their ratings.

Priority: High

5.3.2 Stimulus/Response Sequences

The cleaning staff can input their availability by on the input availability page. To open the input availability page the cleaning staff can go to the navigation panel and click on the input availability button. The staff can view the rooms assigned to them on the view schedule page. They can also record the time taken by them to complete cleaning the

room and fill and submit the cleaning form. They can view the ratings for their cleaning on the view finished tasks page.

5.3.3 Functional Requirements:

REQ-1 Upload Availability

- User: Cleaning Staff
- Input: In the navigation panel
- Click on 'Input Availability'
- Select date, month and year from the drop down menu and select the shift and then click on the done button.
- Output: Availability successfully updated in the system.
- Alternative flow: If the staff tried to input availability for a date less than a week away they will get an error message.

REQ - 2 View Schedule

- User: Cleaning Staff
- Input: In the navigation panel
- Click on 'View Schedule'
- Select the date from the drop down menu and click on the get schedule button.
- Output: The system loads the rooms assigned to the user for that day.
- Alternative Flow: None

REQ - 3 Finishing cleaning a room

- User: Cleaning Staff
- Input: Click on the card for the respective room and start timer when beginning to clean.
- Click on the end timer button when done cleaning
- Click on the fill cleaning from button
- Fill the checklist and add maintenance input and click on the submit button.
- Output: Form is successfully submitted, the status of the room is changed to clean and the supervisor gets notified that the cleaning for the room is done.
- Alternative Flow: None

REQ - 4 View Finished Tasks

- User: Staff
- Input: Click on the finished tasks button on the navigation panel.
- Output: List of finished tasks along with the rating given by the supervisor for the cleaning done by the staff.
- Alternative flow: If the room is yet to be reviewed then the rating will be 'Yet to be reviewed'.

5.4 Supervisor Features:

5.4.1 Description and Priority:

The supervisor can view the rooms assigned to them, fill and submit the cleaning review form and view the cleaning form submitted by the cleaning staff.

Priority: High

5.4.2 Stimulus/Response Sequences:

The supervisor can view the rooms assigned to them on the rooms assigned page on the navigation panel. They can view the cleaning form submitted by the cleaning staff and they can fill the cleaning review form once they have reviewed the room.

5.4.3 Functional Requirements:

REQ-1 Get rooms assigned

- User: Supervisor
- Input: In the navigation panel
- Click on 'Rooms Assigned'
- Select date, month and year from the drop down menu and click on the done button.
- Output: System loads the rooms assigned to the supervisor on that day.
- Alternative flow: None

REQ - 2 View Cleaning Report

- User: Supervisor
- Input: On the Rooms Assigned page
- Click on the pdf symbol on the card of the respective room to view the cleaning report.
- Output: The system loads the cleaning report submitted by the cleaning staff in pdf format.
- Alternative Flow: The supervisor can also download the report by clicking on the download button below the pdf symbol.

REQ - Submit Cleaning Review Report

- User: Supervisor
- Input: Click on the review button on the card of the respective room.
- The system loads the cleaning review form, add the rating and review notes if any
- Click on the submit button to submit the form
- Output: System successfully submits the button and notifies the admin.
- Alternative Flow: None

6 Other Nonfunctional Requirements:

6.1 Performance Requirements:

An online cleaning system has many levels of organisation and its overall performance is a confluence of factors that affect all these different levels.

- Information System: The infrastructure and organisation of the information system can crucially affect performance in the following ways
- average response time of web
- failure rate
- average web page creation time
- site maintenance costs

6.2 Safety Requirements:

To ensure user safety, measures must be taken for all users. Users must ensure that they have appropriate antivirus softwares in their system.

Acquiring SSLs certificates are mandatory as this ensures the user that the online system is encrypted.

6.3 Security Requirements:

The user's web browser must never display their password. The system's back-end must never display a user's password and these servers must be accessible to only authenticated administrators.

6.4 Software Quality Attributes:

The system must be interoperable and must work without any compromise in performance and quality in both mobile applications as well as web applications. The main pillar of reliability of the system is the backup of the database which needs to be continuously maintained and updated to reflect the most recent changes. Testing the system on various fronts can be done. Unit testing can be done by taking atomic components of the system, isolating it from the remainder of the code and determining whether it behaves as expected. Program units are combined and tested as a group in multiple ways. Integration testing can expose problems with the interfaces among program components before trouble occurs in real-world program execution. Validation testing focusses on user visible actions and user recognisable output from the system and is said to be successful when software functions in a manner that can be reasonably expected by the user.

6.5 Business Rules:

Given the presence of three subsystems the three users have different levels of privileges - including functionalities.

Some of the functionalities common to the three subsystems are- registration, login and logout.

Some functionalities specific to admin are - assigning rooms to cleaning staff, assigning rooms to supervisor, viewing reports, viewing reservations and assigned rooms.

Some functionalities specific to cleaning staff are - input availability, view schedule, fill cleaning form and view ratings.

Some functionalities specific to supervisor are - viewing rooms assigned, viewing cleaning form and filling cleaning review form.

Appendix: Requirement Traceability Matrix

ID	Ass. ID	Requirement Description	Applicable Roles	Requirement Objective	Specification	Design	Test Cases
1	1.1	Sign up	Admin, cleaning staff, Supervisor	Users need a protected way to register on the system	Finished	Finished	
1	1.2	Login Page	Admin, cleaning staff, Supervisor	Users need a way to easily login to the system	Finished	Finished	
1	1.2.1	Forgot Password Link	Admin, cleaning staff, Supervisor	Users need to be able to reset password if they forget it	Finished	Finished	
1	1.2.2	Remember Me checkbox	Admin, cleaning staff, Supervisor	Users can stay logged in, if they want to.	Finished	Finished	

ID	Ass. ID	Requirement Description	Applicable Roles	Requirement Objective	Specification	Design	Test Cases
1	1.3	Landing Page	Admin, cleaning staff, Supervisor	A start point for all users. All users have different accessibility based on their roles.	Finished	Finished	
1	1.3.1	Navigation Panel	Admin, cleaning staff, Supervisor	A panel that allows the users to navigate to different pages.	Finished	Finished	
2	2.1	View Reservations	Admin	The user must be able to view all the reservations at the hotel for the month and year they have selected in the drop-down menu.	Finished	Finished	
2	2.1.1	Assign Rooms to Cleaning Staff	Admin	The user must be able to assign rooms for cleaning to the cleaning staff.	Finished	Finished	
2	2.1.2	Assign Rooms to Supervisor	Admin	The user must be able to assign rooms for cleaning to the supervisor.	Finished	Finished	
2	2.2	View Reports	Admin	The users must be able to view the cleaning report and the cleaning review report on the reports page.	Finished	Finished	
2	2.3	Download Reports	Admin, Supervisor	The users must be able to download the cleaning report and the cleaning review report on the reports page.	Finished	Finished	
3	3.1	Input Availability	Cleaning Staff	The user must be able to select the shift that they prefer on the inout availability page.	Finished	Finished	
3	3.2	View Schedule	Cleaning Staff	The user must be able to view the rooms assigned to them on the view schedule page.	Finished	Finished	

ID	Ass. ID	Requirement Description	Applicable Roles	Requirement Objective	Specification	Design	Test Cases
3	3.2.1	Use Timer	Cleaning Staff	The user must be able to use the timer to record time taken by them to clean the room.	Finished	Finished	
3	3.2.2	Fill and submit Cleaning Form	Cleaning Staff	The user must be able to fill and submit the cleaning form on the view schedule page.	Finished	Finished	
4	4.1	View Finished Tasks	Supervisor	The user must be able to view all the tasks they have finished on the view finished tasks page.	Finished	Finished	
4	4.1.1	Fill and Submit Cleaning review Form	Supervisor	The user must be able to fill and submit the cleaning review form on the assigned rooms page.	Finished	Finished	
5	5.1	Logout	Admin, Supervisor, Cleaning Staff	The users must be able to successfully log out of their system.	Finished	Finished	