CCAS.4.3 – Software Engineering

ASSIGNMENT 1

**Hotel Management System**

**Requirements Capture**

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| **ID** | **Requirements** | **Type** | **Category** | **Priority** |
| RQ1 | The system shall allow all users (with different roles) to login or log out. | Functional | User Management | M |
| RQ2 | The system shall allow users to make room bookings. | Functional | Room Management | M |
| RQ3 | The system shall issue and provide customers with billing information. | Functional | Billing and Payment | S |
| RQ4 | The system shall allow customers to carry out online payments, or choose otherwise. | Functional | Billing and Payment | S |
| RQ5 | The system shall have check-in and check-out functionality for customers. | Functional | Customer Management | M |
| RQ6 | The system shall allow staff profile management. | Functional | Employee and Admin Management | M |
| RQ7 | The system shall have automated notification functionality (eg: reminders, booking confirmation). | Functional | Notifications & Alerts | C |
| RQ8 | The system shall manage special requests (eg: extra beds, meal preferences). | Functional | Customer Management | S |
| RQ9 | The system shall manage customer complaints/feedback. | Functional | Customer Management | C |
| RQ10 | The system shall display different room types with descriptions. | Functional | Room Management | M |
| RQ11 | The system shall keep track of and manage room availability. | Functional | Room Management | M |
| RQ12 | The system shall allow users to search rooms. | Functional | Booking and Reservation | S |
| RQ13 | The system shall have multilanguage support for customers with different nationalites. | Functional | Employee and Admin Management | S |
| RQ14 | The system shall allow receptionists to manage booking information. | Functional | Employee and Admin Management | M |
| RQ15 | The system shall allow customers to register with their details. | Functional | Customer Management | M |
| RQ16 | The system shall generate financial and managerial reports for manager. | Functional | Employee and Admin Management | S |
| RQ17 | The system shall provide analytics in a dashboard for admins. | Functional | Notifications & Alerts | C |
| RQ18 | The system shall allow room booking modification and cancellation. | Functional | Booking and Reservation | M |
| RQ19 | The system shall manage and include tax rates in billing. | Functional | Billing and Payment | S |
| RQ20 | The system shall automatically schedule room cleaning and maintenance. | Functional | Room Management | C |
| RQ21 | The system UI load time shall not exceed 2 seconds. | Non-Functional | Performance | M |
| RQ22 | The system data shall be backed up every hour. | Non-Functional | Safety | M |
| RQ23 | The system data communications shall be encrypted. | Non-Functional | Security | M |
| RQ24 | The system shall use verification methods for security (eg: email verification, double authentication) | Non-Functional | Security | S |
| RQ25 | The system shall have the capacity to handle 25 or more transactions during peak times. | Non-Functional | Capacity | S |