

# **ADE2you Management System Requirements Specification**

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# Table of Contents

<b>1. EXECUTIVE SUMMARY .....</b>	<b>4</b>
1.1 PROJECT OVERVIEW .....	4
1.2 PURPOSE AND SCOPE OF THIS SPECIFICATION.....	4
<b>2. PRODUCT/SERVICE DESCRIPTION.....</b>	<b>4</b>
2.1 PRODUCT CONTEXT .....	5
2.2 USER CHARACTERISTICS .....	5
2.3 ASSUMPTIONS .....	7
2.4 CONSTRAINTS .....	7
2.5 DEPENDENCIES .....	7
<b>3. REQUIREMENTS .....</b>	<b>8</b>
3.1 FUNCTIONAL REQUIREMENTS.....	8
3.2 NON-FUNCTIONAL REQUIREMENTS .....	11
<b>3.2.1 Product Requirements .....</b>	<b>11</b>
3.2.1.1 User Interface Requirements .....	11
3.2.1.2 Usability .....	14
3.2.1.3 Performance .....	14
3.2.1.4 Manageability/Maintainability.....	15
3.2.1.5 System Interface/Integration .....	15
3.2.1.6 Security .....	15
3.2.1.7 Data Management .....	16
3.2.1.8 Standards Compliance .....	17
3.2.1.9 Portability.....	17
<b>3.2.2 Organizational Requirements .....</b>	<b>17</b>
3.2.2.1 Environmental Requirements .....	17
3.2.2.2 Operational Requirements.....	18
3.2.2.3 Development Requirements .....	18
<b>3.2.3 External Requirements.....</b>	<b>18</b>
3.2.3.1 Ethical Requirements .....	18
3.2.3.2 Legislative Requirements .....	19
<b>4. SOFTWARE DESIGN .....</b>	<b>21</b>
4.1 USER SCENARIOS/USE CASES .....	21
4.1.1 User Scenarios .....	21
4.1.2 Use Cases Diagram .....	29
4.1.3 Use Cases Extended.....	30
4.2 DIAGRAMS .....	39
4.2.1 Activity Diagrams.....	39
4.2.2 Swimlane Diagrams .....	48
4.2.3 State Charts.....	52
4.2.4 Sequence Diagrams.....	60
4.2.5 Collaboration Diagrams .....	67
4.2.6 Class Diagram .....	74
4.2.7 Object Diagrams .....	75
4.2.8 Entity Relation Diagram .....	79
4.2.9 Data Flow Diagrams.....	81
4.2.10 Component Diagram.....	84
4.2.11 Deployment Diagram.....	85
<b>5. IMPLEMENTATION .....</b>	<b>86</b>
5.1 TECHNOLOGIES USED.....	86
5.1.1 Frontend (Client side development).....	86
5.1.2 Backend (Server-side development).....	86
5.1.3 Database.....	87

## **ADE2you Management System Requirements Specification**

5.1.4	MVC architecture .....	87
5.2	INSTALLATION MANUAL.....	87
5.3	CONFIGURATION MANUAL .....	88
5.4	USER MANUAL .....	88
5.5	SOFTWARE SCREENSHOTS.....	89
<b>6.</b>	<b>PROJECT PLANNING .....</b>	<b>100</b>
APPENDIX A.	SKETCHES .....	103

# **1. Executive Summary**

## **1.1 Project Overview**

We all face difficulties when it comes to fixing something, we lack the knowledge of. What is even more difficult is adapting and finding the time to meet skilled persons which are going to fix your problems. Obviously, we cannot find a solution to any problem in the world but our team is glad to try and relieve some stress when it comes to fixing problems related to your household. As we mentioned, in this fast-paced world it is often hard to find the time needed to take care of various issues that occur within our houses. Let them be, cleaning support, various furniture assembly, installations needed around the house, which are made possible only by someone who is a skilled electrician, plumbers and so on. What we can acknowledge is that some of this complication can be fixed by anyone who finds the desire but we have something else in mind.

What we are suggesting is a home services management system which will consist of an application. This app will take care of the gathering of the most requested services into one platform. By doing so we aim to achieve efficiency and improve the user experience.

## **1.2 Purpose and Scope of this Specification**

Our purpose as developers is to improve the user's experience and simplify as much as we can the home-services finding and reservation process. The app is going to provide the following:

1. Searching for a specific skilled person/ or company.
2. Booking a specific skilled person.
3. Billing functionalities for the users.
4. Learning new skills.
5. Bidding functions for a specific job description.

# **2. Product/Service Description**

Our app is able to provide a way to automate the whole searching and booking process of a specific home-service. Fixing day to day problems in our household is becoming more and more difficult since finding the appropriate persons skilled to offer a solution are not easily to be found.

The product we are offering is available to be used by all the persons involved in this specific process: the users, the workers, the magazines/ companies that offer specific tools, etc. Our app will provide

practical solutions to all the requirements presented by the stakeholders.

## **2.1 Product Context**

This product is independent and self-contained. Currently similar products of eye clinic management systems are being developed to benefit from the ease and convenience of having the management system in a web application. Although these products are of a bigger scale and meant for a wide publicum and usually are not affordable to many clinics.

Our product on the other hand will be designed to first and foremost meet the requirements of our current client. This product is not intended to communicate with other systems. It is intended to work within the scope of a specific clinic and its clients.

## **2.2 User Characteristics**

This product is intended to be used from the following users:

- Guest (Visitors - no login required)

Guests can come from different age groups and backgrounds. Guests can be users who hold different backgrounds although it can be accessed only by persons who are more than 16 years old. Our app will make possible of offering the users of this view the most part of functionalities that registered users can access. They will be able to check out all the services offered in the app. They can skim through the majority of workers (possibly the top-rated ones for each service) but they cannot book a service/ worker. They will also be able to check out the Learn Skills blog where the workers registered on the app are going to offer their aid to simple users. This will be explained by detail in the User Interface section of the document and the functional requirements section.

- Registered Users

Registered users are guests who have already created an account in our app and they are looking forward to profit from the services available in the app, the main one being booking a specific skilled worker to offer some service. Its view will be the same as that of

- Receptionist

Receptionists usually come from the IT background. If not, they have to be proficient with computers in order to do their job well. Receptionists have the responsibility to wait for customers and help them with their needs. In case that a customer is going to be examined,

### ***ADE2you Management System Requirements Specification***

the receptionist creates a profile for him in the database registering him as a patient. Our system is meant to help receptionists do these tasks faster and in a safer way, guaranteeing a safe online repository for the documents or schedules. Our adaptive strategy for the receptionists includes frequent meetings with them in order to ask questions as to what services they are looking for in a management system. This should ensure that our product adapts as it grows with the receptionists needs.

- Admin

Admin is a superuser that has available all the functionalities of other users combined, together with some extra functionality. Admins are from the IT department. One of the job responsibilities of admins is helping other employees of the clinic when uncertainties with the system arise. Other job responsibilities are taking care of the database, taking care of the infrastructure. They have access to the admin dashboard online from a web browser. This way, they can access the system from their offices that might not be located inside the clinic, so it would spare them a lot of commute time.

- Economist

Economists come from an educated background too and their day to day activities nowadays are closely related with computers. They always have access to a PC at work and of course, a web browser. Job responsibilities include bookkeeping i.e. keeping track of employee salaries, transactions, due payments etc. Other job responsibilities might include accounting, financial accounting etc. Economists might need to use our management system in order to have a

# 1. Requirements

## 1.1 Functional Requirements

Req#	Requirement	Comments	Priority	Date Rvwd	SME Reviewed / Approved
BR_G_01	A user can access the services of the app even though not registered.	A user can check out the available services registered on the app even though he has not created an account.	2	20/04/22	A.Cenga, D.Hyseni, E.Bici
BR_G_02	The app should provide a list of the available services under the Services Menu	The services menu lists out all the accessible services in the app.	1	20/04/22	A.Cenga, D.Hyseni E.Bici
BR_P_01	The app should provide a reduced list of the top-rated workers for each service, for guests.	When accessing a service, guest users are presented to the top 5 workers/ service.	2	20/04/22	A.Cenga, D.Hyseni, E.Bici
BR_G_03	The app must send a verification e-mail to workers who successfully create an account.	Each worker will be verified by a specific team.	1	20/04/22	A.Cenga, D.Hyseni, E.Bici
BR_G_04	The profile of a worker cannot be created if he/she has not included his working ID.	Part of the verification process of the worker.	3	20/04/22	A.Cenga, D.Hyseni, E.Bici
BR_GR_05	The app should allow the workers to include a calendar of their availability in their account.	The calendar must be available to registered users.	1	20/04/22	A.Cenga, D.Hyseni, E.Bici
BR_R_01	The app should allow the users to give feedback for specific workers.	The feedback's range is from 0/5 stars to 5/5 stars.	2	20/04/22	A.Cenga, D.Hyseni, E.Bici

### **ADE2you Management System Requirements Specification**

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BR_R_02	Users will be able to give feedback only to booked workers.	Only for workers who have offered their service to a specific user.	1	15/04/22	A.Cenga, D.Hyseni, E.Bici
BR_R_03	The app will enable a searching feature through a search bar.	It will be possible to take a closer look of some specific services or workers through the search bar.	1	15/04/22	A.Cenga, D.Hyseni, E.Bici
BR_R_04	The search bar will be functional through the usage of key words.	Each user can include key words for services, workers, magazines and the cured list will show up on the page.	1	15/04/22	A.Cenga, D.Hyseni, E.Bici
BR_R_05	The app will enable searching for specific worker or service/s.	The users can search up by worker name or by service name.	3	15/04/22	A.Cenga, D.Hyseni, E.Bici
BR_R_06	The workers menu will list out all the available workers.	The workers will be divided in service categories in the Worker Menu.	1	15/04/22	A.Cenga, D.Hyseni, E.Bici
BR_P_01	The available workers in the menu will be sorted by default given their rate.	The workers present in the Worker Menu will be sorted in a descending order based on their rate.	2	15/04/22	D.Rabeli, D.Duma, A.Ligori
BR_P_02	The system should allow the users to log in the app given their credentials.	Login credentials: username, password	1	15/04/22	D.Rabeli, D.Duma, A.Ligori
BR_P_03	The system should allow the workers to log in the app given their credentials	Login credentials: workerID, password	1	15/04/22	D.Rabeli, D.Duma, A.Ligori



### **ADE2you Management System Requirements Specification**

<b>Req#</b>	<b>Requirement</b>	<b>Comments</b>	<b>Priority</b>	<b>Date Rvwd</b>	<b>SME Reviewed / Approved</b>
BR_P_04	The app should allow the worker to set up a profile picture.	This is a mandatory requirement and the profile picture should be accordingly to the specified terms.	1	25/04/22	A.Cenga, D.Hyseni, E.Bici
BR_P_05	The app should allow the worker to modify the personalized calendar.	If a worker accepts a booking from the user, he inserts it into its personal calendar.	3	25/04/22	A.Cenga, D.Hyseni, E.Bici
BR_P_06	The worker should be allowed to include the price/ service in their profile.	The price offered for each service has to be included by the worker.	1	20/04/22	A.Cenga, D.Hyseni, E.Bici
BR_E_01	The worker should be allowed to include the payment method in their profile.	The payment method to be utilized is based on: CreditCards, PayPal, Bank Account.	2	20/04/22	A.Cenga, D.Hyseni, E.Bici
BR_E_02	The worker should be able to manage the bookings through the app.	A worker accepts or declines a request from a user.	2	20/04/22	A.Cenga, D.Hyseni, E.Bici
BR_E_03	The app should provide a list of auctions under the Auction Section.	The Auction Section lists out all the ongoing auctions sorting them in an ascending order given the deadline.	2	20/04/22	A.Cenga, D.Hyseni, E.Bici
BR_E_04	A user must be registered if he wants to put a project in an auction.	Each registered user is allowed to use the auction functionality.	2	20/04/22	A.Cenga, D.Hyseni, E.Bici
BR_E_05	The project must be explained briefly and must start with a default bid.	The workers can bid only with a price higher than the default bid	2	15/04/22	A.Cenga, D.Hyseni, E.Bici
BR_E_06	The system allows a single user and a group to participate in the auction depending on the user requirement.		2	15/04/22	A.Cenga, D.Hyseni, E.Bici

**ADE2you Management System Requirements Specification**

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BR_D_01	The app fires a penalty if workers report 5 auctions of the same user.	Each user account is removed from the app whenever the penalties have reached a limit.	2	20/04/22	A.Cenga, D.Hyseni, E.Bici
BR_D_02	The system allows an auction to be available for only 7 days.	Once an auction is over, the highest bid is selected.	1	20/04/22	A.Cenga, D.Hyseni, E.Bici
BR_D_03	The app processes the booking of the auction the same way as that of a single service.	After an auction is terminated, each involved worker will be booked through the standard way.	3	20/04/22	A.Cenga, D.Hyseni, E.Bici
BR_D_04	The app allows magazines to be registered.	In order to do so it must contain an official NIPT	2	15/04/22	A.Cenga, D.Hyseni, E.Bici
BR_D_05	The system allows magazines to include all the products available.		3	15/04/22	A.Cenga, D.Hyseni, E.Bici
BR_GR_05	The app provides the feedback system for magazines as well.	Each magazine will include the user rating in its profile	2	22/04/22	A.Cenga, D.Hyseni, E.Bici
BR_GR_05	The system allows magazines to login with the respective credentials	Login credentials: magazineNIPT password.	1	22/04/22	A.Cenga, D.Hyseni, E.Bici
BR_GR_05	The system monitors reports for each magazine.	If a magazine is reported more than 20 times it will be closed.	3	22/04/22	A.Cenga, D.Hyseni, E.Bici
BR_05	The workers can be organized in groups.	The group section has increased functionalities for users registered as workers.	2	22/04/22	A.Cenga, D.Hyseni, E.Bici
BR_22	The system allows each worker to participate in no more than 2 groups.	Each worker can join a group whenever a specific skill is missing	2	22/04/22	A.Cenga, D.Hyseni, E.Bici

**ADE2you Management System Requirements Specification**

BR_GR_22	A user can access the groups through the groups section.	The users can only check out the available groups and they can book them given a full service required.	2	22/04/22	A.Cenga, D.Hyseni, E.Bici
BR_GR_22	Each group is specialized in a specific full service.		2	22/04/22	A.Cenga, D.Hyseni, E.Bici
BR_GR_22	The app allows searching for full services.	Whenever inserting a full service as a key word in the search bar, some specific groups that contain those keywords will be available.	2	22/04/22	A.Cenga, D.Hyseni, E.Bici