Software Requirements Specifications

Workflow management system for non-crime related activity

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# 1. Introduction

## 1.1 Purpose

The system requirements for workflow management for non-crime related activity at the Yorkshire and Humber Regional Organised Crime Unit (YHROCU). The system is designed to improve task management as well as efficient workflow, tracking and reporting. This system aims to improve productivity, accountability via a structured framework for handling tasks and monitoring progress

## 1.2 Document Conventions

This document follows the specifications for software requirements. Fonts sizes are 12 and font theme Times New Romans. Special Significance such as key features will be highlighted, Standard terminology and numbered structuring for sections and subsections will be in place as well as clear definitions throughout the document for easy understanding.

## 1.3 Intended Audience and Reading Suggestions

This document is intended for developers, client, project manager and end users. Readers should read the overview sections before proceeding to the technical details ensuring a clear understanding of all system requirements before implementation.

## 1.4 Product Scope

The workflow management system is a web application which is designed to improve task management for support activities ensuring efficient workflow tracking and reporting. This system aims to enhance productivity and accountability using a structured framework to handle task and monitor all progress. The primary goal for this system is to bring task transparency, workflow automation, performance tracking and seamless communication.

## 1.5 References

References will be provided as needed including system architecture frameworks and relevant documentation for easy understanding.

# 2. Overall Description

## 2.1 Product Perspective

This system is a replacement for an existing system used by the YHROCU to manage their workflow. This system aims to replace and improve their existing system enabling them for more efficient workflow resulting higher success rates overall.

## 2.2 Product Functions

• Task assignment to individuals or groups

• Email notifications for new tasks

• Task status updates, due dates, and progress logs

• Restriction on task deletion by staff members

• Supervisory access for task monitoring

• Supervisors' ability to close or delete tasks

• Dashboard for task categorization and filtering

• Data export (CSV/PDF)

• Custom fields for task flexibility

• Search functionality

• Secure authentication using OpenAuth or similar

• Detailed reporting and analytics

## 2.3 User Classes and Characteristics

• Staff Members: Can view, update, and track tasks assigned to them.

• Supervisors: Can assign, monitor, close, and delete tasks.

• Administrators: Manage user roles, permissions, and system settings.

## 2.4 Operating Environment

This system will be a web-based system which will be accessible via all modern browsers and can be hosted on secure and internal servers as well as cloud infrastructure. This system will be compatible with all operating systems such as Windows, MacOS and Linux.

## 2.5 Design and Implementation Constraints

* Must comply with YHROCU IT security policies and GDPR regulations.
* Should support OpenAuth or equivalent authentication.
* Must be scalable for future improvements and updates, including API integrations.

## 2.6 User Documentation

* User manuals, FAQs, and training materials will be provided. Interactive help guides will be provided.

## 2.7 Assumptions and dependencies

* Internet connectivity for web-based access
* Compliance with organizational security policies

# 3. External Interface Requirements

## 3.1 User Interfaces

* Web-based UI with intuitive navigation
* User-friendly design

## 3.2 Hardware Interfaces

No specific hardware requirements beyond standard computing devices

## 3.3 Software Interfaces

* Integration with email servers for notifications
* Security support through OpenAuth

## 3.4 Communications interfaces

* Secure HTTPS communication
* Email notifications for task management and assignments

### 3.5 User interface design

# 4. System features

## 4.1 Login Page

### 4.1.1 Description and Priority

The page provides a login interface for all roles using OpenAuth (Microsoft) authentication. Roles are tied to logins to ensure correct access control.

**Priority:** High

### 4.1.2 Stimulus/Response Sequences

1. User navigates to the login page.
2. System prompts for Microsoft authentication.
3. User logs in using Microsoft credentials.
4. System verifies credentials and assigns the appropriate role.

### 4.1.3 Functional Requirements

REQ-1: The system must integrate with OpenAuth for authentication.

REQ-2: The login page must support Microsoft login credentials.

REQ-3: The system must assign user roles based on login credentials.

REQ-4: The system must deny access to unauthorized users.

## 4.2 User Dashboard

### 4.2.1 Description and Priority

The main page for users displays assigned tasks, priorities, as well as provides interaction with task-related elements

**Priority:** High

### 4.2.2 Stimulus/Response Sequences

1. User logs in and is directed to their dashboard.
2. System displays tasks assigned to the user.
3. User selects a task to view details.
4. User adds comments, files, or updates the task status.

System then saves any updates that has been made.

### 4.2.3 Functional Requirements

REQ-1: Users must be able to view tasks assigned to them.

REQ-2: Users must see the priority of their tasks.

REQ-3: Users must be able to add comments or notes to tasks.

REQ-4: Users must be able to attach files to tasks.

REQ-5: Users must be able to change the status of tasks to "Complete" or "Not Complete."

## 4.3 Supervisor Dashboard

### 4.3.1 Description and Priority

The supervisor dashboard must provide an oversight of all tasks, including assignment and progress tracking. To make sure all systems are running smoothly, and users have corrected tasks

**Priority:** High

### 4.3.2 Stimulus/Response Sequences

1. Supervisor logs in and is directed to the supervisor dashboard.
2. System displays all tasks within the supervisor's scope.
3. Supervisor assigns tasks, changes priorities, or reviews task status.
4. Supervisor adds comments or requests administrative actions.
5. System updates task information and logs changes.

### 4.3.3 Functional Requirements

REQ-1: Supervisors must be able to view all tasks.

REQ-2: Supervisors must be able to add comments or notes to tasks.

REQ-3: Supervisors must be able to change task status (Active/Complete)

REQ-4: Supervisors must be able to review and reassign tasks.

REQ-5: Supervisors must be able to change task priority.

REQ-6: Supervisors must be able to assign tasks to different users.

REQ-7: Supervisors must view data such as users, files, comments, and notes.

REQ-8: Supervisors must not be able to delete tasks but can request task deletion from administrators.

## 

## 4.4 Administrator Dashboard

### 4.4.1 Description and Priority

The administrator dashboard provides user management, task deletion, and request handling capabilities. The administrator will have full control of the system and will be able to make sure the system is running smoothly for all users and supervisors

**Priority:** High

### 4.4.2 Stimulus/Response Sequences

1. Administrator logs in and is directed to the admin dashboard.
2. System displays all tasks, user accounts, and pending requests.
3. Administrator manages user accounts, resets passwords, or modifies roles.
4. Administrator reviews and processes requests from supervisors.
5. System updates the requested changes and notifies relevant users.

### 4.4.3 Functional Requirements

REQ-1: Administrators must have all supervisor capabilities.

REQ-2: Administrators must be able to manage user accounts (create, delete, change passwords).

REQ-3: Administrators must be able to delete tasks upon request.

REQ-4: Administrators must be able to view requests from users or supervisors.

REQ-5: Administrators must be able to process requests such as password changes, task deletions, or user deletions.

## 4.5 Accessibility and User Experience

### 4.5.1 Description and Priority

These additional features will improve the accessibility and user experience for all users, administrators and supervisors. Making the system easier to use for all types of users who have any difficulties.

**Priority:** Medium

### 4.5.2 Stimulus/Response Sequences

1. User accesses the settings menu.
2. System displays accessibility options (dyslexic font, color blindness support).
3. User enables or customizes accessibility features.
4. System applies settings and updates the interface accordingly.

### 

### 4.5.3 Functional Requirements

REQ-1: The system must provide a toggle for dyslexic-friendly fonts.

REQ-2: The system must provide accessibility support for color blindness.

REQ-3: Users must be able to submit requests to supervisors or administrators.

REQ-4: The system must allow supervisors and administrators to manage and respond to user requests.

## 4.6 Use case diagram

A diagram of a company

AI-generated content may be incorrect.

### 4.6.1 User

The User is typically an employee or team member who is assigned tasks and is responsible for completing them. Their primary role is to interact with the tasks assigned to them and update their progress.

Responsibilities:

Only see the tasks that have been assigned to them. They cannot view tasks assigned to others.

See the priority level (e.g., High, Medium, Low) of the tasks assigned to them.

Add comments to provide updates, ask questions, or share information related to the task.

Edit comments if required.

Upload files (e.g., documents, images, or reports) that are relevant to the task.

Check the status of their tasks (e.g., Not Started, In Progress, Completed).

Update the progress of a task, typically in percentage increments (e.g., 0% to 100%).

Update their login password for security purposes.

Login to the system and authenticate their identity.

Interactions:

The user interacts with the system to manage their workload and communicate with supervisors or team members through comments and file uploads. They are limited to tasks assigned to them and cannot access or modify tasks assigned to others

### 4.6.2 Supervisor

The Supervisor is a team lead or manager who oversees the tasks and progress of users. They have broader access to the system and can manage tasks, assign them to users, and monitor overall progress.

Responsibilities:

See all tasks in the system, regardless of who they are assigned to.

View and modify the priority of tasks to ensure critical tasks are addressed first.

Add comments to provide guidance, feedback, or instructions to users.

Upload files that may be useful for completing tasks.

Update the status of tasks if needed (e.g., marking a task as completed).

Assign tasks to specific users based on their roles and workload.

View all details of a task, including assigned users, comments, files, and status.

Create tasks when new projects are introduced.

Update their login password for security purposes.

Interactions:

The supervisor interacts with the system to manage tasks, assign them to users, and monitor progress. They act as a bridge between users and the admin, ensuring tasks are completed efficiently and communicating any system-level changes to the admin

### 4.6.3 Admin

The admin is the highest-level role in the system, with full control over the workflow management software. They manage users, supervisors, tasks, and system settings.

Responsibilities:

The admin has all the capabilities of a supervisor, including viewing, assigning, and managing tasks.

Delete existing tasks

Manage user accounts, including creating new accounts, updating roles, or deleting accounts.

Reset or change passwords for any user, supervisor, or other admins in the system.

Interactions:

The admin interacts with the system to manage the overall structure of the workflow, including user roles, tasks, and system settings. They ensure the system runs smoothly and address any issues related to user accounts or tasks.

# 5. Other Nonfunctional Requirements

## 5.1 Performance Requirements

* The system should handle 100 concurrent users efficiently.
* Response time for operations should not exceed 2 seconds.

## 5.2 Safety Requirements

* Data backups should be performed regularly to prevent data loss.

## 5.3 Security Requirements

* Role-based access control (RBAC) for task visibility.
* Data encryption for stored and transmitted information.
* Audit logs for tracking changes.

## 5.4 Software Quality Attributes

* **Usability:** Intuitive UI for ease of use.
* **Scalability:** Support for future feature expansion.
* **Reliability:** High uptime and minimal downtime.
* **Maintainability:** Modular design for easy updates.

## 

## 5.5 Business Rules

* Supervisors must have exclusive rights to close or delete tasks.
* Task updates must be logged for accountability.
* Notifications should follow organizational policies.

# 6. Legal, Social, Ethical, and Professional Issues

* The system must comply with GDPR and data protection regulations
* Legal disclaimers and terms of use must be included
* Ethical considerations include ensuring fair workload distribution among staff.
* Professionalism must be maintained in communication and reporting.

**Appendix A: Glossary**

* **YHROCU:** Yorkshire and Humber Regional Organised Crime Unit.
* **RBAC:** Role-Based Access Control.
* **CSV:** Comma-Separated Values.
* **OpenAuth:** Authentication protocol.
* **MFA:** Multi-Factor Authentication.

**Appendix B: Analysis Models**

(To be determined)

**Appendix C: To Be Determined List**

(To be determined)