The Trading Platform system is made up of several applications that meet different users’ needs.

Different users will need to access the overall system in different ways

(e.g. internal Windows application for Stock Exchange managers and IT Administrators, external website for shareholders, intranet website for Brokers etc.)

-User management and granting access to different systems

-Logging of all activity carried out by users.

- It is anticipated that a single user may be able to access the Trading Platform in different ways (e.g. a user may be a Broker, but they may also be a Shareholder and may therefore require access to more than one application). Applications will have a specific purpose (e.g. the Shareholder application, the Broker application etc.)

Can be more than one type of User

**SYSTEM ADMINISTRATOR**

System Administrators will require an application to:

-control user access,

-monitor system activity

-respond to service requests (e.g. fault reports, requests for access, password resets etc) from users.

-There may be more than one System Administrator. No other type of user should be able to access the application used by System Administrators.

-System Administrators should be able to take ownership of user requests/fault reports to prevent other administrators from duplicating work.

-System Administrators should be able to update “work in progress”.

-The System Administrator application should:

-integrate with the existing corporate email solution

-allow emails to be sent direct to all or specific users

-monitor the System Administrators’ email Inbox for responses.

-All activity should be logged and System Administrators should be able to view the logs or generate graphical reports on user activity.

**SHAREHOLDER**

Shareholders will require a secure application to:

-access share information,

-make buy/sell share transactions in the form of instructions to specific brokers,

-request to become clients of specific brokers etc.

No other type of user should be able to access the application used by Shareholders.

Additional features allowing shareholders to:

-monitor un-owned shares they might be interested in,

-create lists of favourite shares in their existing portfolio,

-monitor brokers performance and commission rates are also anticipated to further personalise the user experience and add value to the service.

-Shareholders should be able to contact System Administrators to:

-request access to the system,

-request password resets or

-raise fault reports.

All activity should be logged.

**BROKERS**

Brokers will require secure access to information in a similar manner to Shareholders.

No other type of user should be able to access the application used by Brokers.

Brokers will also have the ability to:

-accept/reject shareholders as clients

- and make transactions on behalf of their clients.

Brokers should be able to contact System Administrators to:

-request access to the system,

-request password resets or

-raise fault reports.

All activity should be logged.

**STOCK EXCHANGE MANAGERS**

Stock Exchange Managers are users who run the specific stock exchanges available on the Trading Platform system.

As such they have the power to:

-allow/deny brokers to trade on their specific stock exchanges,

-add/remove companies from stock listings etc.

No other type of user should be able to access the application used by Stock Exchange Managers.

Stock Exchange Managers can only manage their own exchange.

All activity should be logged

It is anticipated that in the future additional applications using as yet unspecified technologies may be required.

The overall system architecture needs to be extensible in order to support future changes with minimal impact.

The majority of Trading Platform information is available in an existing database system.

It is anticipated that system monitoring and logging, users and their preferences and other applications management features will require a secondary database system so as not to interfere with the operation of the live Trading Platform.

This secondary system should store all required security credentials for all systems to create a “Single Sign On” experience for any user.