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# **Software Requirements Specification**

for

## **OneStop System Degree Issuance Module**

**Version 1.0 approved**

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**Software Engineering Deliverable 2**

**Group 13 Section A**

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## Revision History

Name	Date	Reason For Changes	Version

# **1. Introduction**

## **1.1 Purpose**

This Software Requirements Specification (SRS) document outlines the requirements for the development of Degree Issuance Module within the Onestop Student Service Center System (version 1.0) at FAST Islamabad Campus. The main objective of the Onestop Services Centre is to provide assistance to students at a single doorstep. The Degree Issuance Module aims to streamline and automate the degree issuance process, which is currently manual, and paper based. By digitizing this process, the system will facilitate timely graduation, ensure accuracy in academic records, and improve operational efficiency for both students and administration.

This document specifies the functional and non-functional requirements, intended to guide the development team in building the software according to the stakeholders' needs and expectations. Stakeholders, developers, and testers can refer to this document as a reference throughout the project lifecycle.

## **1.2 Document Conventions**

This SRS document adheres to the following formatting conventions:

- SRS is documented according to IEEE 830 standard format.
- Priority levels are indicated using the prioritization scales technique (numbers 1-5).
- Requirements traceability is maintained through unique identifiers assigned to each requirement.

## **1.3 Intended Audience and Reading Suggestions**

This document is intended for various stakeholders involved in the development and management of the software, including:

- System Engineers
- Project Managers
- System Customers
- Quality Assurance/Testers
- Business Analysts

## 1.4 Product Scope

The Degree Issuance Module is a critical component of the One Stop Services Centre system at FAST Islamabad campus. It aims to digitize and automate the degree issuance process to address the challenges posed by the current manual and paper-based system. The primary objectives of the Degree Issuance Module include:

- Facilitating timely graduation of students
- Ensuring accuracy in academic records
- Improving operational efficiency for students and administration

The scope also extends to the implementation of robust security measures with a user-friendly and intuitive interface design.

## 1.5 References

1. User Stories and Acceptance Criteria Document
  - Author: Ahmad Farhan
  - Version: 1.0
  - Date: 5<sup>th</sup> March 2024
  - Source: [Link](#)

# 2. Overall Description

## 2.1 Product Perspective

The Degree Issuance System at FAST Islamabad campus is a standalone web-based application designed to streamline and automate the process of issuing degrees to students. It operates within the broader context of the One Stop Services Centre, which aims to provide comprehensive assistance to students at a single point of contact. While it interacts with various stakeholders and systems, its primary function is to facilitate the processing and issuance of degrees for undergraduate and graduate programs.

Interfaces and Dependencies:

- The system interfaces with the existing Flex and Slate systems at FAST Islamabad campus to retrieve student data and academic records.
- It interacts with the finance department's payment system to verify outstanding fees and process degree issuance fees.

## 2.2 Product Functions

### Students:

- Submit Degree Issuance Form: Lets students submit requests for degree issuance.
- Submit Complaint Form: Lets students report errors in their academic documents.
- Make Payments: Allows students to pay degree issuance processing fees.
- Track Activity: Provides students with real-time updates on the status of their requests and notifications of any changes.
- Receive Degree: Students can receive digital copies of their degrees and notifications to collect physical copies.

### One Stop Admin:

- Receive Notifications: Admins receive notifications of degree issuance requests and objections from the FYP and finance departments.
- Generate Tokens/Tickets: Generates unique tokens for each request with estimated processing timeframes.
- View Status of All Requests: Allows admins to view pending, processed, and new requests and manage objections.
- Issue Degrees: Admins issue degrees to students and update the request list.
- Issue Transcripts: Issues transcripts containing relevant academic information.

### Director:

- View Daily Requests: Allows the director to monitor daily request activity.
- View Processing Metrics: Allows the director to view request processing metrics.
- Monitor Pending and Processed Requests: Provides visibility into pending and processed requests and department-wise processing times.
- Activity Tracking: Enables the director to track the status of each request.

### FYP Department:

- Student Notification for Degree Issuance: Notifies students of updates in the processing of their forms.
- Provide Decision: Allows the FYP department to accept, reject, or raise objections to degree issuance requests and provide detailed comments.

### Finance Department:

- Student Notification for Degree Issuance: Notifies students of updates in the processing of their forms.
- Verify All Payments Made: Verifies outstanding fees and degree issuance fees, allowing the finance department to accept, reject, or raise objections to requests.

## **2.3 User Classes and Characteristics**

The degree issuance system caters to the following user classes:

Students:

- Characteristics: Authority to make issuance requests and receive documentation.
- Responsibilities: Submit degree issuance requests, track status, receive notification and updates, receive degree and transcript documents.

Onestop Admin:

- Characteristics: Administrative privileges, oversight of degree issuance process, ability to manage objections and issue degrees.
- Responsibilities: Receive and manage degree issuance requests, resolve objections, issue degrees and transcripts.

Director:

- Characteristics: Executive role, responsible for oversight and decision-making.
- Responsibilities: Monitor request activity, track processing times, ensure efficient operation of the degree issuance system.

FYP Department:

- Characteristics: Technical expertise in academic evaluation, authority to approve or reject degree issuance requests.
- Responsibilities: Review and process degree issuance requests, provide feedback and decisions.

Finance Department:

- Characteristics: Financial expertise, responsible for verifying fee payments and financial clearance for degree issuance.
- Responsibilities: Verify payments, review, and process degree issuance requests, provide feedback and decisions.

## **2.4 Operating Environment**

The degree issuance system operates in a web-based environment, accessible through standard web browsers such as Google Chrome, Mozilla Firefox, and Microsoft Edge. It requires a stable internet connection for real-time communication with users and external services. Additionally, the system relies on server-side infrastructure to store and process data securely.



## 2.5 Design and Implementation Constraints

Stack: C# with ASP.Net Framework and MS SQL Server Database.

Browser: Chrome, Edge, Mozilla Firefox, and Opera GX.

- Security: The system must adhere to security protocols and standards to protect sensitive student data and prevent unauthorized access.
- Scalability: The system should be designed to accommodate potential future growth in user volume and functionality.
- Integration: The system must seamlessly integrate with existing systems such as the Flex, Slate, and finance department payment system.

## 2.6 User Documentation

Comprehensive user documentation will be provided for all user classes, including students, FYP and finance department staff, One Stop admins, and the director. The documentation will include:

- User Guides: Step-by-step instructions on how to use the system's features and functionalities.
- FAQs: Frequently asked questions and troubleshooting tips to address common issues.
- Contact Information: Contact details for technical support and assistance.

## 2.7 Assumptions and Dependencies

Assumptions:

- The system assumes that users have basic computer literacy skills and internet access.
- It assumes that students provide accurate and complete information when submitting degree issuance requests.
- The system assumes that the existing IT infrastructure at FAST Islamabad campus can support the implementation and operation of the degree issuance system.

Dependencies:

- The system depends on access to the student information system used by Flex and slate to retrieve student data and academic records.
- It depends on the finance department's payment system to verify fee payments and financial clearance.

## **3. External Interface Requirements**

### **3.1 User Interfaces**

The user interface of the Degree Issuance System will be a web-based application accessible through standard web browsers. It will feature an intuitive and user-friendly design to facilitate ease of use for students, administrators, and other stakeholders. Key user interface elements will include:

- 1.1. Dashboard: Upon logging in, users will be greeted with a dashboard displaying relevant information and quick access to essential user specific functions.
- 1.2. Degree Issuance Form: Students shall interact with a form to submit degree issuance requests, with fields for personal information, program details, and any necessary documentation.
- 1.3. Complaint Form: A separate complaints form shall allow users to submit complaints regarding errors in academic documents.
- 1.4. Notifications: The system shall provide notifications to users regarding updates on their requests, ensuring they remain informed throughout the process.
- 1.5. Request Management: Admins and director shall have a dedicated interface for viewing and managing all degree issuance requests, including filtering options and status updates.
- 1.6. Request Evaluation: FYP and Finance departments shall have a dedicated interface for evaluating requests.
- 1.7. Request Processing Metrics: Director shall have an interface detailing the request processing metrics such as department-wise processing times.
- 1.8. Degree and Transcript Issuance: Students shall have an interface for receiving digital copies of their degree and transcript documents.

### **3.2 Hardware Interfaces**

The Degree Issuance System will operate on standard hardware infrastructure commonly used for web-based applications. It will require:

- 3.1. Servers: System shall be hosted on an Apache Web server to store data securely
- 3.2. Client Devices: Users shall access the system via desktop computers or laptops with internet connectivity.

### 3.3 Software Interfaces

The system will integrate with various software components to support its functionality:

- 5.1. Database Management System: System shall interact with DBMS to store and manage student information, issuance requests, and administrative data.
- 5.2. Web Server: System shall use an Apache Web to facilitate communication between the client-side interface and the database of the web application.
- 5.3. Payment Gateway: System shall be Integrated with the payment processing system of FAST Islamabad to verify fee payments related to degree issuance.
- 5.4. Notification Services: System shall use email and SMS services to deliver notifications to users.

### 3.4 Communications Interfaces

The system will utilize standard communication protocols to facilitate interactions between different components:

- 6.1. HTTPS: System shall use HTTPS for communication between the web server and client devices to ensure secure data transmission over the internet.
- 6.2. SMTPS: System shall use SMTPS to send email notifications to users regarding updates on their degree issuance requests.
- 6.3. SMS: System shall send message notifications to users through SMS Gateways.

These interfaces will ensure seamless communication and interaction between users, administrators, and the underlying system components, facilitating efficient processing and management of degree issuance requests.

## 4. System Features

### 4.1 Degree Issuance Request Submission

**User Story: S-01**

As a: student  
I want: to submit a degree issuance form,  
So that: I can initiate an efficient process of obtaining my degree.

Importance:

5

Estimate:

5

**Functional Requirements:**

- 1.1 System shall allow students to make a degree issuance request.
  - 1.1.1 System shall provide students with a web form where they can input their details.
  - 1.1.2 The form should include fields for personal information (name, father name, roll number) and program details(department, batch no.).
  - 1.1.3 The user should be able to submit the filled-out degree issuance form.
- 1.2 System shall only accept completely and correctly filled forms.
  - 1.2.1 Upon submission, the system shall validate the data entered by the user in each field of the degree issuance form for completeness and correctness.
  - 1.2.2 If any required fields contain invalid data, the system shall display an error message.
  - 1.2.3 After successful submission of the form, the system shall display a confirmation message.
- 1.3 System must maintain a record of all the details filled in degree issuance forms.

### 4.2 Complaint Form Submission

**User Story: S-02**

As a: student  
I want: to submit complaint forms,  
So that: the university can look at and resolve any discrepancies or errors in my issued degree promptly.

Importance:

4

Estimate:

4

**Functional Requirements:**

- 2.1 System shall allow students to submit a complaint form.
  - 2.1.1 System shall provide students with a complaints section for submitting complaint forms.
  - 2.1.2 System shall provide a complaint form that includes fields for identifying discrepancies (spelling mistakes etc.) in the degree or transcript document received.
- 2.2 System shall acknowledge the receipt of the complaint form.
  - 2.2.1 Upon submission, the system shall validate the data entered by the user in each field of the complaint form for completeness and correctness.
  - 2.2.2 If any required fields contain invalid data, the system shall display an error message.
  - 2.2.3 After successful submission of the form, the system shall display a confirmation message.
- 2.3 System must maintain a record of all the details filled in complaint forms.

**4.3 Query Progress Tracking****User Story: S-03**

As a: student  
I want: to track the real-time progress of my queries,  
So that: I can monitor the progress and know the expected  
timeline for receiving my degree.

Importance:

3

Estimate:

3

**Functional Requirements:**

- 3.1 System shall provide users with real-time progress updates on the status of their complaints and degree issuance requests.
- 3.2 System shall inform the student about the current status with the timestamp of last update for their request.

## 4.4 Receipt of Digital Documents

### User Story: S-04

As a: student  
I want: to receive digital copies of my degree and transcripts,  
So that: I can use them as needed.

Importance:

5

Estimate:

2

### Functional Requirements:

- 4.1 Upon completion of the degree issuance process, the system shall automatically issue a digital copy of the student's degree and transcript to their account.

## 4.5 Notifications for Degree Collection

### User Story: S-05

As a: student  
I want: to be notified when my degree is ready for collection,  
So that: I can arrange to receive the physical certificate from  
the university.

Importance:

4

Estimate:

2

### Functional Requirements:

- 5.1 Upon completion of the degree issuance process, the system shall automatically notify the student that their degree is ready for collection.
- 5.2 System will notify the student within 24-hours about the successful completion of their degree issuance request.

## 4.6 Student Account Registration

### User Story: S-06

As a: student  
I want: to sign into the system with my flex credentials,  
So that: I do not have to remember the credentials for yet  
another university system.

Importance:

3

Estimate:

1

**Functional Requirements:**

- 6.1 System will allow students to login using their credentials from their flex account.

**4.7 Payment of Degree Issuance Request Fees****User Story: S-07**

As a: student  
I want: pay my degree issuance request fees,  
So that: the university may begin processing my request and  
issue my degree without any complications.

Importance:

5

Estimate:

4

**Functional Requirements:**

- 7.1 System must provide a secure payment gateway where students can submit their fees electronically.
- 7.2 Students should receive confirmation after the successful payment of fees.
- 7.3 System should record the payment details for future reference and verification.
- 7.4 The university staff should be able to verify the payment status.

**4.8 Status Updates Notification****User Story: S-08**

As a: student  
I want: to receive notifications or updates via SMS or email  
whenever there is any change in the status of my queries,  
So that: I can stay updated without having to check the  
system constantly.

Importance:

3

Estimate:

3

**Functional Requirements:**

- 8.1 When a user's degree issuance request is being processed, the system shall automatically send notifications to the user about the progress of their query via SMS or email.

## 4.9 Degree Issuance Request Notification

### User Story: A-01

As a: One stop Admin  
I want: to be notified when a student submits a degree issuance request,  
So that: I can promptly begin processing their queries.

Importance:

4

Estimate:

3

### Functional Requirements:

- 9.1 System should notify user when a degree issuance request has been submitted.
  - 9.1.1 System should have a section dedicated to showing request notifications.
  - 9.1.2 System should have indicators on notifications distinguishing new notifications.
  - 9.1.3 Notifications shown should have timestamp of request submission time.
- 9.2 In the notification, the system shall provide quick access to relevant details of the submission.

## 4.10 Token Generation with Time Estimates

### User Story: A-02

As a: One stop Admin  
I want: to generate unique tokens with estimated timeframes for every student request,  
So that: they can be processed on a first come first served basis.

Importance:

5

Estimate:

5

### Functional Requirements:

- 10.1 When a degree issuance request is submitted, system should automatically generate a unique token for the request.
  - 10.1.1 System will calculate the estimated time of completion of request.
  - 10.1.2 User should be notified with the estimated time of completion.
- 10.2 The system will assign the generated unique token to the new request.
  - 10.2.1 System will assign tokens on a first come first served basis.



## 4.11 Degree Issuance Upon Approval

**User Story: A-03**

As a: One stop Admin  
I want: to issue degrees to the students upon approvals from all the relevant authorities,  
So that: the students can be informed of the completion of their requests and receive their degrees.

Importance:

5

Estimate:

4

**Functional Requirements:**

- 11.1 Onestop admins should be able to issue degrees to students.
  - 11.1.1 When a request is given approval from both FYP and Finance departments, the system shall finalize the degree issuance request.
  - 11.1.2 When a request is finalized, the student will be issued their degree document.

## 4.12 Request Management

**User Story: A-04**

As a: One stop Admin  
I want: to view the status of all pending, processed, and new requests  
So that: I can manage and prioritize them effectively.

Importance:

4

Estimate:

3

**Functional Requirements:**

- 12.1 User should be able to view the status of all pending, processed, and new requests.
- 12.2 System should provide admins with a dedicated request management section.
- 12.3 The requests in the management section should have relevant details such as student names, and dates of submission.
- 12.4 System shall let users filter the list by submission date and status.
- 12.5 System shall let users sort the list by submission date and status.

## 4.13 Transcript Generation

**User Story: A-05**

As a: One stop Admin  
I want: the transcripts to automatically be generated for students when their degree issuance request is approved,  
So that: the students can receive their academic documentation.

Importance:

5

Estimate:

3

**Functional Requirements:**

- 13.1 User should be able to receive their transcripts from the system.
- 13.2 When a degree issuance request is finalized, the system shall automatically generate student transcripts.
- 13.3 When a degree issuance request is finalized, the system shall provide the student with their transcripts.
- 13.4 The Transcripts should contain details such as department, CGPA, course grades, and duration.

## 4.14 Handling Request Objections

**User Story: A-06**

As a: One stop Admin  
I want: to know about any objections raised by the finance or FYP departments regarding a student's degree issuance,  
So that: I can inform the student of the issue and guide them about the next steps.

Importance:

5

Estimate:

5

**Functional Requirements:**

- 14.1 System should inform the admin about all objections raised by the FYP and finance departments, against a request.
- 14.2 Admin should be able to inform students about the objections raised against their requests.
- 14.3 Admin should be able to inform the student with the reasons for objection and instructions about what to do next using comments.

## 4.15 Automatic List Updates

### User Story: A-07

As a: One stop Admin  
I want: the requests list to automatically be updated when a degree is issued,  
So that: it is clear which requests have been processed.

Importance:

4

Estimate:

3

### Functional Requirements:

15.1 When a degree is issued, the system shall automatically update the request status in the requests list.

## 4.16 Filter Requests by Day

### User Story: D-01

As a: Director  
I want: to view a list of all the requests generated on a specific day,  
So that: I have a comprehensive overview of daily activities.

Importance:

3

Estimate:

3

### Functional Requirements:

16.1 The director should be able to filter degree issuance requests by specific days to track daily activities and trends.

## 4.17 View Pending Requests

### User Story: D-02

As a: Director  
I want: to access a list of all pending requests,  
So that: I can monitor the remaining workload and identify bottlenecks in processing.

Importance:

3

Estimate:

2

### Functional Requirements:

17.1 The director should have the capability to view a list of all pending degree issuance requests to monitor remaining workload and identify processing bottlenecks.

## 4.18 View Processed Requests

### User Story: D-03

As a: Director  
I want: to view all the processed requests,  
So that: I can track the efficiency of the process.

Importance:

2

Estimate:

2

### Functional Requirements:

18.1 The Director should have access to detailed information about each degree issuance request for oversight and decision-making purposes.

## 4.19 View Processing Metrics

### User Story: D-04

As a: Director  
I want: to view processing details such as the time taken by  
each department to process a request,  
So that: I can identify bottlenecks and optimize the processes  
accordingly.

Importance:

4

Estimate:

4

### Functional Requirements:

19.1 The director should have access to processing details such as the time taken by each department to process requests, to identify bottlenecks and optimize processes.

## 4.20 Active Progress Tracking

### User Story: D-05

As a: Director  
I want: to view processing details such as the time taken by  
each department to process a request,  
So that: I can identify bottlenecks and optimize the processes  
accordingly.

Importance:

3

Estimate:

3

**Functional Requirements:**

- 20.1 The Director should be able to monitor the overall status of degree issuance requests, including pending, processed, and completed requests.

**4.21 Request Processing Timestamps****User Story: Y-01**

As a: FYP Department Staff  
I want: each request to be time stamped when the processing begins and ends,  
So that: accurate record of processing durations is maintained.

Importance:

3

Estimate:

4

**Functional Requirements:**

- 21.1 When a request is initiated, the system should automatically record the timestamp (start time) for that request.
- 21.2 When the processing of the request is completed, the system should record the timestamp (end time).
- 21.3 The system should calculate and display the duration (processing time) between the start and end timestamps.

**4.22 Degree Issuance Request Notification****User Story: Y-02**

As a: FYP Department Staff  
I want: to receive notifications when a student submits a degree issuance request,  
So that: I can promptly begin processing their queries.

Importance:

3

Estimate:

3

**Functional Requirements:**

- 22.1 The FYP Department staff should receive timely notifications when students submit degree issuance requests so that they can promptly begin processing them.

## 4.23 Request Evaluation and Decision

**User Story: Y-03**

As a: FYP Department Staff  
I want: to accept, reject, or raise objections to a degree issuance request,  
So that: I can effectively process requests and inform the student of the decision.

Importance:

5

Estimate:

4

**Functional Requirements:**

- 23.1 The FYP and Finance Department staff should be able to review and evaluate degree issuance requests submitted by students.
- 23.2 The FYP and Finance Department staff should be able to raise objections to degree issuance requests if they identify any discrepancies or issues that need clarification or further verification.
- 23.3 The FYP and Finance Department staff should have the capability to provide detailed feedback, including acceptance, rejection, or objections with comments, for each degree issuance request.

## 4.24 Verification of Outstanding Fees

**User Story: F-01**

As a: Finance Department Staff  
I want: to verify that all outstanding fees of a student including the issuance fees are paid,  
So that: I can ensure that an issuance request meets the financial criteria for approval.

Importance:

5

Estimate:

5

**Functional Requirements:**

- 24.1 Finance Department staff should be able to verify that all outstanding fees, including the degree issuance fee, have been paid by students before approving degree issuance requests.

## 4.25 Requests Evaluation and Decision

**User Story: F-02**

As a: Finance Department Staff  
I want: to accept, reject, or raise objections to a degree issuance request,  
So that: I can effectively process requests and inform the student of the decision.

Importance:

5

Estimate:

4

**Functional Requirements:**

- 25.1 The FYP and Finance Department staff should be able to access detailed information about each degree issuance request, including student details, program information, and any attached pdf documents.

## 4.26 Degree Issuance Request Notification

**User Story: F-03**

As a: Finance Department Staff  
I want: to receive notifications when a student submits a degree issuance request,  
So that: I can promptly begin processing their queries.

Importance:

3

Estimate:

3

**Functional Requirements:**

- 26.1 The FYP Department staff should receive timely notifications when students submit degree issuance requests so that they can promptly begin processing them.

# 5. Other Nonfunctional Requirements

## 5.1 Performance Requirements

- 1.1 Real-Time Updates: The system should provide real-time access to request status and processing metrics with a latency of no more than 5 seconds.
- 1.2 Response Time: The system should respond to user actions, such as form submissions and data retrievals, within 2 seconds under normal load conditions.
- 1.3 Scalability: The system should be capable of managing an increasing number of degree issuance requests efficiently without performance degradation.

## 5.2 Safety Requirements

- 2.1 Data Integrity: The system must prevent unauthorized access, modification, or deletion to ensure the integrity of user data.
- 2.2 Backup and Recovery: Regular backups of system data should be performed, with a recovery plan in place to restore data in case of system failure.

## 5.3 Security Requirements

- 3.1 Access Control: Access to degree issuance request details should be restricted to authorized FYP and Finance Department staff to maintain confidentiality and integrity.
- 3.2 User Authentication: Users must authenticate themselves using username and password, before accessing sensitive information or performing critical actions.

## 5.4 Software Quality Requirements

- 4.1 Accessibility: The interface for monitoring degree issuance requests should be accessible from different devices and platforms to accommodate the Director's needs for remote oversight.
- 4.2 Maintainability: Code should be well-documented and structured to facilitate ease of maintenance and future enhancements by developers.
- 4.3 Reliability: The system should reliably update and display the status of degree issuance requests to provide accurate insights for decision-making.
- 4.4 Usability: The system should be intuitive and user-friendly, with clear navigation and informative error messages to assist users in completing tasks efficiently.

## 5.5 Business Rules

- 5.1 Approval Processes: Degree issuance requests should undergo approval processes by relevant departments, such as the Finance and Faculty of Final Year Project (FYP), before being finalized and issued to students.
- 5.2 Accuracy: The system should accurately calculate and verify outstanding fees to ensure the financial integrity of degree issuance requests.
- 5.3 Audit-Trail: All financial transactions related to degree issuance requests should be logged and auditable to maintain transparency and accountability.



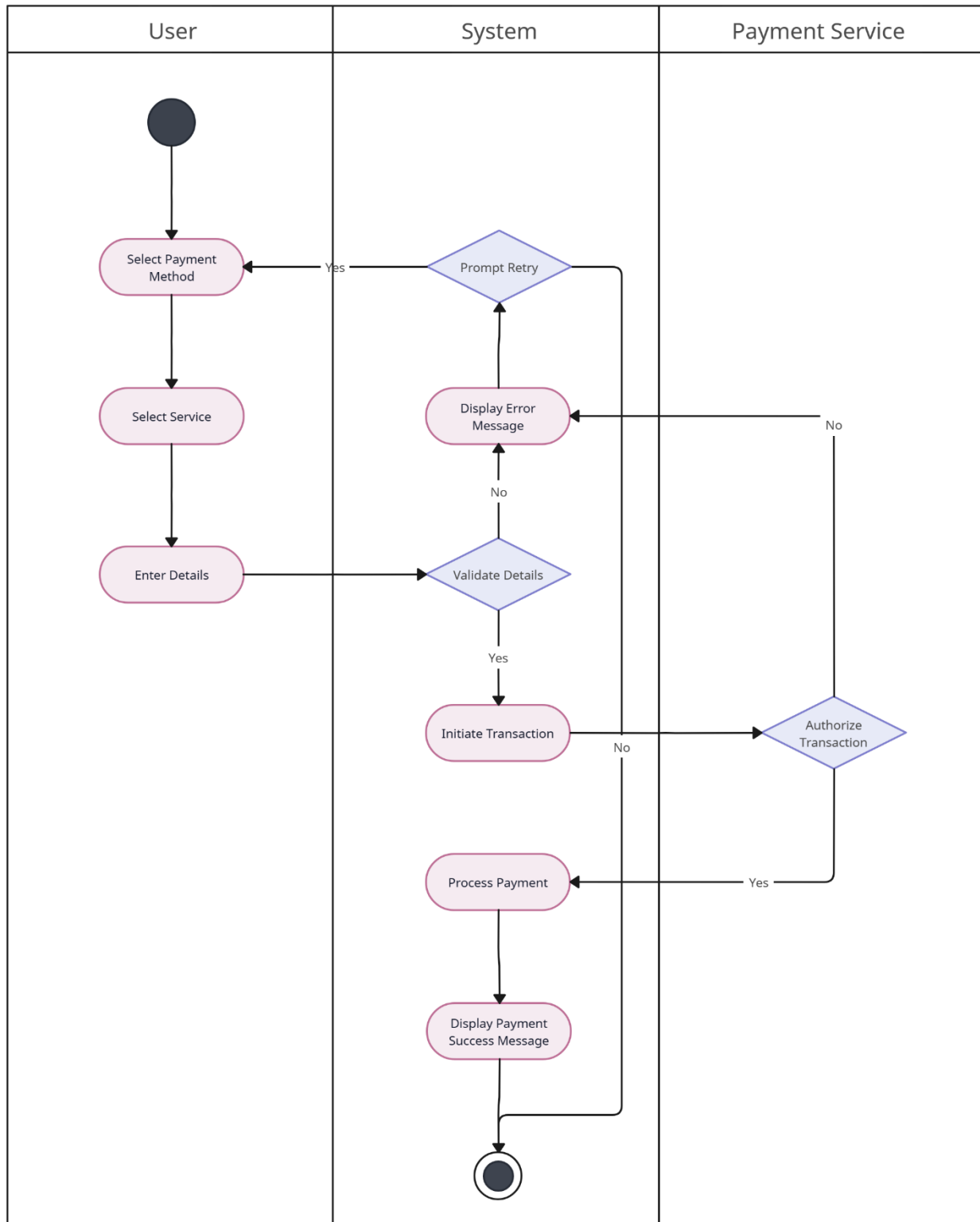
## 6. Diagrams

### 6.1 Use Case Diagram

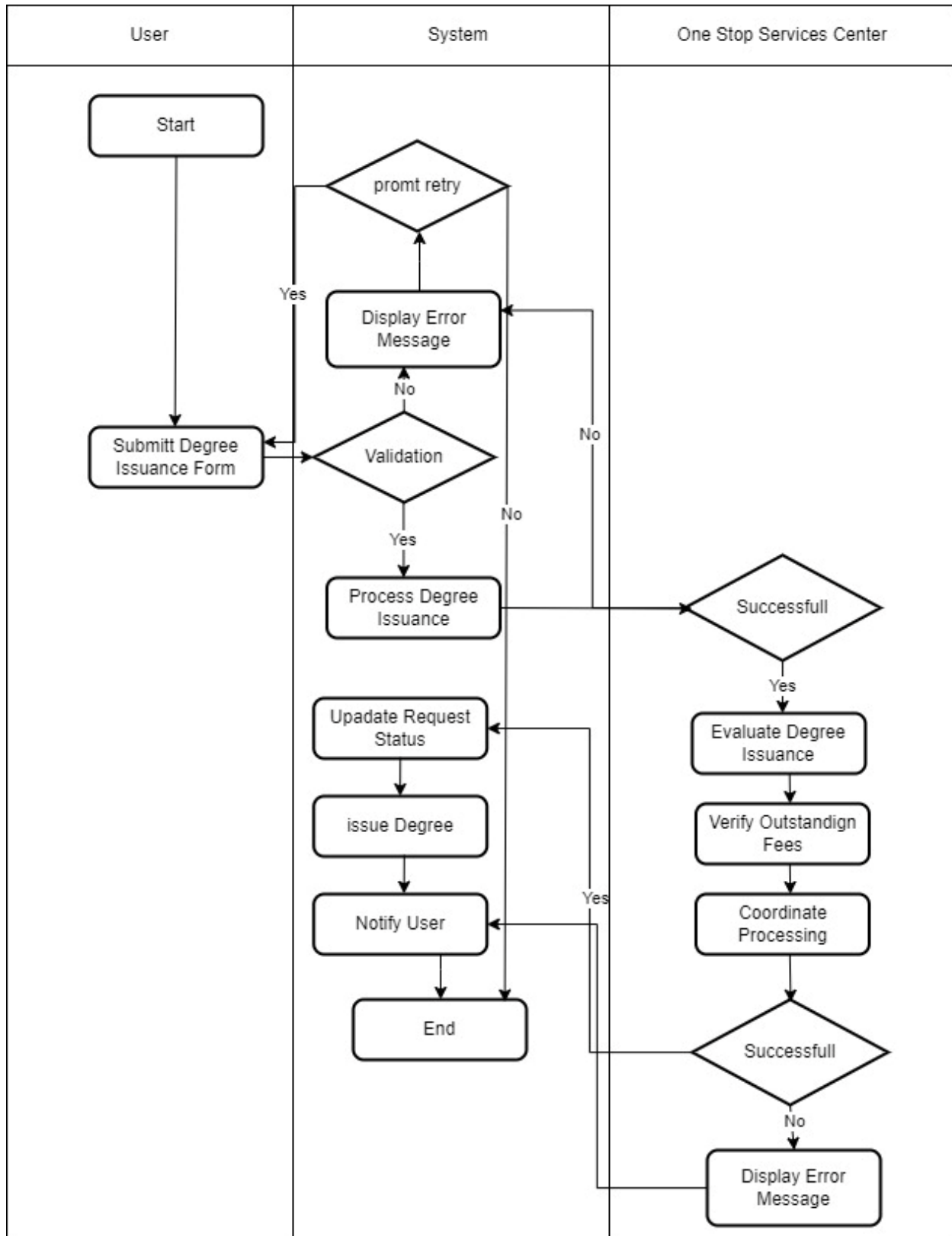


## 6.2 Activity Diagram

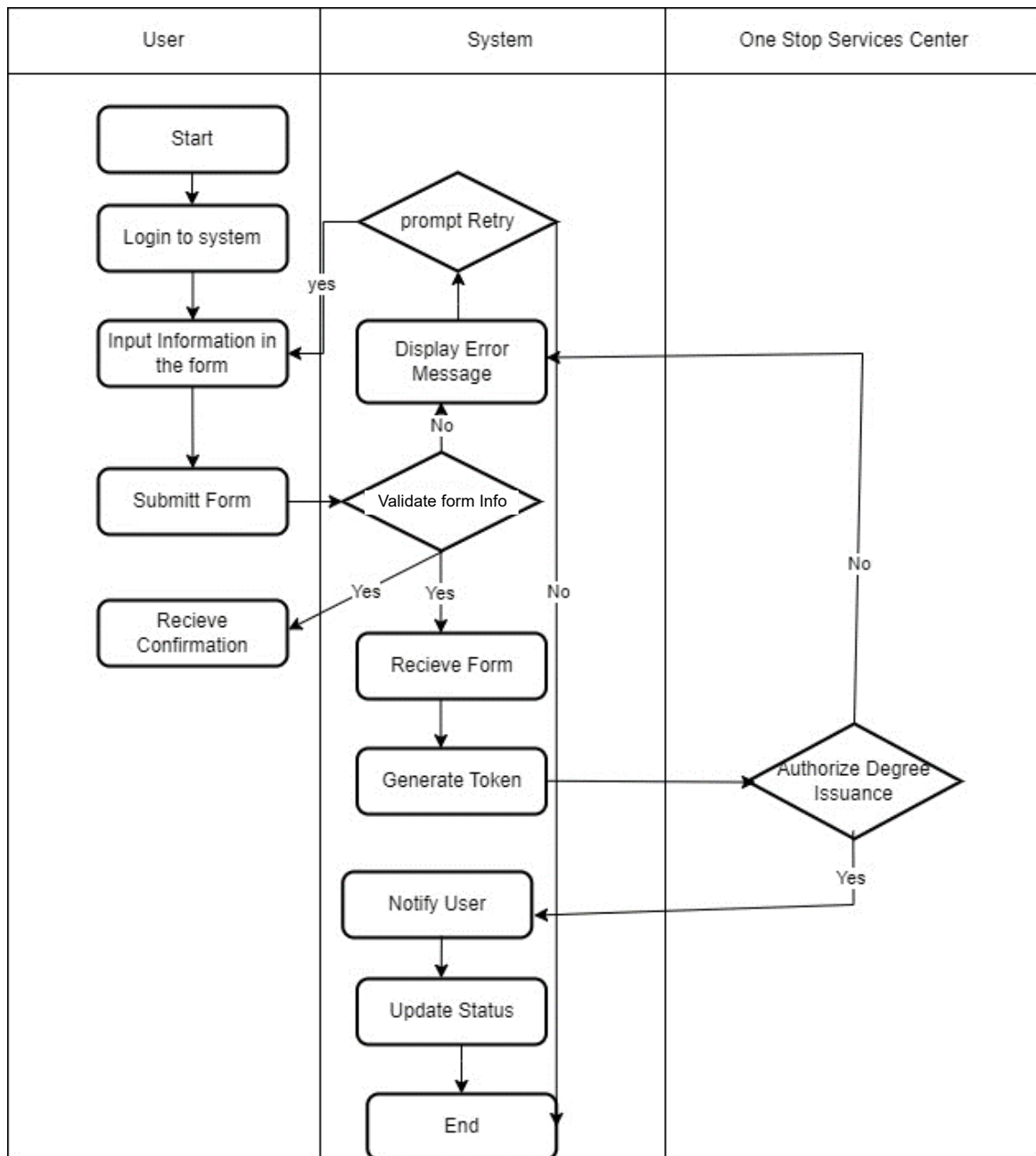
### 6.2.1 Make Payment



## 6.2.2 Receive Degree

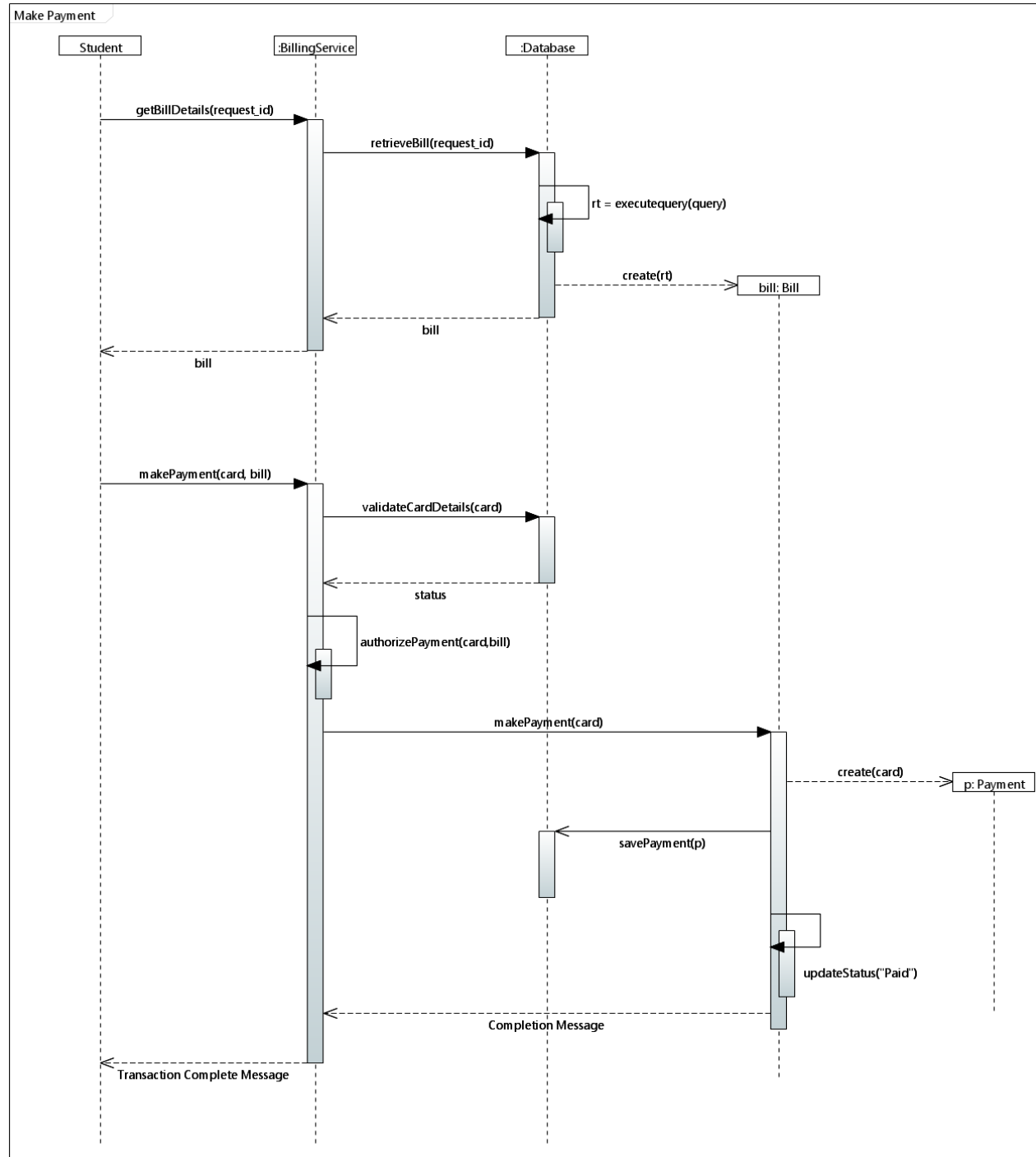


## 6.2.3 Initiate Degree Issuance Request

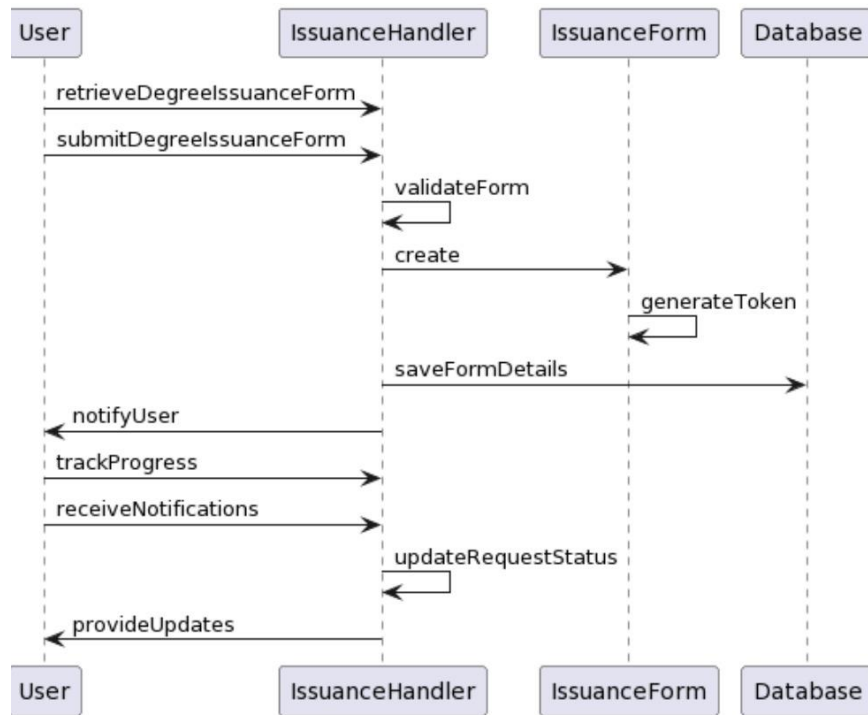


## 6.3 Sequence Diagram

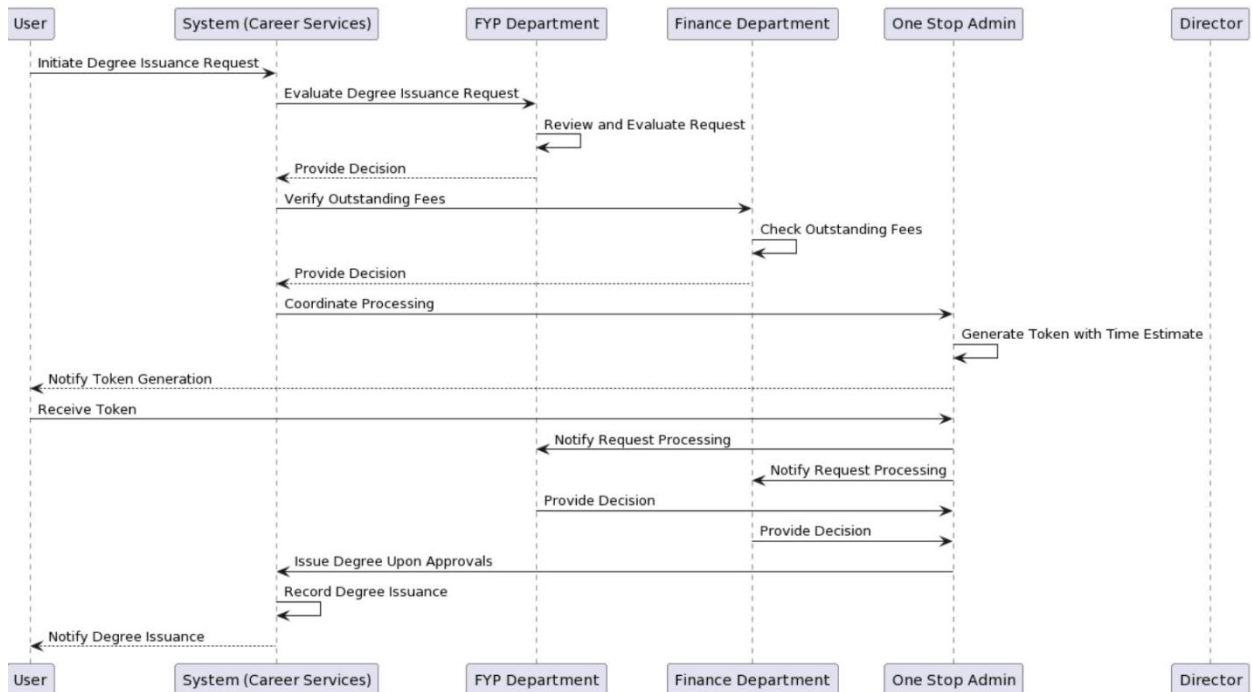
### 6.3.1 Make Payment



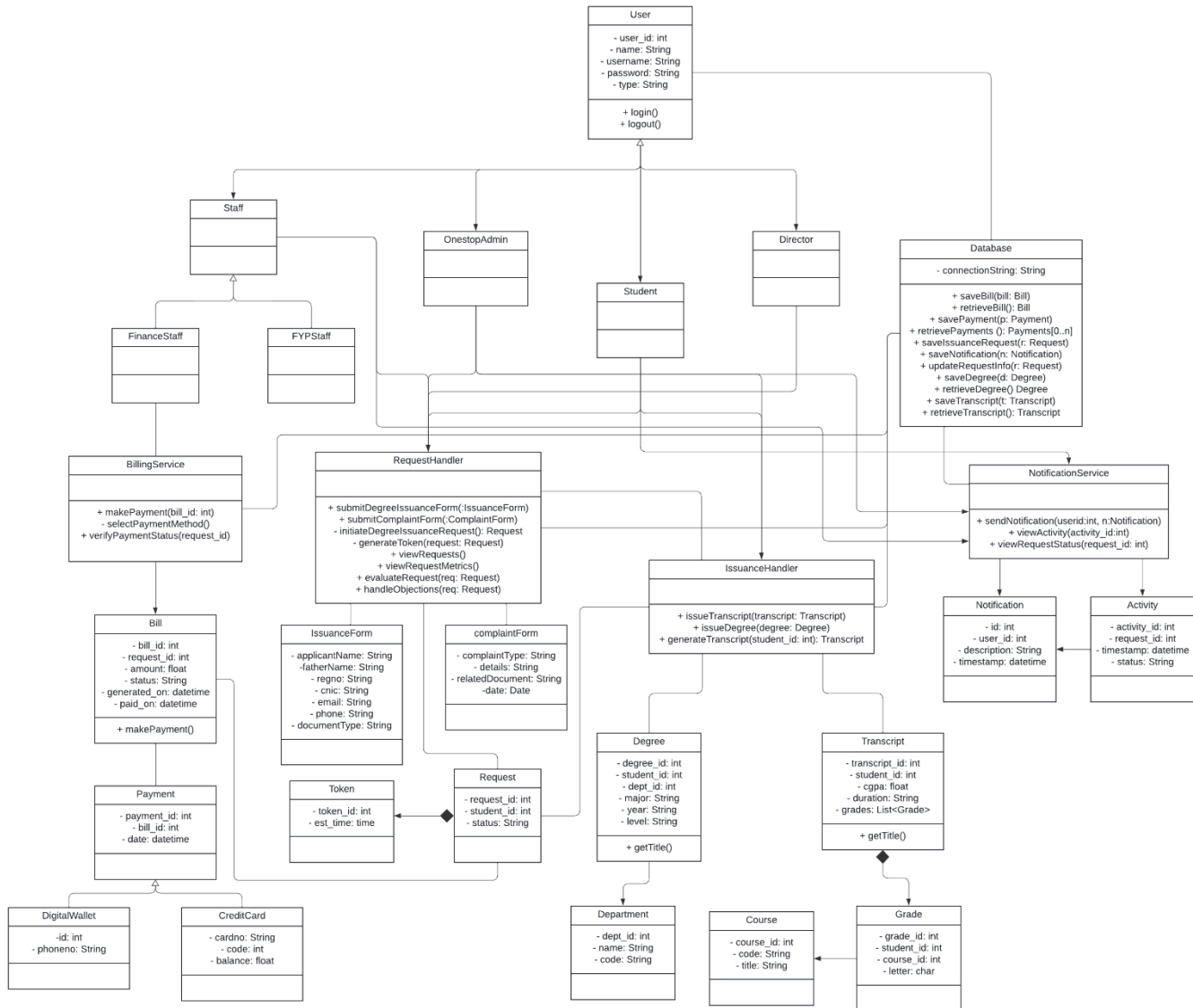
## 6.3.2 Initiate Degree Issuance Request



## 6.3.3 Receive Degree



## 6.4 Class Diagram



## Appendix A: Glossary

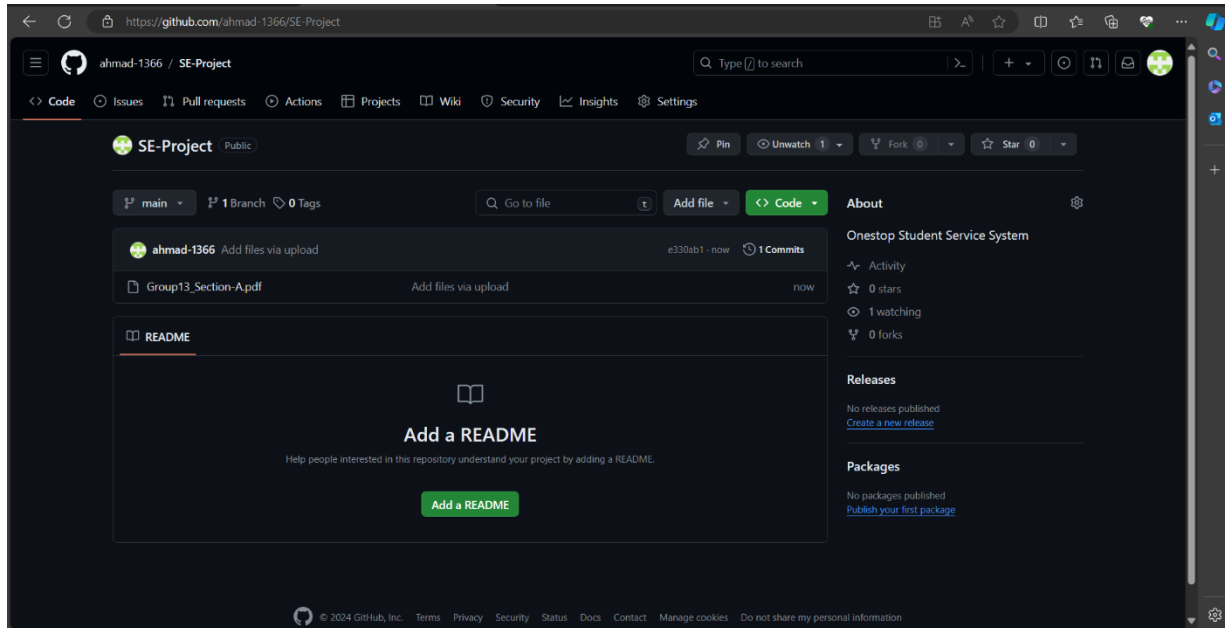
<b><i>Degree Issuance System</i></b>	A web-based application for issuing degrees to students.
<b><i>One Stop Services Centre</i></b>	A centralized facility providing student assistance.
<b><i>Degree Issuance Form</i></b>	Digital form for submitting degree requests.
<b><i>Complaint Form</i></b>	Digital form for reporting document errors.
<b><i>Activity Tracking</i></b>	Monitoring request status.
<b><i>Token Generation</i></b>	Creating unique request identifiers.
<b><i>Request Management</i></b>	Interface for admin oversight of requests.
<b><i>Degree and Transcript Issuance</i></b>	Process of providing degree documents.
<b><i>DBMS</i></b>	Software for storing and managing data.
<b><i>Web Server</i></b>	Application hosting the system interface.
<b><i>Notification Services</i></b>	External tools for user alerts.
<b><i>Payment Gateway</i></b>	System for verifying fee payments.
<b><i>HTTP/HTTPS</i></b>	Protocols for web data transmission.
<b><i>SMTP/SMTPS</i></b>	Protocols for email transmission.
<b><i>SMS Gateway</i></b>	Service for sending text message notifications.



## Appendix B: Analysis Models

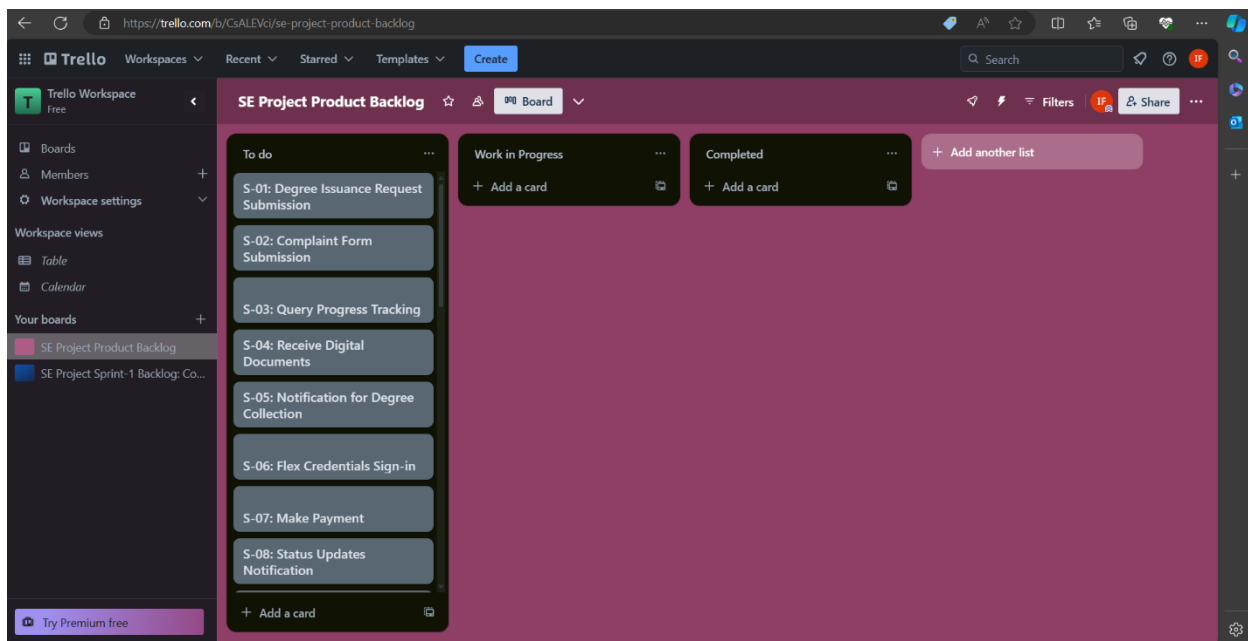
### GitHub:

[ahmad-1366/SE-Project \(github.com\)](https://github.com/ahmad-1366/SE-Project)

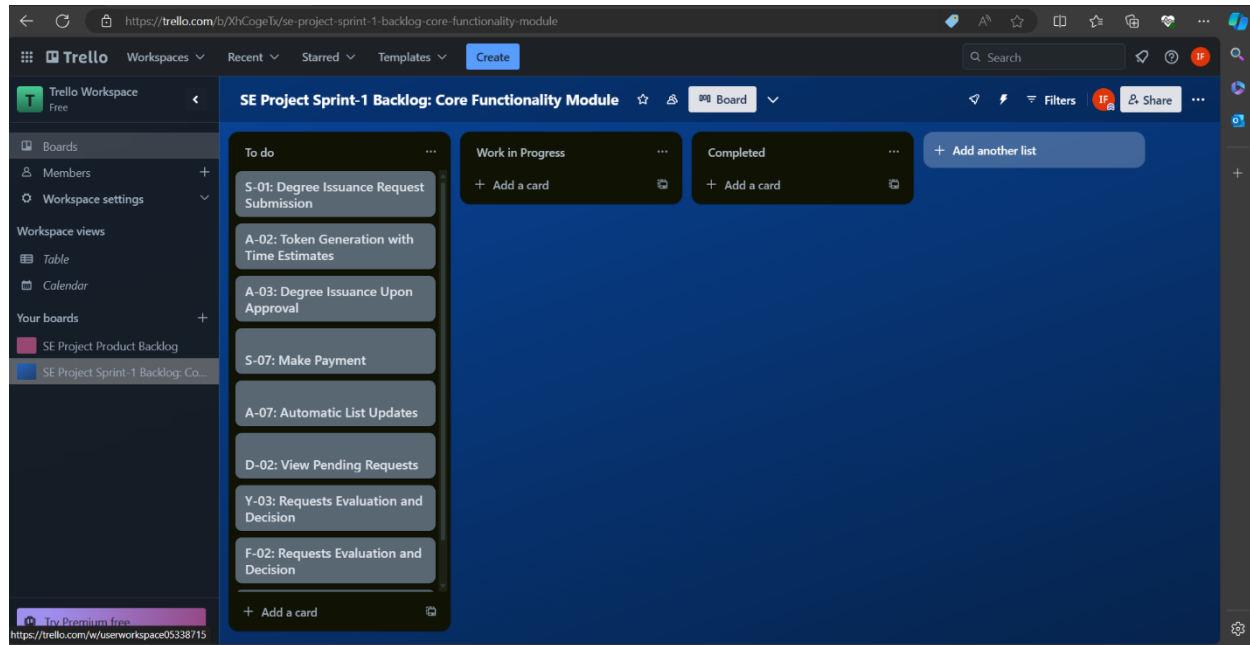


### Trello:

#### Product Backlog



## Sprint Backlog



## Sprint In Progress

