

# Non-Functional Requirements Document

## 1. Performance Requirements

- Searching bookings on a local server should be completed within 3-5 seconds.
- Maximum concurrent users are currently unknown as the system has only been tested with a single local user.
- The system should be available all the time without planned downtimes.

## 2. Security Requirements

- Both customers and officers can log in using their credentials (username and password).
- Passwords are stored as encrypted hash values to ensure security.
- Access control:
  - Officers have privileges to update delivery status and view all bookings.
  - Customers can only view their own bookings.

## 3. Scalability Requirements

- The system has the potential to support live tracking of parcels in the future instead of requiring officers to manually update statuses.
- Cloud scalability: The system can be migrated to a cloud-based environment (AWS, GCP, or Azure) to handle increased traffic and multiple locations.

## 4. Usability Requirements

- User Roles:
  - Customer
  - Officer (Admin)
- Accessibility: Currently optimized for desktop usage.

## 5. Reliability Requirements

- Downtime: No specific downtime requirements have been set.
- Backup Strategy:
  - Manual backup using SQL dump files or Derby database file backups.
  - Future improvement: Implement an automated periodic backup process.

## 6. Maintainability and Support

- Maintenance: No structured maintenance plan is in place as this is a mini-project.
- Support: A customer support page is provided with necessary contact details.

## 7. Compliance & Regulatory Requirements

- Basic data protection measures are implemented, such as encrypted passwords.
- The system follows general best practices for user privacy but does not comply with any specific regulatory standards.