ISP250 SRS Software Requirement Specifications(Complaint System)

Information System Development (Universiti Teknologi MARA)

Damage Complaint Management System
Software Requirement Specifications

SEMESTER MAC24 – AUG24

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Damage Complaint Management System	Version: <2.0>
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Software Requirement Specifications

1.   Introduction

1.1   Fact Finding Techniques

Before implementing an efficient Damage Complaint Management System, it is crucial to first determine the full set of requirements that will meet the needs for developing this system. Since time is a constraining factor, then fact-findings like interviews, sampling, survey and document review may be impossible. Under this context, observation of the online system comes out as a potential solution to collect information and gather data. This helps us figure out what's not working well and how we can make things better in the system we have right now.. Therefore, through an observation of business operations online, we have obtained data necessary to understand the strengths and weaknesses of the current system, as a basis for the formulation of the Damage Complaint Management System.

Beside the observation of the online system, the discussion among the team members is the key factor for reaching the final agreement and understanding of the requirements. Members of the team will discuss ideas and information to define the possible weak points or further development directions of the proposed system.

Finally, recording of the information obtained from the observation of the online system, and discussion with the team members is crucial in identifying further processes in the development. It will help to have a clear knowledge about the requirements so that we can develop a system that is efficient, effective and most importantly user friendly.
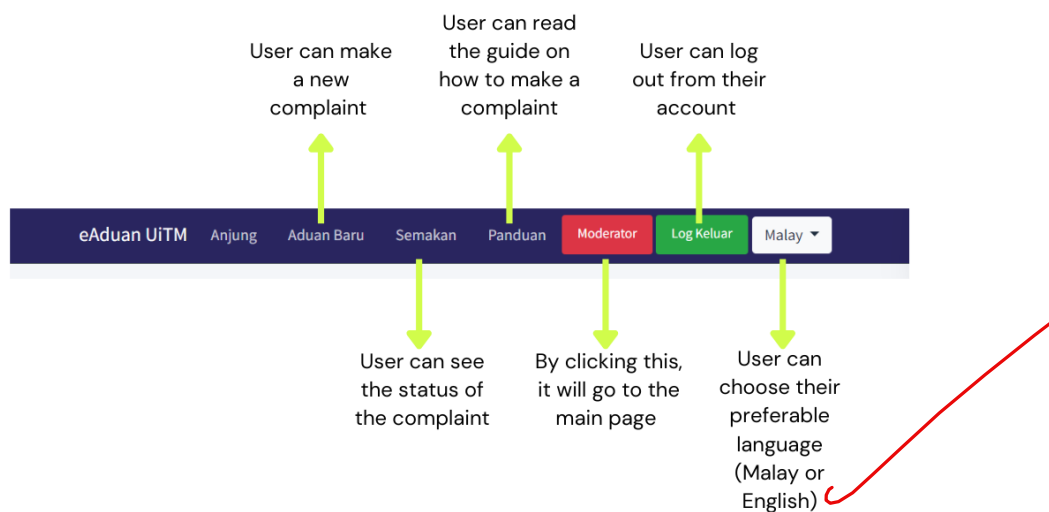
1.2   System Observation

For this project, we have chosen to examine the online system of eAduan UITM system as this system is similar in functionality to our group project, which is Damage Complaint Management System. Our system is intended for use by both students and staff. eAduan UITM system will serve as the primary references for developing our required system.

This system is similar in functionality to our group project, which is a Damage Complaint Management System, intended for use by both students and staff. This system closely matches what we aim to create and is relevant and ideal for our purposes. We analyzed the system by listing all the inputs and outputs and examining the interfaces, which are crucial components. The gathered facts are documented for use in developing the fundamental processes of our proposed system.
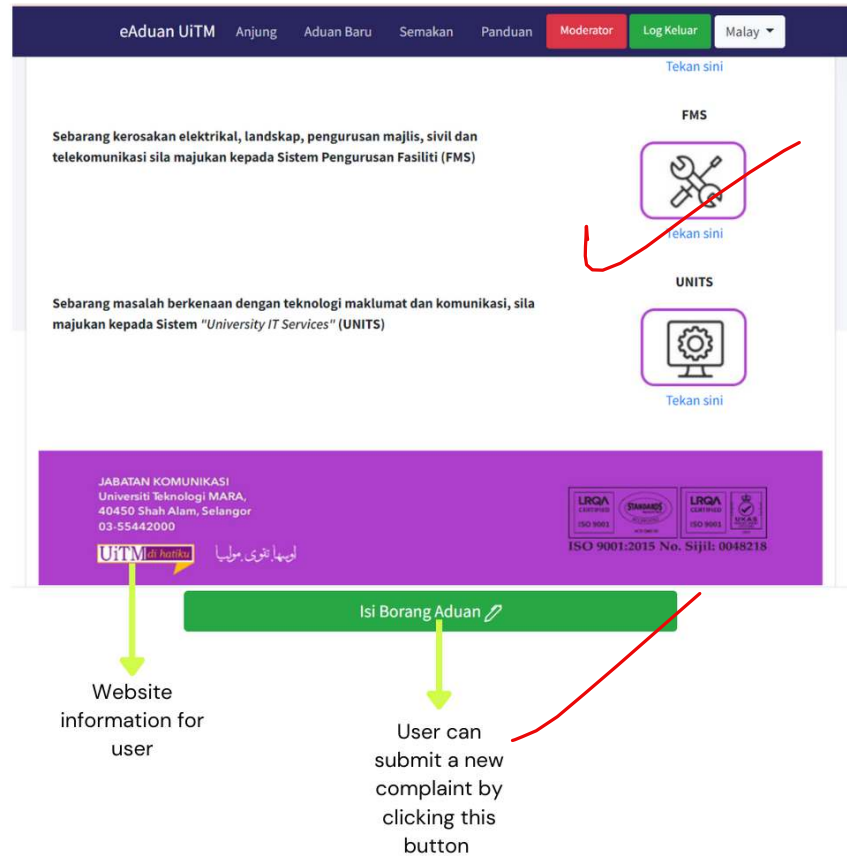
Navigation bar :

Mainpage :

Make a new complaint :

User's information — User's information

User can choose their complaint's category and where the complaint will be send to

User will provide enough information about their complaint

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Complaint status :
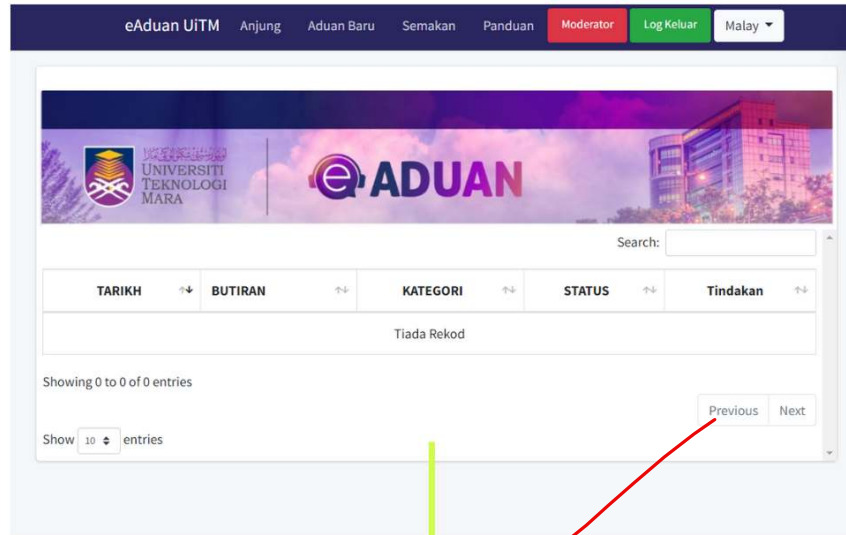
User can see their
complaint status

Manual :
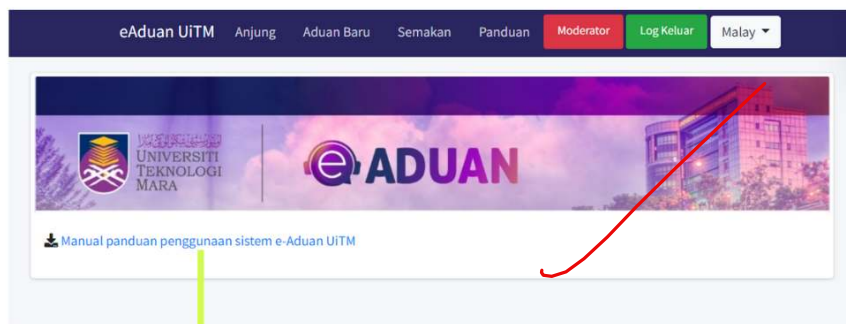
User can read the
manual on how to
fill and submit the
complaint (pdf)

1.3 Summary of findings

To summarize, the existing damage complaint system in Uitm Tapah, Perak is insufficient in several areas. It has an improper process because they only use the messaging app, Whatsapp, for all users to submit many complaints. Therefore, this system needs to be improved in various aspects so it will be easier for students to make a complaint. For example, redesign the interface that can guide students to provide comprehensive information about the damage, such as type, location, and time of occurrence. Other than that, the system also needs to Ensure students receive regular updates on the status of their complaints, including estimated resolution times and any actions taken. It is because students can get to track the process of their complaint. It can also ensure that Uitm Tapah Management holds itself accountable for responding to all student's complaints in a timely way. It prevents complaints from being ignored or delayed, ensuring the integrity of the complaint resolution process. After the analysis, we assure that we can construct a system that provides a range of features and is well-designed, which is more advanced than the present system.

1.4 Business Case

The Damage Complaint System Management website for UiTM Perak Campus Tapah is designed to assist students and staff in reporting issues with utilities in their rooms, such as malfunctioning fans or lamps, or damaged lockers. The current system for handling damage complaints is disorganized, so we aim to streamline the process, making it easier for students to notify the college staff or student representative committee so that technicians can promptly repair or replace the damaged items.

The following information will guide our team to develop a better process for the system.

- There are two main user roles in the system: students or staff, and administrators.

- Users need a user ID and password to log in or sign up on the page to access other features. Administrators have the ability to view all complaints, including their status, and can assign them to technicians.

- Administrators can also sort complaints by status, type of damage, and date, and they can delete complaints that have been marked as 'Resolved'. Additionally, administrators can view the list of technicians and add new technicians.

- Administrators can also view statistical data from the database, such as the number of staff and students using the system, the number of complaints for each type of damage, and the number of complaints for each status.

- Students and staff can view their profile details, submit complaints, check the status of their complaints, and cancel pending complaints. They will also have an inbox page where they can receive messages and confirm the completion of complaints. Once a complaint is confirmed, its status is updated to 'Resolved' and a completion date is recorded.

- A 'Pending' status indicates that a complaint has not been assigned to a technician yet, while an 'Assigned' status means a technician has been assigned. Technicians can handle a maximum of three complaints at a time, which will change their status to 'Not Available'.

2. User Interface Requirement - Storyboard

2.1 User Interface Flow Diagram
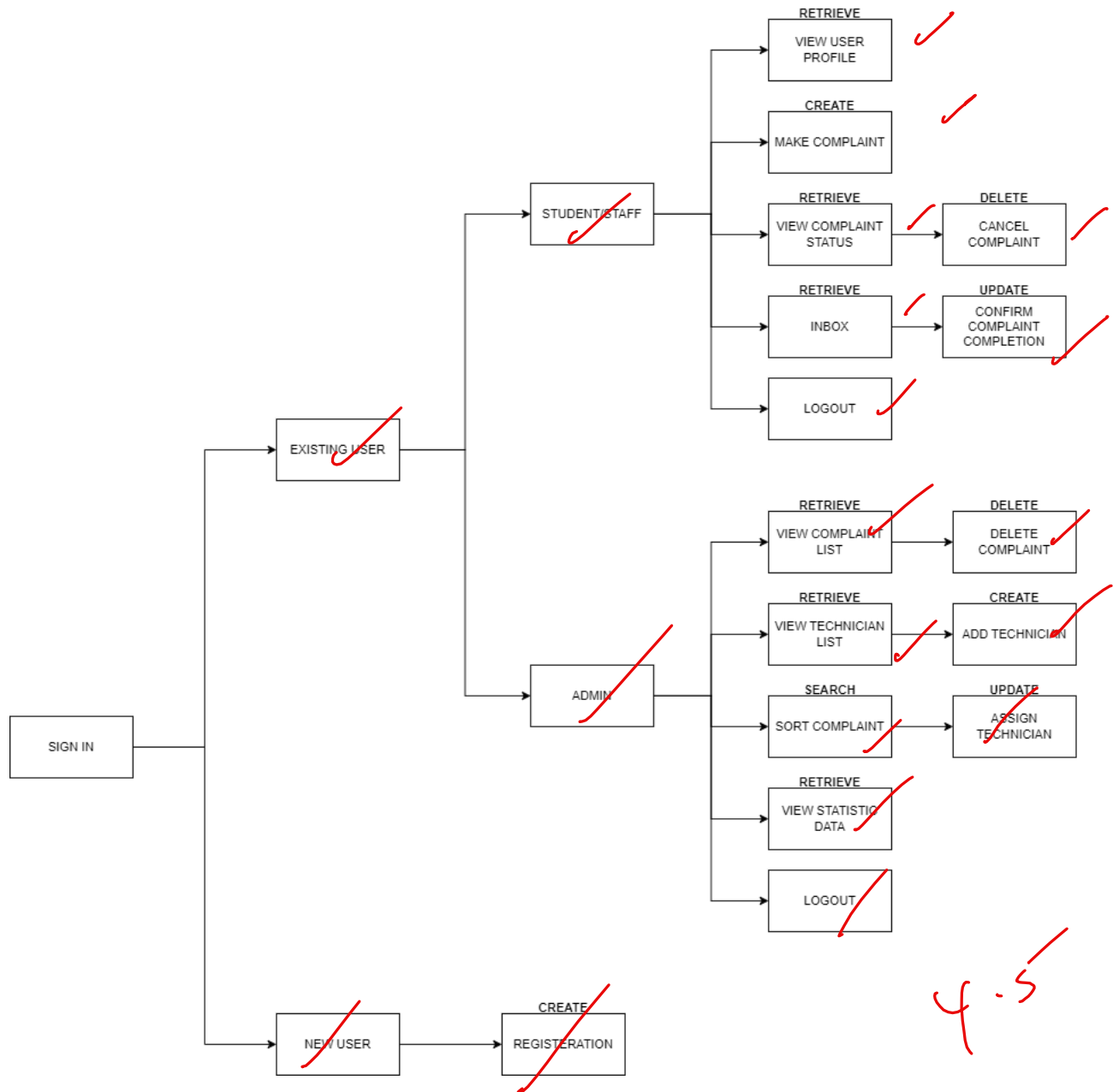
2.2   **User Interface Storyboard Sketches**
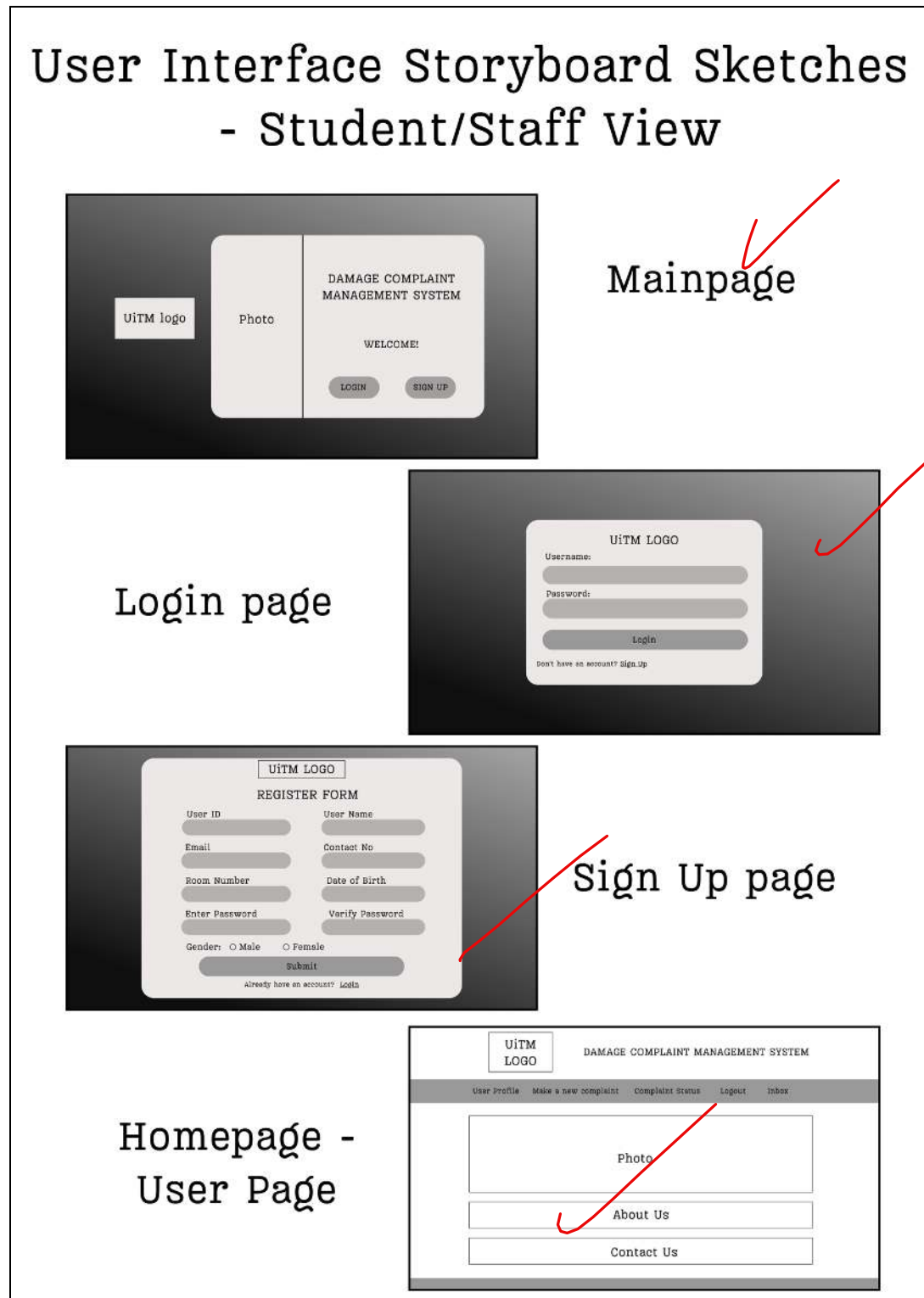
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Update Profile Page

Complaint Page

Complaint Status Page

Inbox

User Interface Storyboard Sketches - Admin View

Mainpage

Homepage - Admin Page
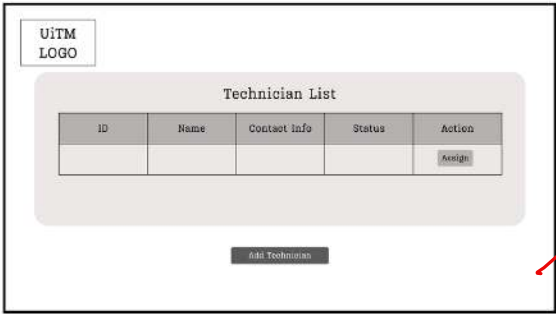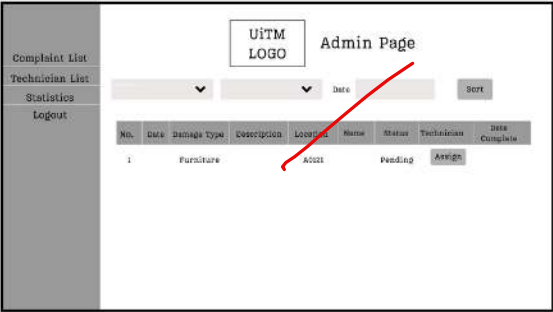
Technician List - Assign Technician

Complaint List
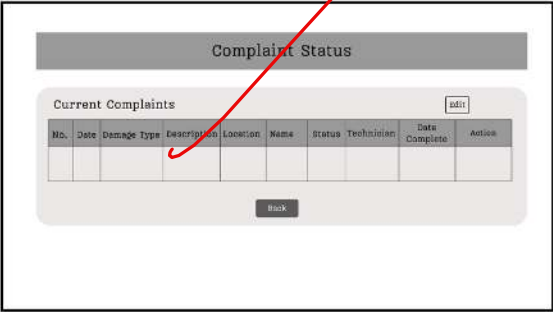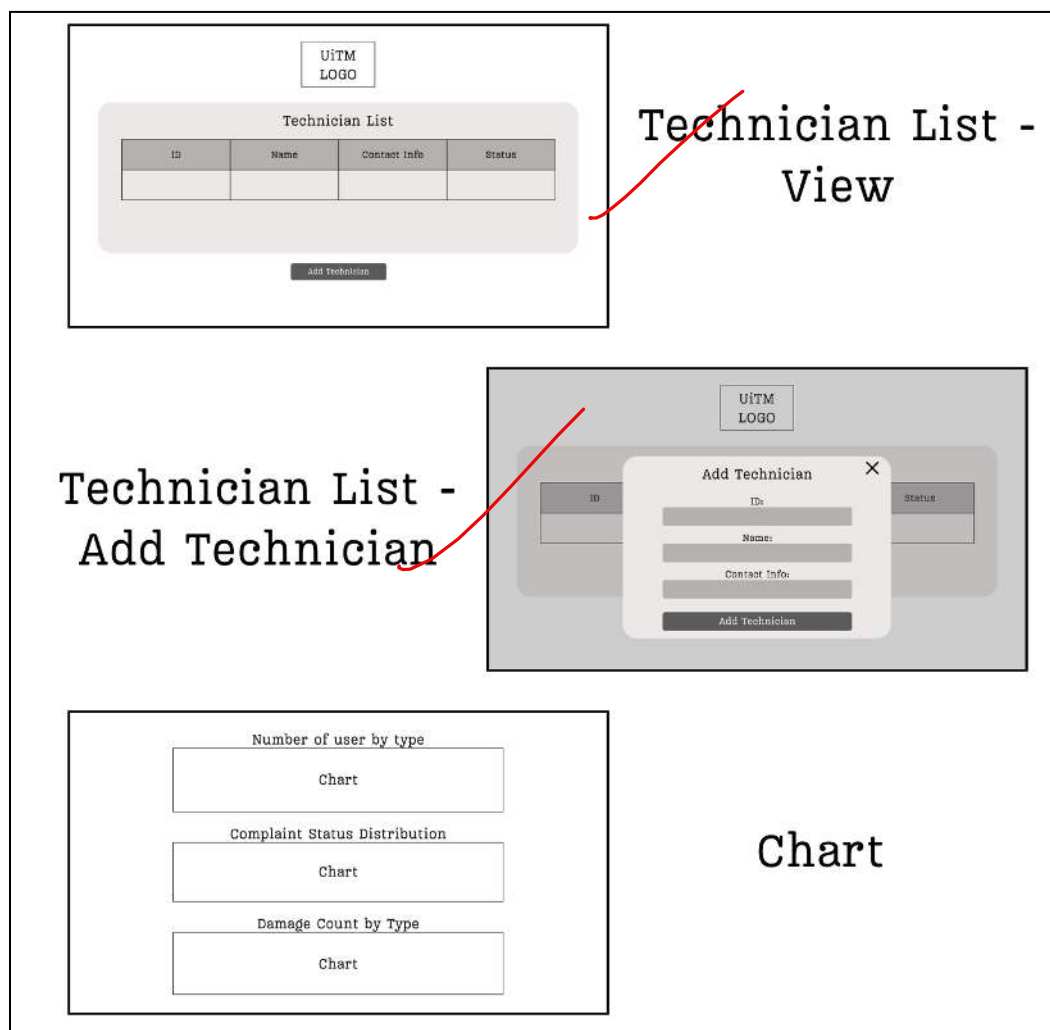
3. Functional Requirements - System Specification

Users / Stakeholders	Input Data	Process / Function	Output Data
Student / Staff / Administrator	ID Password	Login Process	Login Successful Message
Student / Staff	User ID User Name User Number Phone User Date of Birth User Gender Password	Registration Process	Registration Successful Message
Student / Staff	Damage Category Description of the Damage	Submit Report	Submit Successful Message
Student / Staff	Damage Category	Cancel Report	Confirmation Message
Student / Staff	Agree Report Cancelled	Cancel Report	Report Cancelled Successful Message
Student / Staff	Complaint Details	Update Complaint Status	Confirmation Message
Student / Staff	Agree Complaint has been completed	Update Complaint Status / Update Date	Complaint Status Resolved / Date Complaint Completed
Administrator	Complaint Status	Sort Report	Reports Sorted
Administrator	User's Report	Assign Technician	Assure to Assign Technician
Administrator	Agree Assign Technician	Update Complaint Status	Technician Assigned
Administrator	Technician ID Technician Name Technician Phone Number	Add Technician	Technician Added Successful Message
Administrator	User's Report List	Delete Completed Report	Confirmation Message
Administrator	Agree Delete Completed Report	Delete Completed Report	Completed Report Deleted

4. Non-functional Requirements

1. Security : Users need to fill in the OTP verification first to verify the account after signing up.
2. Speed : All the web pages can load faster to make the performance of the website better.
3. Portability : The user interface is responsive, users are able to understand the interface and it is easy to use it.
4. Capacity : There is no limit for users to enter the website to make the complaint.
5. Compatibility : Both desktop and laptop PCs should be able to use the system without any issues.