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| Nombre | Descripción |
| Usability | The system should have an easy to use GUI, as any person who has access to the internet should be able to use the system. |
| Usability | The system should have an on-line HELP to be consulted by any person that uses it. |
| Availability | The system should be available 24 hours a day, 7 days a week. The nature of the system not being a critical system, the system might stay off until any fault is fixed. |
| Performance | The system must be capable to handle 20 simultaneous users. |
| Performance | The response time must not exceed 5 seconds. |
| Security | The system should use a security protocol when sending data over the internet. |
| Distribution | The system should be capable of running on separate machines. For example, the system core could be running on one machine and the Servlets on another. |
| Availability | A serve or a processor can fail, usually in various ways, and must be built reliable using internal redundancy so that the register service remains available. |
| Security | To have access to the complaint registration features, access must be allowed by the access control sub-system. (Authentication) |
| Scalability | HW system would be used by citizens from different area, and it must be designed to cater for variations |
| Persistence | Data is usually constructed and shared by citizen distributed in different locations. Therefore a major issue is the preserve the consistency of data in the concurrency  and failure. |
| Security | The system should store confidential information using some kind of encryption |