Overall Description

Product Perspective

This is a new system to be implemented into a Motor Insurance Company. The company is using a paper base system and has no previous digital system therefore this system will help to speed up the business processes. The software will be online and can be used at all times; it can be accessed by customers and employees. The employees can use and manipulate data also add new data while the customers can view and update their information also check new policies etc.

The customer/employee will log onto the server and will have different access levels and since the software will be data centric then there will be a database (The software system will be using the latest version of MySQL Database. This will be used in connection with the PHP My Admin to display the data in a high level form) holding all the data, the customers will only be able to view data about themselves while the employees will be able to view all related information about their clients and they will be able to manipulate it. Memory applications should not exceed 16gb of RAM and about 5 terabytes of hard drive space to avoid overloading.

Product Functions

* The system need to be able to have concurrency because many users will be accessing the database on a daily basis and if the system does not support the function then there can be multiple crashes and failures in the system which is not ideal because it can cause data loss.
* The system must be user friendly so that the employees can be able to understand how to use the system also if customers can access their information then they must be able to understand how to use the system.
* The system must be able to do back-ups on a regular basis by itself so that data is not lost in case of any physical failures.
* The system should be able to generate forms and reports for the higher level management to use to decide on any improvements and new developments.

User Classes and Characteristics

There will be three they of users that will be accessing this system:

* The Customer
* The Employee
* The High Level Management

The customer will be able to have their own user name and password to access their database so that they can view their information and make payments also to view payment statuses and to receive updates from the company also get information on the company, they will have strictly only view level access and cannot do anymore.

The employee will be able to have their own login with their own level of access with which limits what they see about the customer and what information they can add to the system. They can also generate reports and add new clients also update client information if the client cannot do that for themselves also they will be able to provide online support to customers who are using their online account.

The High Level Management are the mangers and CEO of the company, they will be able to view everything from what the employees do to what the customers do also be able to handle security and give access to whoever request for it. They can also get reports so thet they can make executive decisions for the company.

Design and Implementation Constraints

Design constraints

* The company does not provide a budget that covers the extensive research that is needed so the software design is one that is not as good as it is supposed to be and then the software will be built on weak information.
* The software architect leaves the designing phase half way and when a new hire comes to do the job they will extend the time that is scheduled for the project to be done therefore throws everything off track since they might want to make changes etc.

Implementation Constraints

* When the software is implemented, the current employees reject the system and prefer the old system.
* When the new software is implemented, the employees that are currently employed cannot use the system because they were not trained to use it which will cause the business to have downtime.
* The company does not have enough space in their building for the new equipment to be placed therefore postponing the implementation.

Assumptions and Dependencies

The employee and customer will need to have high speed internet access to use the application and its resources also the software must be able to have concurrency of users so that the system does not fail.