

# Software Requirements Specification

for

<Project>

Version 1.0 approved

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# **1 Task 1.1: Requirement elicitation(1.1, 1.2)**

## **1.1 Domain Context**

### **1.1.1 Problem statement**

Currently, the demand for printing among university students in Vietnam, particularly students at Ho Chi Minh City University of Technology (HCMUT), is increasing significantly. Printed learning materials are becoming more useful to students in their studies. However, with traditional printing services offered by printing shops, several problems remain, such as:

- Students may need to travel a long distance to reach printing shops.
- The number of students is much greater than the number of printing shops, which means students might have to wait in long lines if there are many printing requests.
- Many printing shops offer only basic printing options (e.g., black-and-white or standard color printing), limiting students' ability to customize the format, layout, or binding of their materials based on their specific needs.
- Traditional printing services usually operate within certain hours, which may not align with students' schedules, especially those who need materials printed outside of business hours.
- Customizing print formats can be difficult due to communication between students and shop owners.
- Prices for printing services can vary widely depending on the shop, leading to confusion or dissatisfaction among students who may not always know what to expect in terms of cost.
- Some shops may not consistently deliver high-quality prints or use lower-grade paper, which affects the overall quality of printed materials. This can be problematic when students need professional-quality documents for presentations or reports.
- Print requests can only be made at the shop, meaning students have to wait for their requests to be completed.
- Sending files through various platforms can lead to errors, making file management challenging.
- There is no guarantee that the information in printed materials will not be disclosed when sending them to the printing shop.

### 1.1.2 Solution

The HCMUT\_SSPS printing service system is developed to address these issues. Specifically:

- Printing stations are set up in various locations across the campus, making it convenient for students to travel. In addition, students can choose the most suitable printing station based on their schedules.
- The system is developed on a web platform, providing a remote printing service, minimizing waiting times at the printing stations.
- The system gives students full control over uploading files and adjusting print configurations, ensuring they get their prints exactly as they want, with absolute privacy.
- The system uses the number of A4 pages as a currency unit for the printing service. Students can deposit money and use it to make print requests. Each A4 page has a fixed price, and the system can calculate and display the total cost of a print request.
- The printing history and the page purchase history are stored in the system, allowing students to access and review their activities.

## 1.2 Stakeholders and Needs

### 1.2.1 Students

- **Description:** Students are the main users of the system's printing service. They create print requests, upload documents, select printers, and make payments.
- **Needs:** Students need convenient and affordable access to print documents. They also required secure and convenient online payments, along with the ability to view print and page purchase history when needed.

### 1.2.2 Student Printing Service Officer (SPSO)

- **Description:** SPSO is responsible for managing and supervising student printing activities in the system, as well as the resources used within this system. They ensure that everything runs smoothly and efficiently.
- **Needs:** SPSOs require useful management tools implemented in the system.

### 1.2.3 IT department

- **Description:** IT department is responsible for developing and supplying software and related technologies for digital printing and print management.

- **Needs:** To build and develop the smart printing service system for the university.

#### 1.2.4 HCMUT (Ho Chi Minh City University of Technology)

- **Description:** HCMUT is the investor, implementing the system to serve students.
- **Needs:** To provide a printing service for students, making document printing easier and offering a better management system for student printing.

#### 1.2.5 Online Payment Systems

- **Description:** The electronic payment system supports students in purchasing additional print pages easily.
- **Needs:** To integrate the payment system into the smart printing service.

### 1.3 Benefits of the System

#### 1.3.1 Students

- **Benefits:** Students save time and effort using the service and can easily manage their printing requests and expenses related to printing.

#### 1.3.2 Student Printing Service Officer (SPSO)

- **Benefits:** They can easily manage the resources within the system.

#### 1.3.3 IT department

- **Benefits:**
  - Generate economic benefits for the service provider.
  - Enhance the provider's brand recognition in the market, attracting more users.
  - Help individuals gain work experience and improve their professionalism.

#### 1.3.4 HCMUT (Ho Chi Minh City University of Technology)

- **Benefits:** Enhancing the reputation of the university among individuals and external organizations and raise the income of the university.

#### 1.3.5 Online Payment Systems

- **Benefits:** Increase revenue and expand the customer base for the online payment service.

## **1.4 Functional requirements:**

### **Students:**

- Students can upload document files to the system for printing.
- Students can select a printer, paper size, and configure printing properties.
- Students can view their own printing history and balance for each semester.
- Students can buy additional pages using an online payment system.
- The system shall allow students to monitor the status of their print jobs, including the start and end times, and whether the print was successful.

### **SPSO (Student Printing Service Officer)**

- SPSO can view printing logs for specific students and printers for a specified date range.
- SPSO can manage the list of permitted file types for uploading.
- SPSO can add, enable, or disable printers in the system.
- The system shall allow the SPSO to manage system-wide configurations, such as setting the conversion rate between A3 and A4 pages, as well as any other custom printing policies.
- The system shall allow the SPSO to manage user access levels and permissions, ensuring that only authorized personnel have access to certain administrative functions.

### **IT department**

- The system should log printing actions, including student ID, printer ID, and file name.
- The system must generate monthly and yearly reports on printing activities.
- IT department must ensure system integration with online payment systems.
- IT department is responsible for maintaining user data security.
- IT department must support technical issues related to printer integration and system errors.

### **HCMUT (Ho Chi Minh University of Technology)**

- HCMUT oversees the system's integration with the campus's authentication (SSO) and payment systems (BKPay).

- HCMUT can review monthly and yearly reports on printing activities.
- HCMUT should ensure the system complies with data privacy policies.
- HCMUT provides students with a certain number of print pages each semester.
- HCMUT manages the allocation of resources such as printers and paper supply for the service.

#### **Online Payment Systems**

- The system allows students to buy additional pages using an online payment system.
- Online payment systems must provide secure transaction methods for students.
- Payment systems must integrate with student account balances.
- Payment systems must support refunds or corrections for failed transactions.
- The system must generate reports on payment transactions for both users and the university.

### **1.5 Non-functional requirements:**

- The system must allow students to purchase additional printing pages securely via BKPay.
- The system must be available as both a web-based app and a mobile app.
- The system must handle up to 1000 concurrent users.
- The system should ensure privacy and data security for all users.
- The system should maintain uptime and provide reliable access to printing services.