

Civic Sense	Version 1.0
Software Requirement Specification	Date:14-02-2012
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CIVIC SENSE -

An Active City Administration Initiative

Software Requirement Specification

Version <2.0>

Team Mentor

Aravindan C

Team Members

Aswin Bharadwaj R

Arvind Ram A

Aravindhan T

Bharani R

College: Sri Sivasubramaniya Nadar College of Engineering

Department: Computer Science and Engineering

State: TamilNadu

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REVISION HISTORY

Date	Version	Description	Author
14-02-2012	V1.0	Synopsis	4MB
5/4/12	V2.0	Synopsis	4MB

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1. Introduction

1.1 Document Purpose:

The Purpose of this document is to describe the software requirements of the website based automation of an active city administration project-civic sense.

1.2 Scope:

The active city administration initiative – Civic Sense, is a web application which aims to create an environment wherein the citizens can voice their complaints, provide suggestions on various issues to the local Municipal Office This process makes the Municipal system transparent and flexible and eliminates the barrier of distance and time for the citizens.

1.3 Definitions, Acronyms and Abbreviations

- **HTML** (Hyper Text Markup Language): HTML stands for Hypertext Markup Language, which is the predominant markup language for the creation of web pages. HTML is the basic building-blocks for World Wide Web. A markup language is a set of markup tags, and HTML uses markup tags to describe the web pages.
- **UML** (Unified Modeling Language): UML is a Standardized modeling language used in Object Oriented Application Design. It includes a set of visual notations to create visual models. The representations provided in this software requirement specification is created using UML.
- **JSP** (Java Server Pages): Java Server Pages (JSP) is a server side scripting language based on Java technology that helps software developers to serve dynamically generated web pages based on HTML, XML, or other document types.
- **J2EE** (Java 2 Enterprise Edition): Java EE is a widely used platform

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for server programming in the Java programming language. The Java platform (Enterprise Edition) differs from the Java Standard Edition Platform (Java SE) in that it adds libraries which provide functionality to deploy fault-tolerant, distributed, multi-tier Java software, based largely on modular components running on an application server.

- **WASCE** (Web Sphere Application Server Community Edition): It uses Tomcat for servlet container and Axis 2 for web services. Other difference from Apache Geronimo is that WASCE comes with DB2 and Informix database drivers, better XML parser libraries (XML4J and XLXP) and contains the latest patches from unreleased upstream versions. Over 30 WASCE developers are committers in the Apache Geronimo project.
- **DB2 (IBM Database 2)**: The IBM DB2 Express-C Edition is a hybrid XML and relational model database server designed and developed by IBM to meet needs of small and medium businesses. It primarily runs on UNIX (namely AIX), Linux, IBM i (formerly OS/400), z/OS and also on Windows based servers. DB2 also powers the different IBM Info Sphere Warehouse editions. Alongside DB2 is another RDBMS.
- **HTTP**: The Hypertext Transfer Protocol is a networking protocol for distributed, collaborative, hypermedia information systems. HTTP is the foundation of data communication for the World Wide Web.
- **XML**: Extensible Markup Language (XML) is a set of rules for encoding documents in machine-readable form. It is defined in the XML 1.0 Specification produced by the W3C, and several other related specifications, all gratis open standards.
- **Eclipse**: Eclipse is an Integrated Development Environment for creating extensible frameworks, tools and runtimes for building, deploying and managing software across the lifecycle.
- **e-Forms**: e-Forms automates forms-based business processes to help improve efficiency, customer service and time to value.
- **Ajax (Asynchronous Java Script and XML)**: It is a group of interrelated web development methods used on the client-side to create interactive web applications. With Ajax, web applications can retrieve

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data from the server asynchronously in the background without interfering with the display and behavior of the existing page. Data is usually retrieved using the *XMLHttpRequest* object. Despite the name, the use of XML is not needed, and the requests need not be asynchronous.

- **Web 2.0:** The term **Web 2.0** is associated with web applications that facilitate interactive systems, interoperability, user centered design, and developing the World Wide Web. A Web 2.0 site allows users to interact and collaborate with each other in a social media dialogue as consumers of user-generated content in a virtual community, in contrast to websites where users (prosumers) are limited to the active viewing of content that they created and controlled. Examples of Web 2.0 include social networking sites, blogs, wikis, video sharing sites, hosted services, web applications, mashups and folksonomies.

1.4 References

1. Roger S.pressman, "Software Engineering" - A Practitioner's Approach, McGraw hill International Edition, 6th edition, 2007.
2. Ian Somerville,"Software Engineering", Pearson education Asia, 6th edition, 2000.
3. Abraham Silberschatz, Henry F.Korth, S.Sudharshan, "Database System Concepts", Fifth Edition, Tata McGraw Hill, 2007.
4. Getting started with DB2 Express-C, Third Edition by Raul F.Chong with Ian Hakes and Rav Ahuja.
5. Getting started with WebSphere Application Server, Community Edition by JIan Lin Quan, Dai Xuan, Wang Lei, Juliano Marcos Martins, Chi Run Hua, Xia Ming, Tnag Ying, Raul F.chong
6. Craig Larman,"Applying UML and Patterns: An Introduction to object-oriented Analysis and Design and iterative development", Third Edition, Pearson Education, 2005.
7. <http://java.sun.com/j2ee/1.4/docs/>

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1.5 Technologies Used

- HTML – Hyper Text Markup Language
- Java Script – Script Language
- XML – Extensive Markup Language
- JAVA – Application architecture
- J2EE – Application architecture
- EJB – Enterprise Java Bean s
- AJAX – Asynchronous Java script And XML
- UML- Unified Modeling Language
- CSS -Cascading Style Sheet
- Web 2.0- It is commonly associated with web applications which facilitate interactive information sharing, interoperability, user-centered design and collaboration on the World Wide Web.

1.6 Overview

The document is divided into two halves:

Overall description: This section describes the major components of the system, interconnections between them and the role of external interfaces.

Specific requirements: These are the set of requirements which every actor in the system is responsible for with their role in the system and constraints that shape them.

Existing System

- o General complaint filing.
- o Check complaint status using Complaint ID.

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Drawbacks

- o No transparency in the system.
- o No complaint validation.
- o Remote area users are deprived of the service.
- o No User Registration.

Proposed System

- Registration for Citizen and NGO
- Citizen can post complaints and check the complaint status
- Municipal Authority can update the complaint status with the help of process automation
- Administrators can receive feedback from citizens for a better disciplined system.

Our Plan

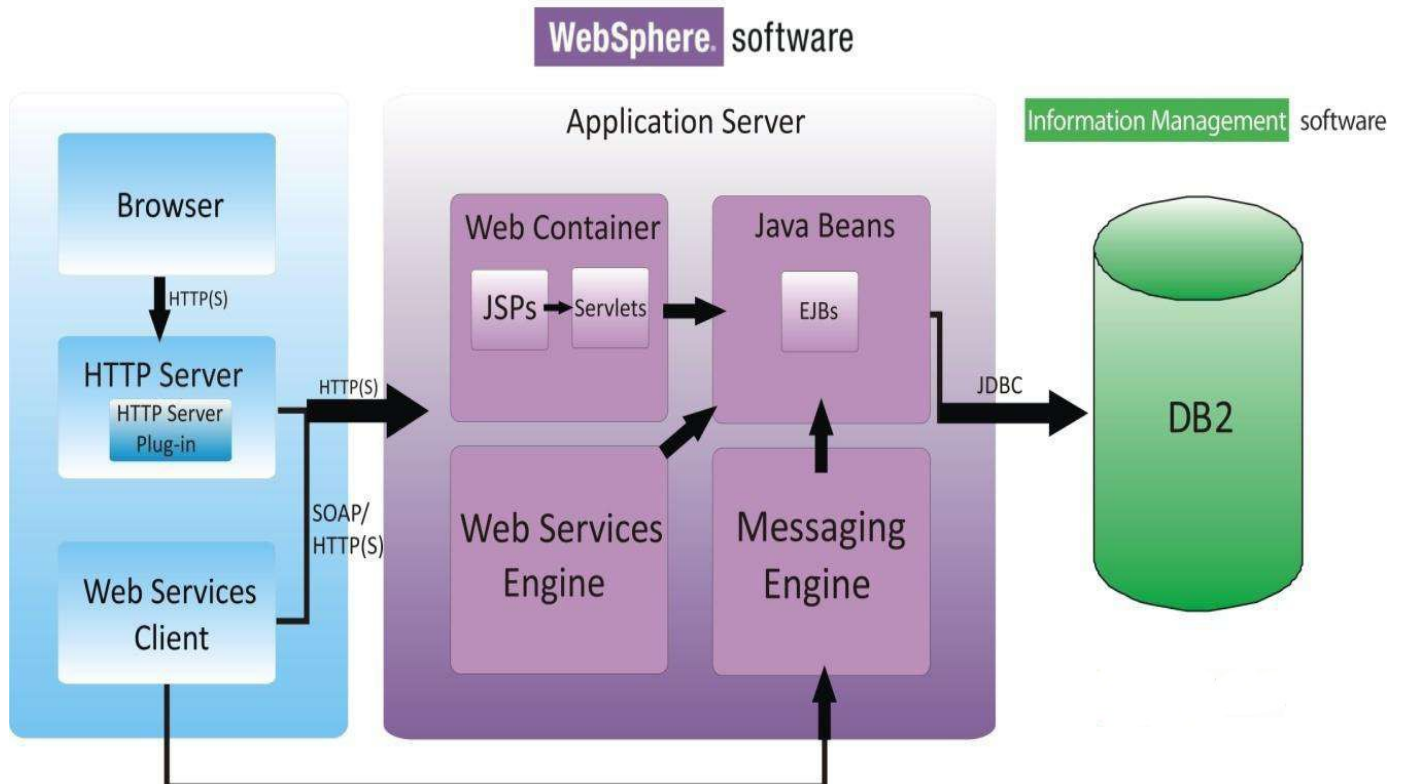
- Registration for Citizens and NGO.
- Citizen can check the complaint status indicated by 3 process levels.
- Citizen can support complaints and suggestions
- Citizen can provide feedback about the working of an authority.
- Citizen can provide suggestions for the improvement of the system.
- NGO can create groups which can be used as discussion forums.
- Citizen can track complaint process flow.
- Municipal authority can update complaint status.

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- Municipal authority can mark those complaints that are invalid.
- Administrator can filter those complaints marked as invalid by the authority or redirect the same to the authority if in case the complaints are really valid.
- Administrator can issue memos to municipal authorities.
- Administrator is responsible for the creation of authority accounts.
- NGOs can create groups to propagate their motives.
- Users can use NGO groups for public discussion

2. Overall Description

2.1 Product Perspective



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2.2 Software Interface

1. **Front End Client:** J2EE, XML, e-Forms, AJAX, WEB 2.0, Web Services, SOA
2. **Web Server:** WebSphere Application Server CE.
3. **Data Base Server:** DB2 Express-‘C’.

2.3 Hardware Interface

Client Side			
	Processor	RAM	Disk Space
Internet Explorer 6.0+, Firefox 2.0+,Opera 9.00+	Pentium II at 500 MHz	64MB	1GB
Server Side			
Web sphere application server V8.0	Pentium III at 1 GHz	512 MB	2GB
DB2 Express-C V9.7	Pentium III at 1 GHZ	512MB	1GB (Excluding data size)

2.4 Product Functions

- **Account creation:** The citizens, municipal authorities and the administrators are allowed to create a user account. This enables them to access to the specific details such as the complaints, suggestions, memos and so on.
- **Registering a complaint:** The citizen is privileged to file complaint regarding a wide array of specific complaint types with the local municipal authority concerned with the type of complaint.
- **View and support complaints:** The citizen provided with a

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clear view of the complaints pertaining to his area, which enables him/her to view and support any such complaint.

- **View and support suggestions:** The citizen provided with a clear view of the suggestions pertaining to his area, which enables him/her to view and support any such suggestion.
- **Creation of groups:** The NGOs are allowed to create groups of their choice where the citizens can perform public discussions.
- **Feedback option:** The citizens can provide with positive or negative feedbacks about the complaint redress mechanism.
- **Suggestions/petitions:** There is an option for the citizens to improve the system by providing with opinions about the system by means of petitions or suggestions.
- **Handle Complaint:** The authorities can view the complaints that need to be addressed in their ward (populated department wise) and modify the status of the complaint process from a choice of three levels of complaint process model.
- **Validate complaints:** The municipal authorities can mark a complaint to be invalid if the complaint seems improper. This is subsequently filtered by the administrator from the system.
- **View memos and suggestions:** The municipal authority can read through suggestions from the citizens and can view the memos sent to them by the administrators.
- **Create authority authentication:** Administrator has the privilege to create user accounts for the newly appointed municipal authorities.
- **Issue memos:** In case a municipal authority is found to have received more than 5 negative feedbacks in a period of a month, he/she is issued with a memo mentioning the reason for the same.
- **Filter complaints:** Administrators have the permission to filter inappropriate complaints marked as invalid or if in case the complaints are found to be really valid then the administrator can redirect the complaint along with a memo.

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2.5 User Characteristics

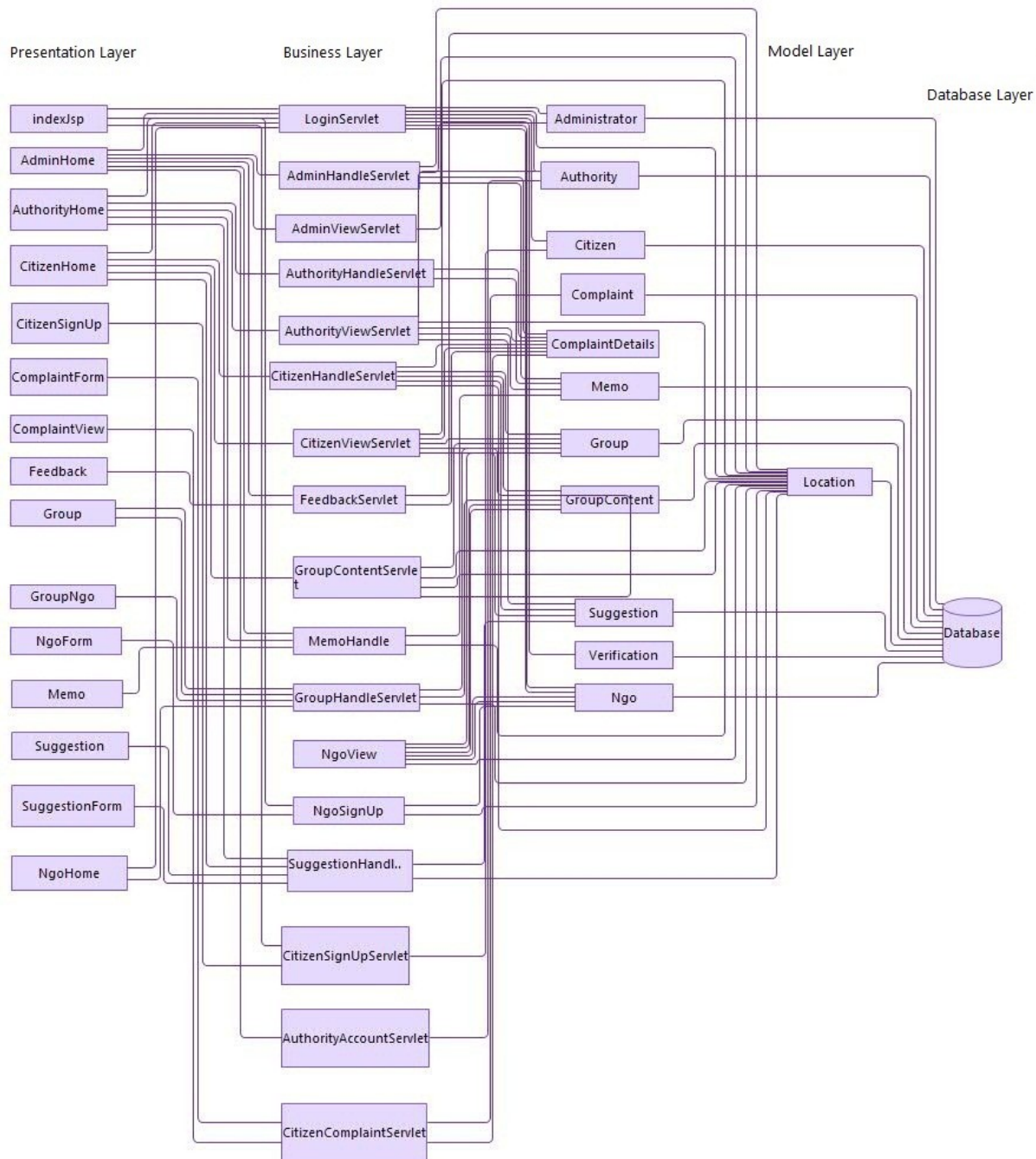
1. Citizen: The citizen is the actor for which the system is modelled and the process of complaint is automated. The citizen should therefore be capable of accessing the internet and to understand the simple English with which some specific functions are represented.
2. Municipal Authority: The authority is assumed to be a qualified civil servant who is aware of the process model for the complaints he is responsible for. The authority can heed to the suggestions given by the citizens and change course of action.
3. Administrator: The administrator is the sole head authority of any zone which consists of several wards and authorities under him/her. The highest of the positions held in the system.
4. NGO (Non -Governmental Organisations): The NGOs are organisations who can create an account in the system to promote about their individual motives and thus help in the growth of support for the group.

2.6 Constraints

- User authentication is required to access any services provided by the system.
- The system is hosted with a single server. There is a drawback associated with the authority.

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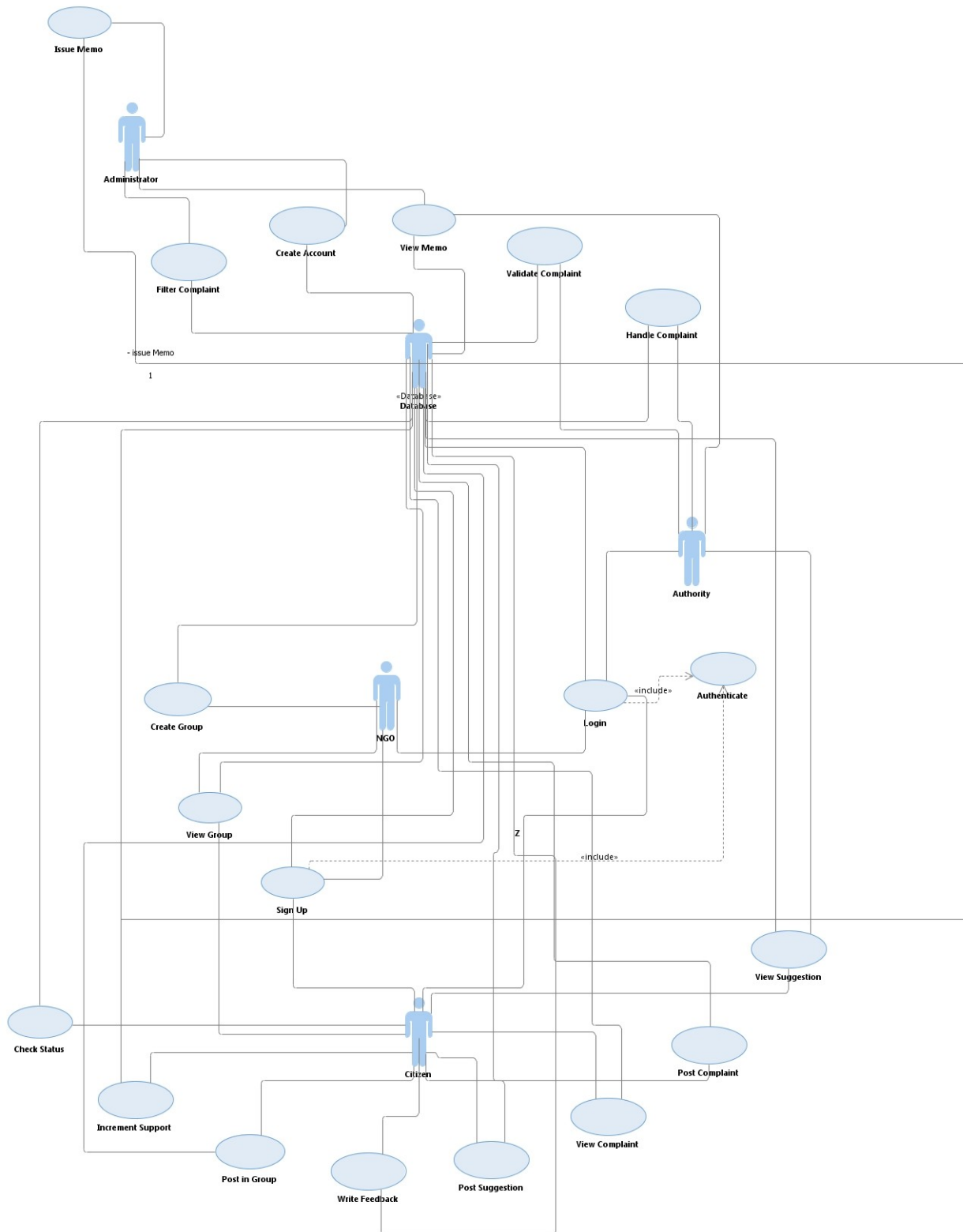
2.7 Architecture Design



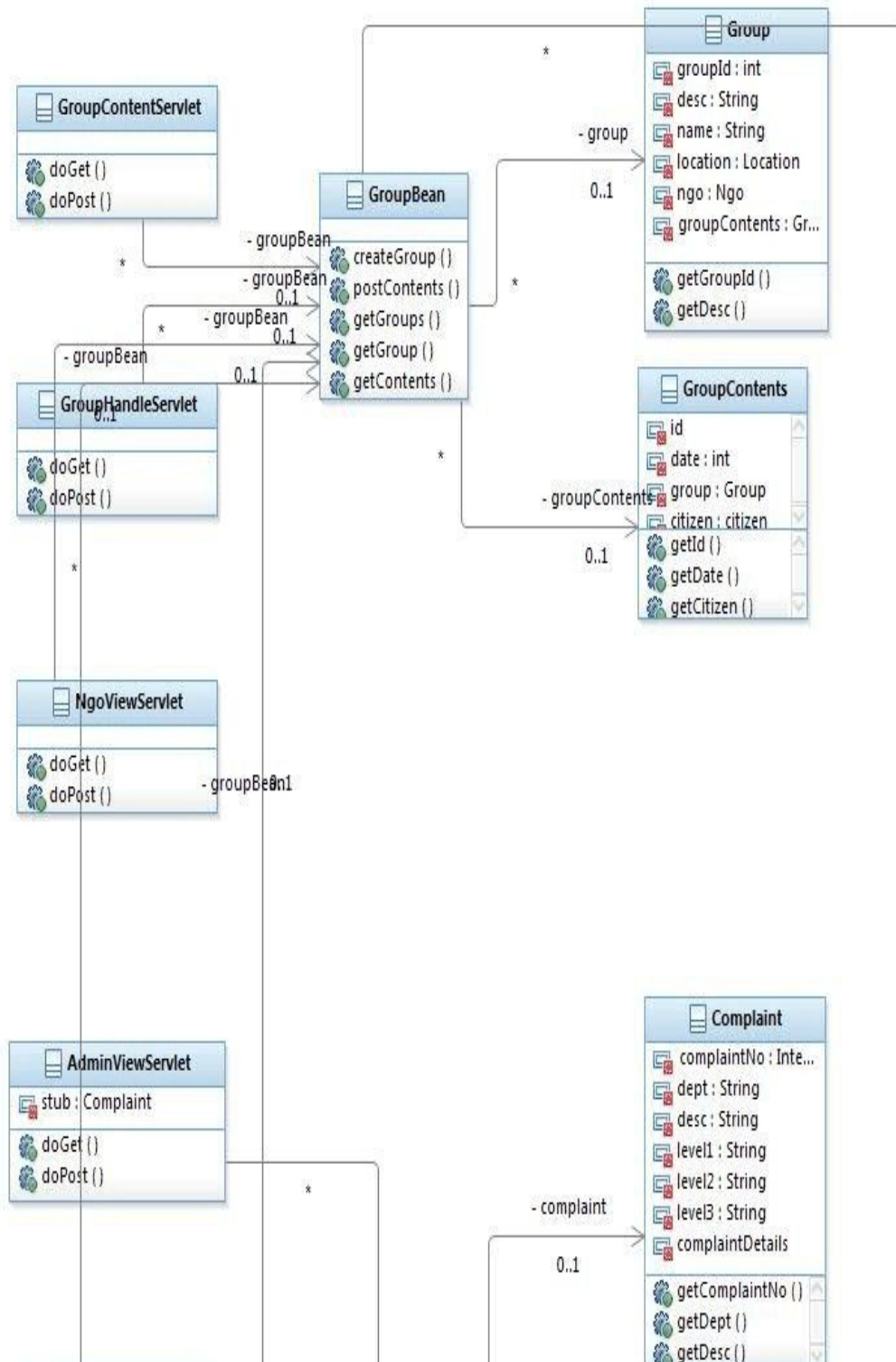
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- The user interface is provided at the presentation layer of the code.
- There are separate user interfaces for both sign in and signup.
- There are separate view components for the characteristic users of the system namely citizen, municipal authority, NGO.
- The complaints are loaded and due to the dynamism with which they are presented to various users of the system, complaint is given a separate UI and the listing of the same is given another UI.
- Groups are created in a UI and the suggestions given in another.
- When the business layer is analysed, there are separate servlets employed to handle citizen complaint and the same is handled by another servlet for the authority.
- Sign in and signup handled by separate servlets and the search is provided by a separate servlet.
- There is a distinction between the servlets that handle the view component of the system from those that interact with the model component of the system.
- The layer of model completely encompasses the totality of the tables that are made use of in the system.
- It is an access layer that bridges the physical gap between the stored data in the database and the business layer which is in need of that data with proper separation of the three tiers ensured.
- Log class, Location class, Verification class, Complaint class are static tables and their attributes are retrieved by the corresponding access classes.

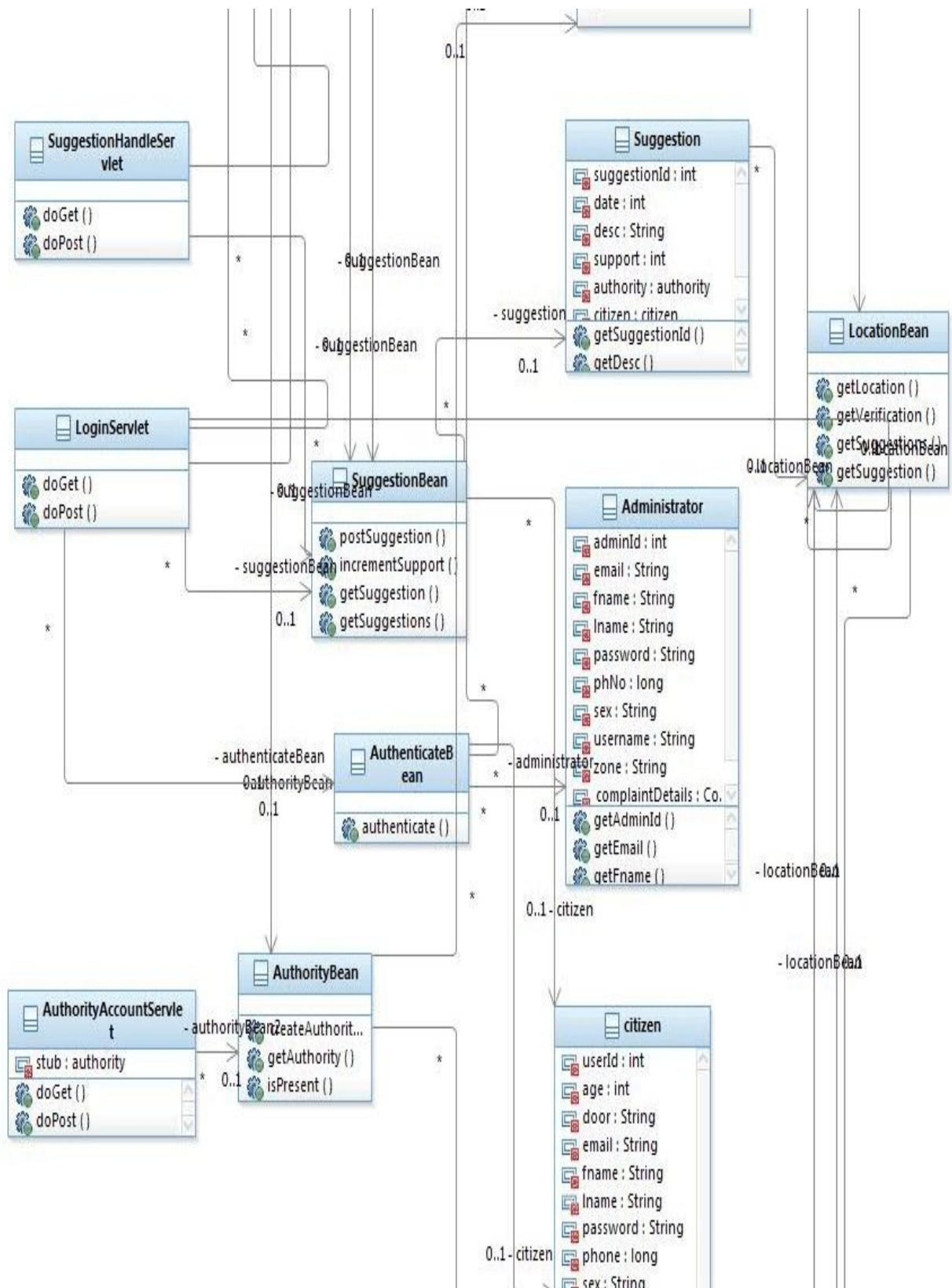
2.8Use case Diagram



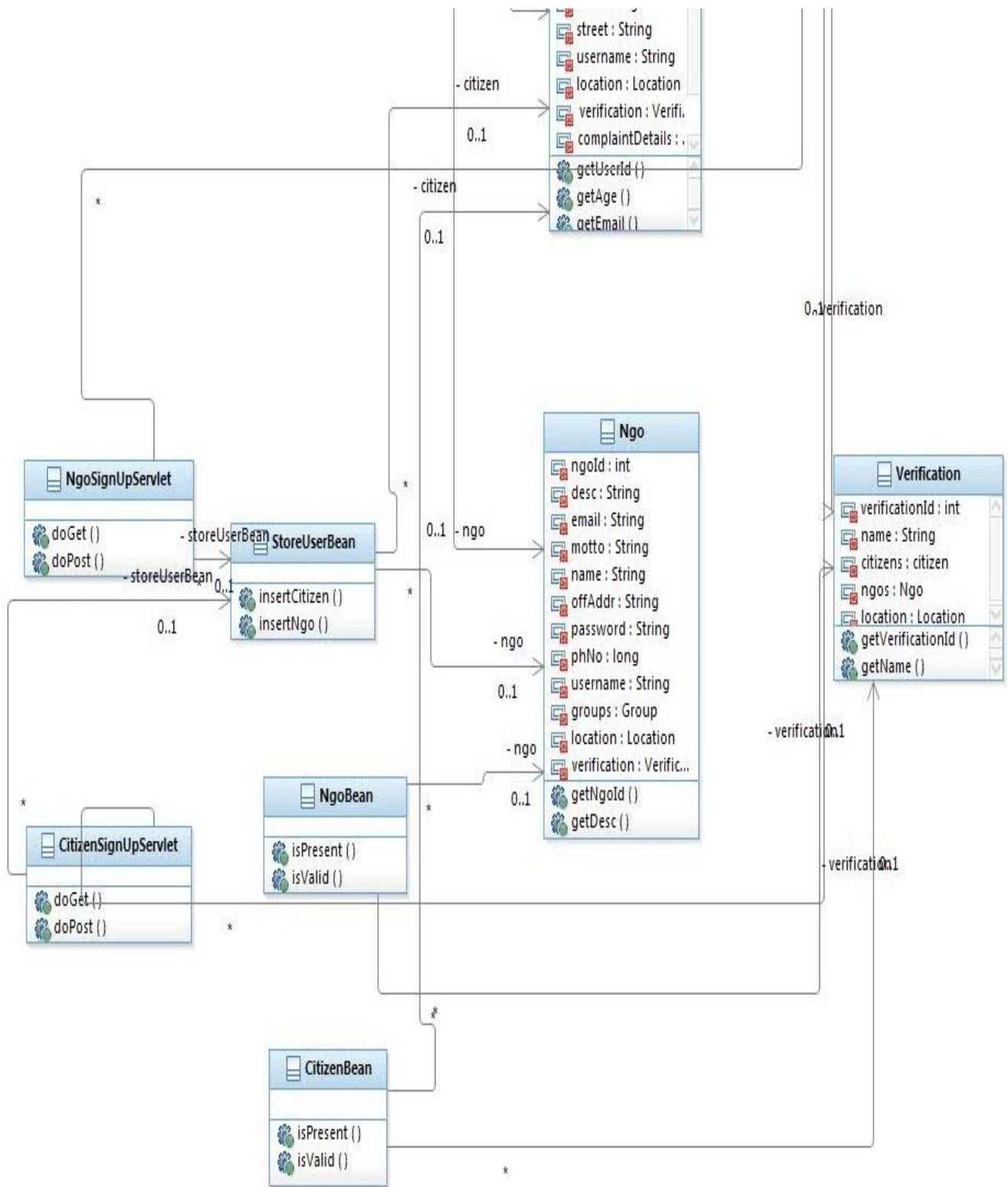
2.9 Class Diagram



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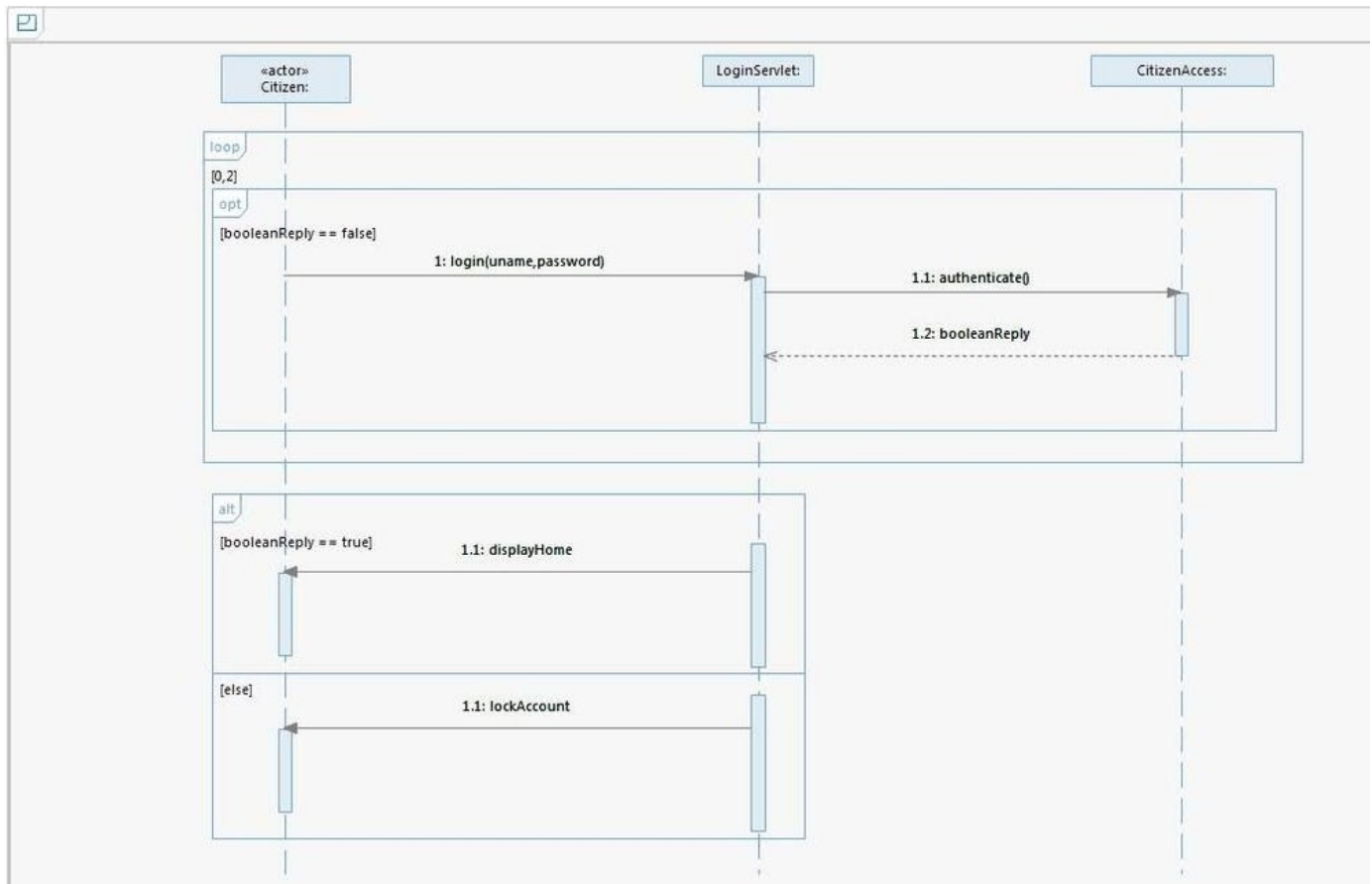
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2.10Sequence Diagram

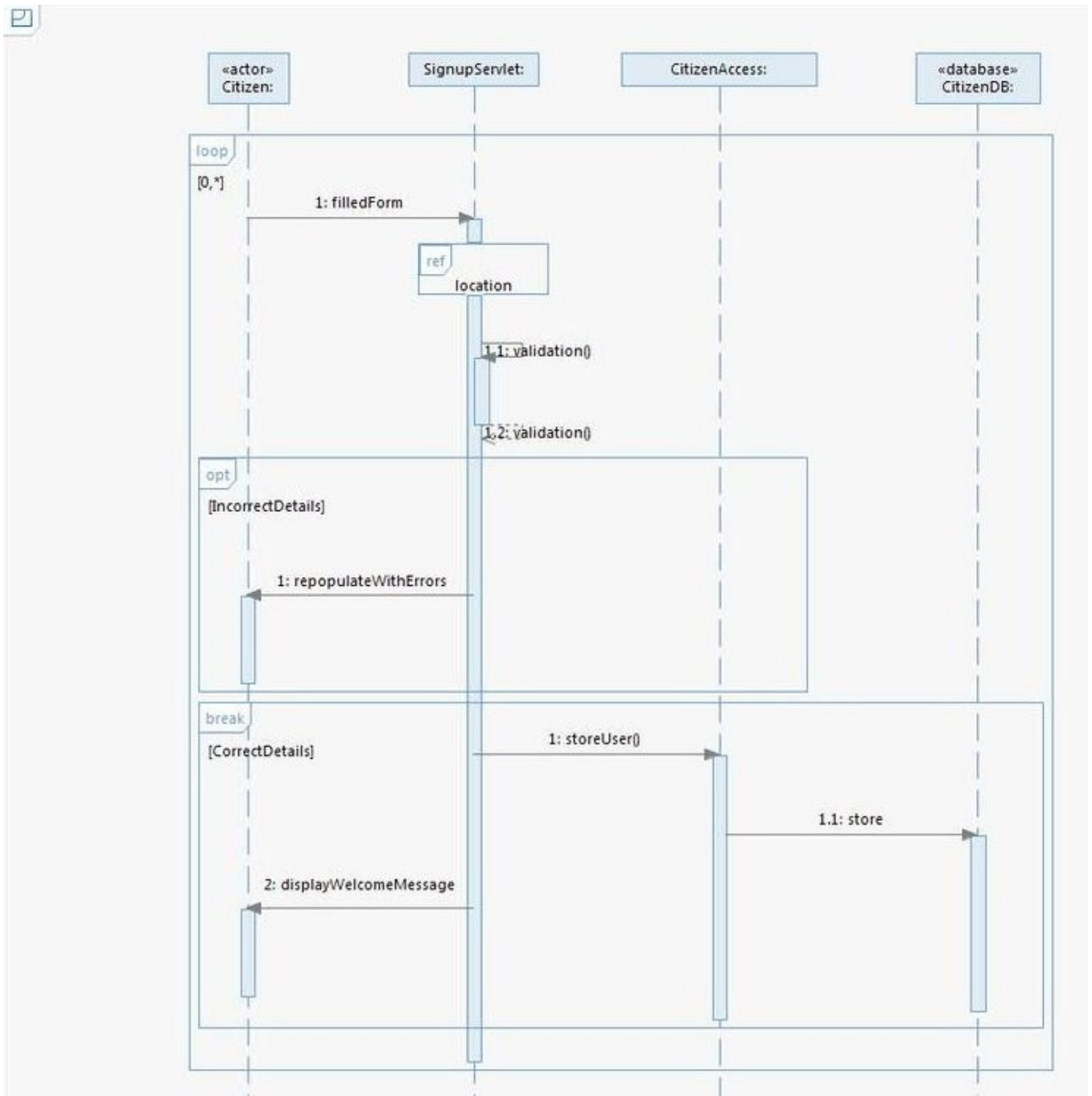
Login



1. The citizen provides with the username and password to the LoginServlet.
2. The LoginServlet makes use of the authenticate() method to obtain a booleanReply stating whether or not the user is authenticated.
3. There are 3 chances given for login (when booleanReply is false)
4. If the user is authenticated with a booleanReply which is true then the home page is displayed
Else the account is locked after 3 consecutive wrong tries.

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Signup



1. Citizen submits the filledForm for creating a new account.
2. The form details are validated and the location id obtained.
3. If any errors encountered in the form, the form is

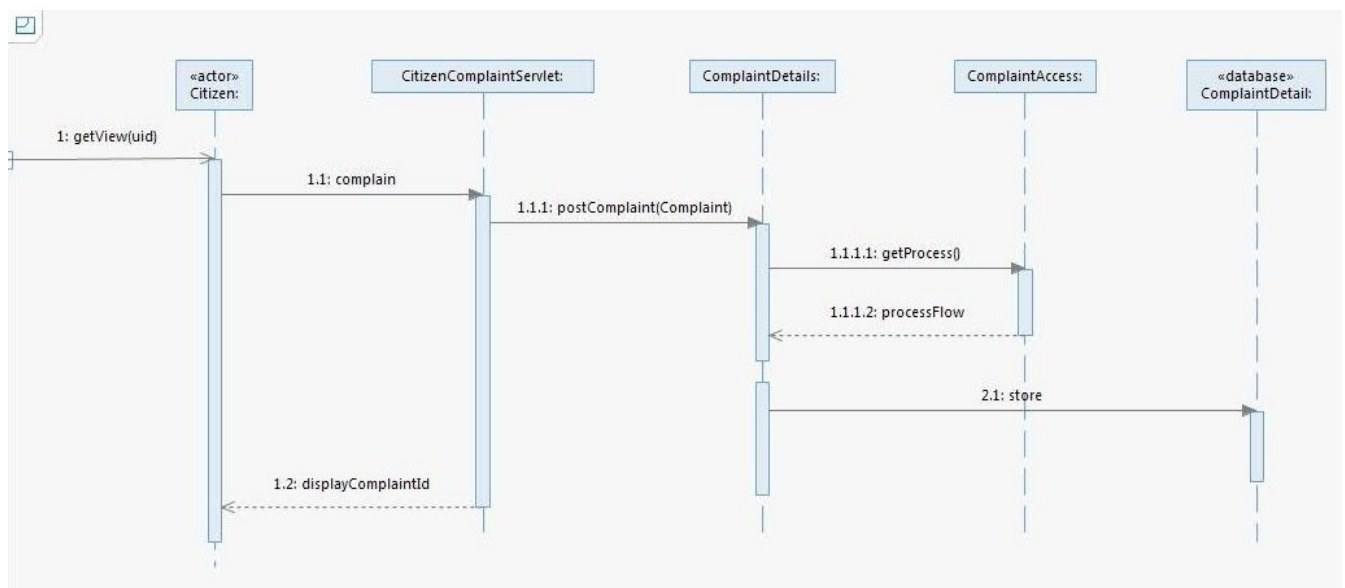
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repopulated and displayed with errors

Else the data is stored in the Citizen table with the help of CitizenAccess class using storeUser() method of SignupServlet.

4. The welcome message is displayed.

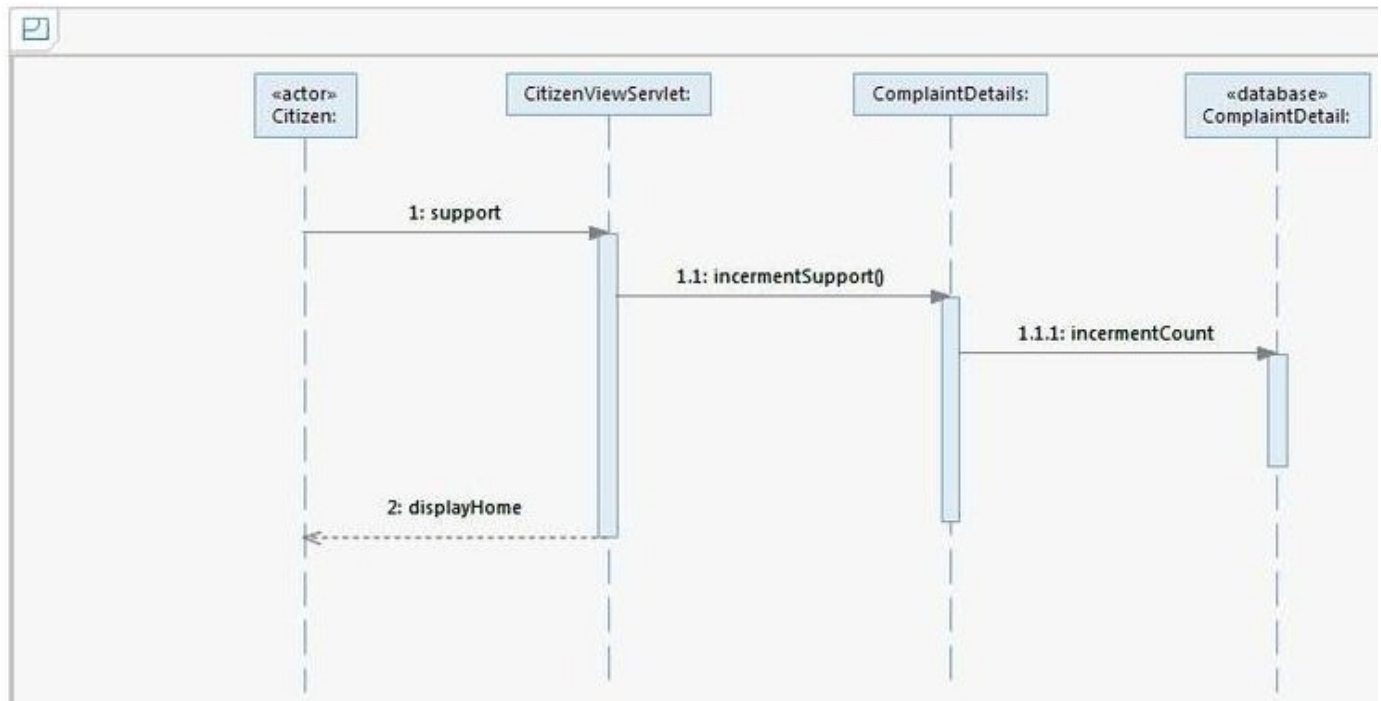
File Complaint



1. The citizen views the home page of his and posts the complaint through the UI.
2. The CitizenComplaintServlet takes care of registering the complaint with the database.
3. It first obtains the process flow of the complaint from its specific type and then stores the same with the obtained results in the ComplaintDetail table.
4. The completion of the sequence of operations leading to the filing of the complaint is marked by the display of complaint id.

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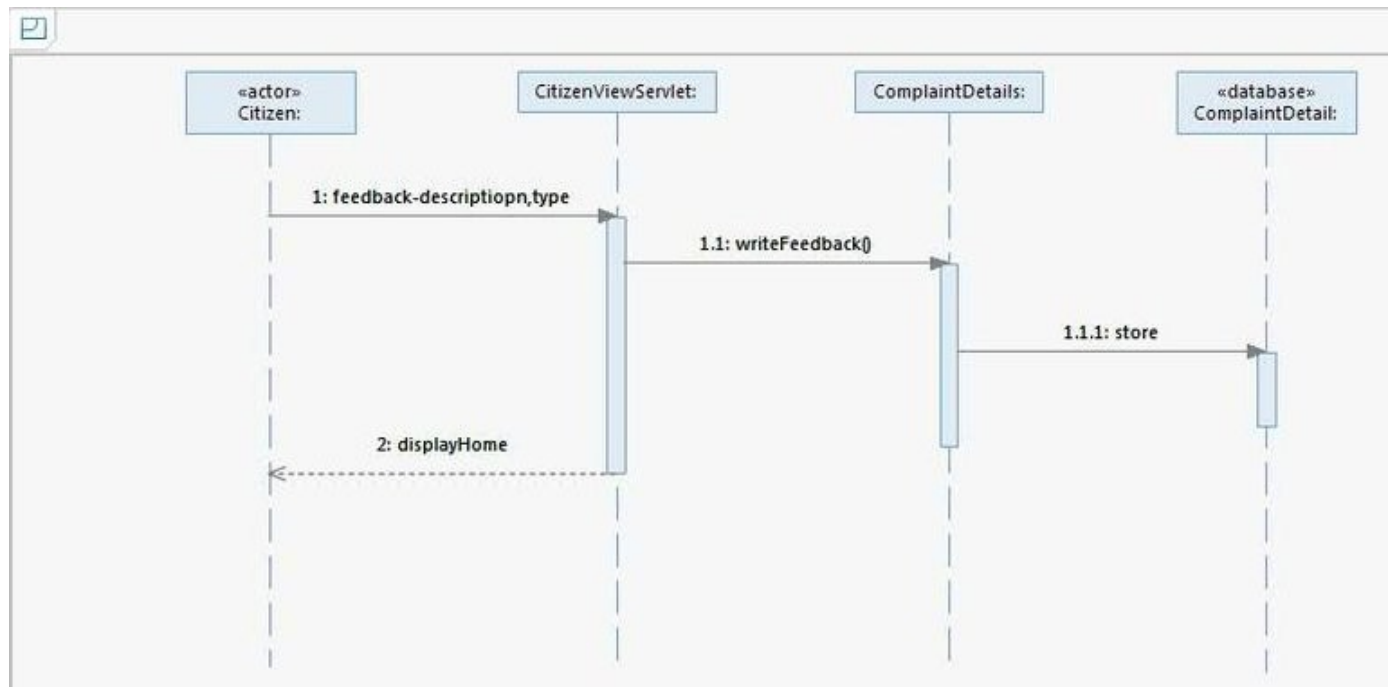
Support Complaint



1. The citizen can support any complaint he/she is capable of viewing.
2. The incrementSupport() method of CitizenViewServlet is called upon support.
3. This increments the support count in the database using the ComplaintDetails database access object.
4. Then finally the home page of the user is displayed.

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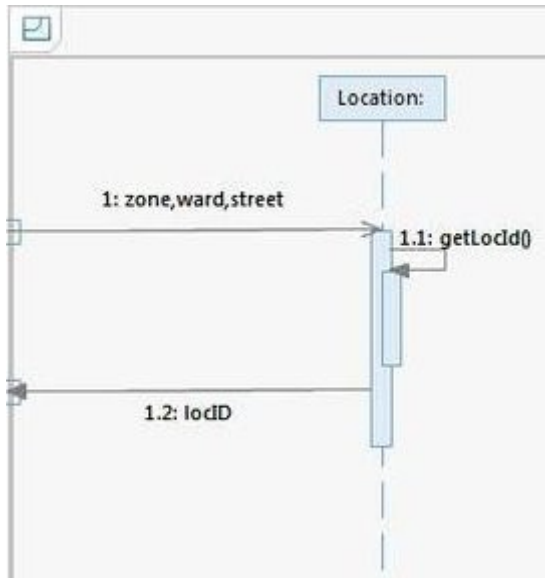
Feedback



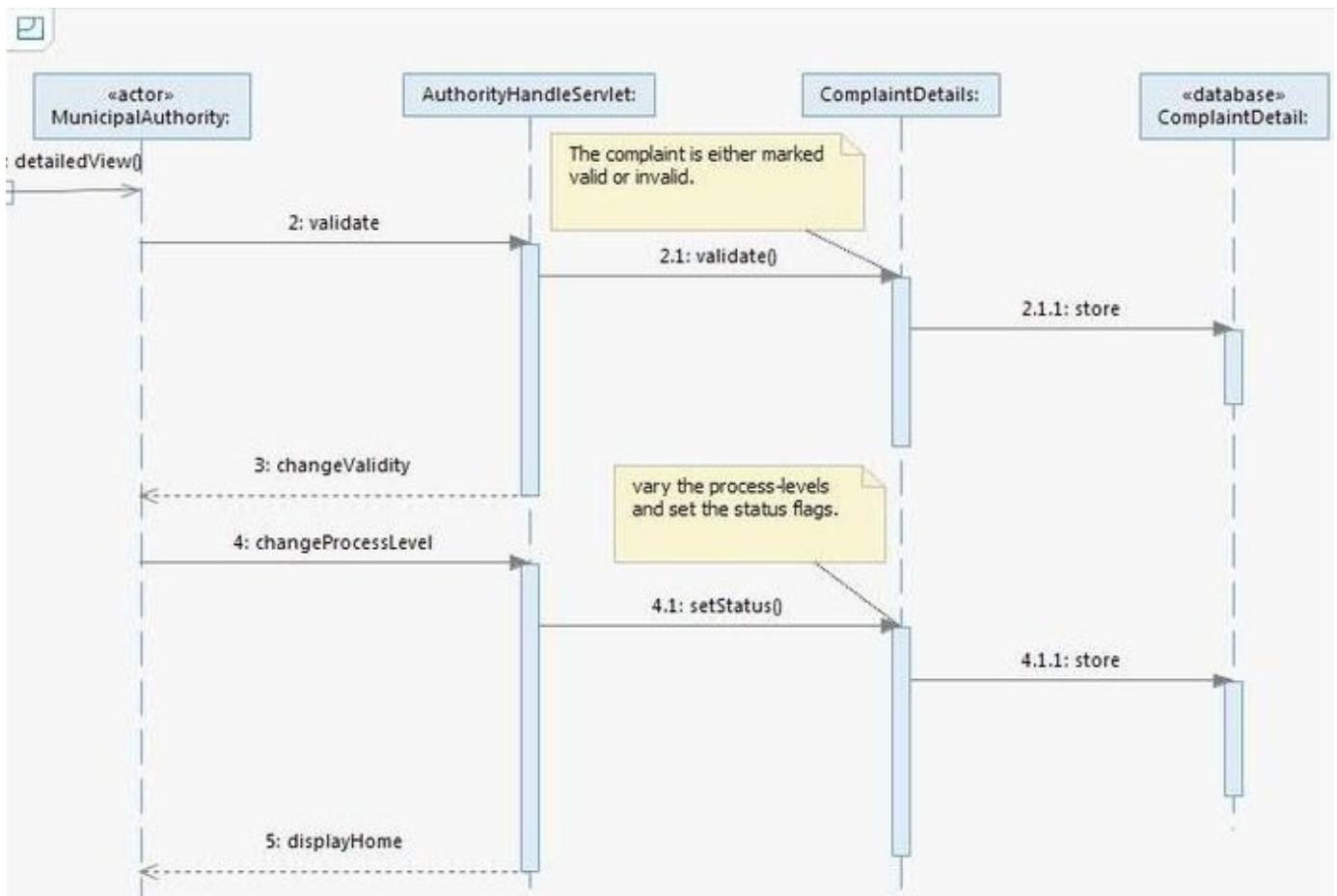
1. The citizen can provide with a feedback (positive or negative) with a small write up of what the feedback is about.
2. The writeFeedback() method of the CitizenView class is called to store the feedback into the database.
3. The home page is displayed once the feedback has be submitted.

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Get Location



Handle Complaint



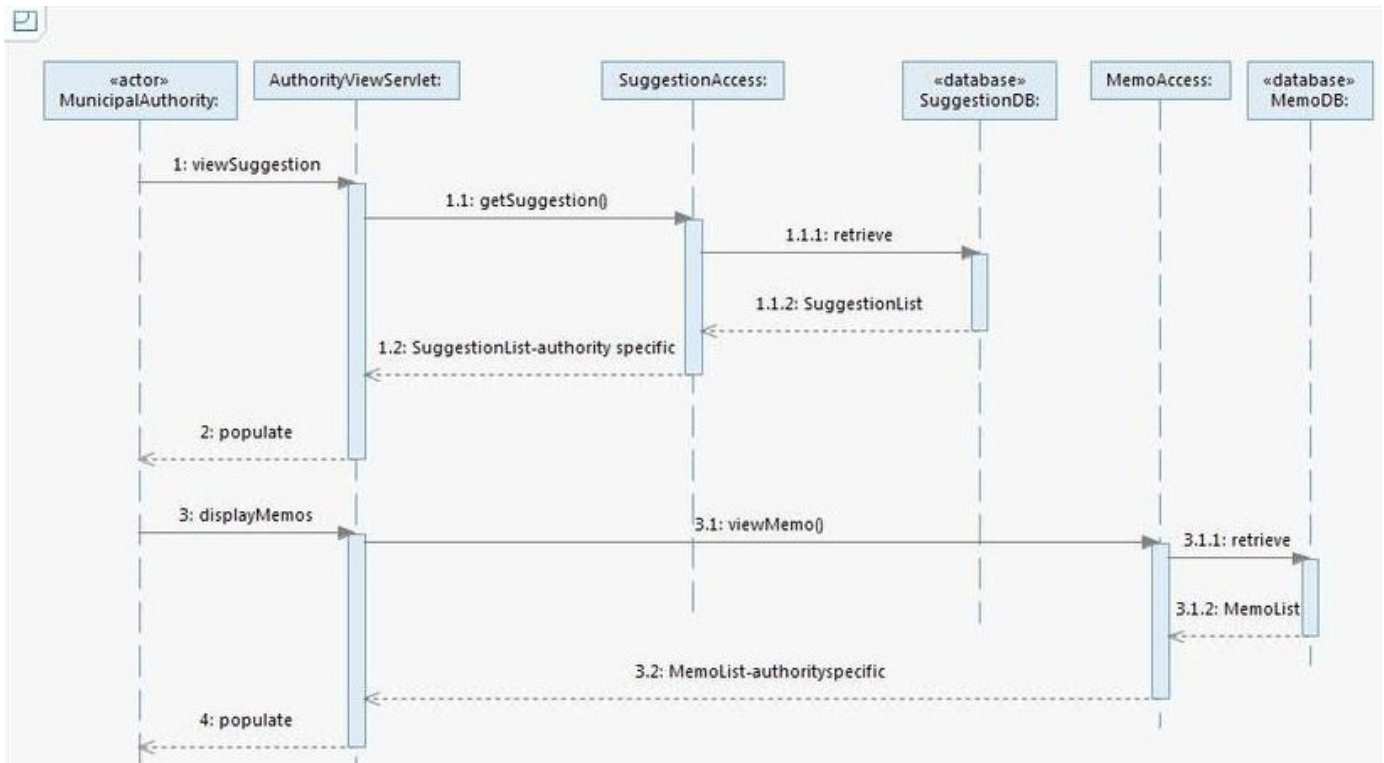
1. The municipal authority is provided with the detailed view

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of the complaint.

2. The complaint can be validated and on validation, the changes are reflected to the database.
3. The process level of the complaint can be changed and this is done making use of the setStatus() method of the AuthorityHandleServlet class.
4. Once the status flags are set the changes are reflected in the database.
5. The home page is displayed at last.

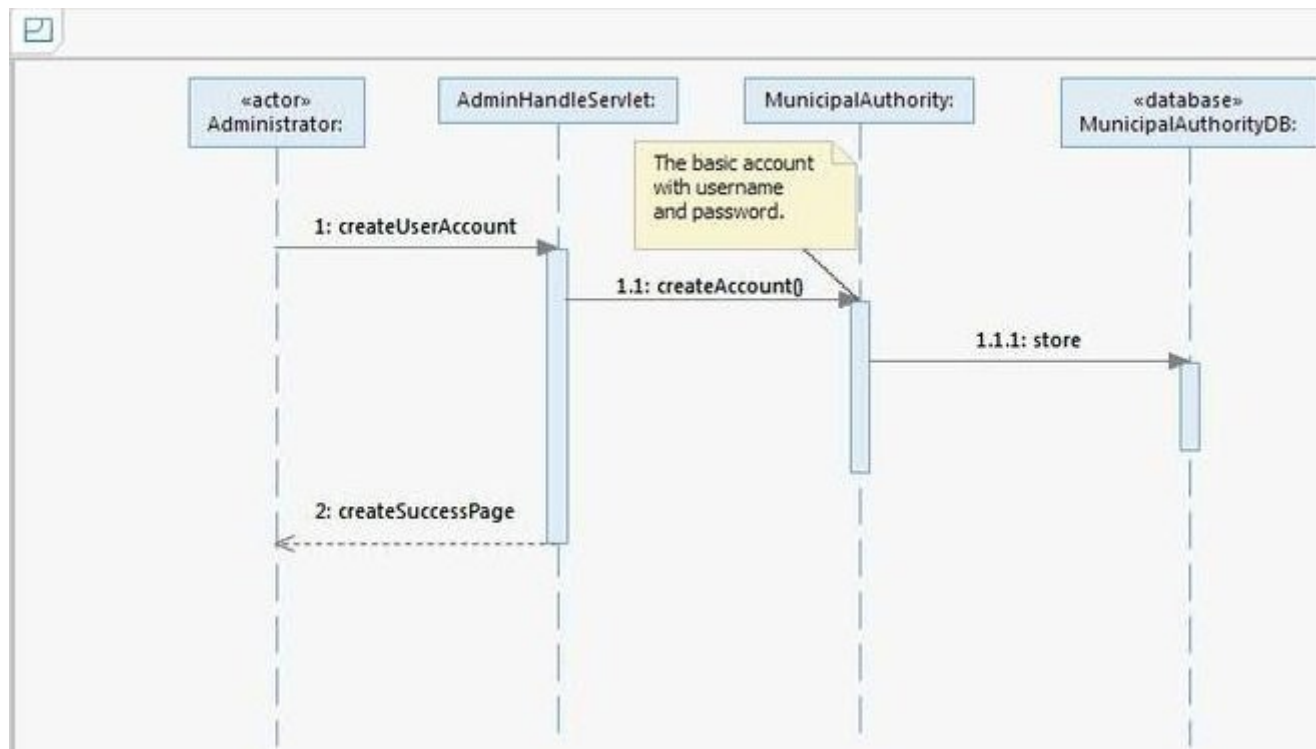
View - Municipal Authority



1. The municipal authorities can view the suggestions from various users of the same area.
2. The `getSuggestion()` enables retrieval of the `SuggestionList`.
3. The memos issued by the admin reaches the authority by making use of the `viewMemo()` method of the `AuthorityViewServlet`.

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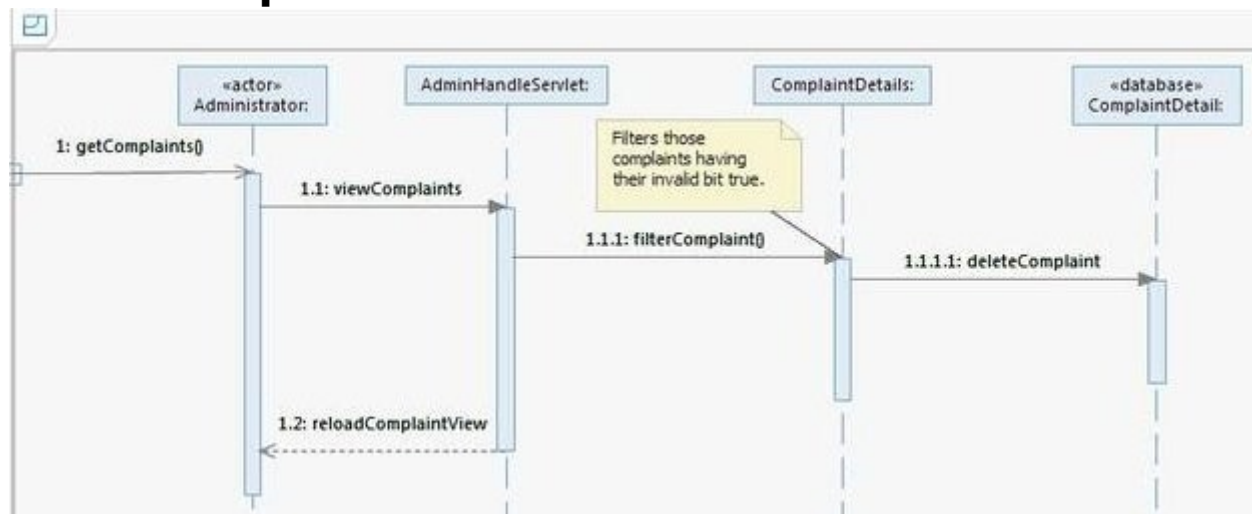
Create authority account



1. The administrator is responsible for the creation of login details for the municipal authority on their first login.
2. createAccount() of the AdminHandleServlet is used to store the newly created value into the database.
3. A success page is displayed on the successful creation of the account.

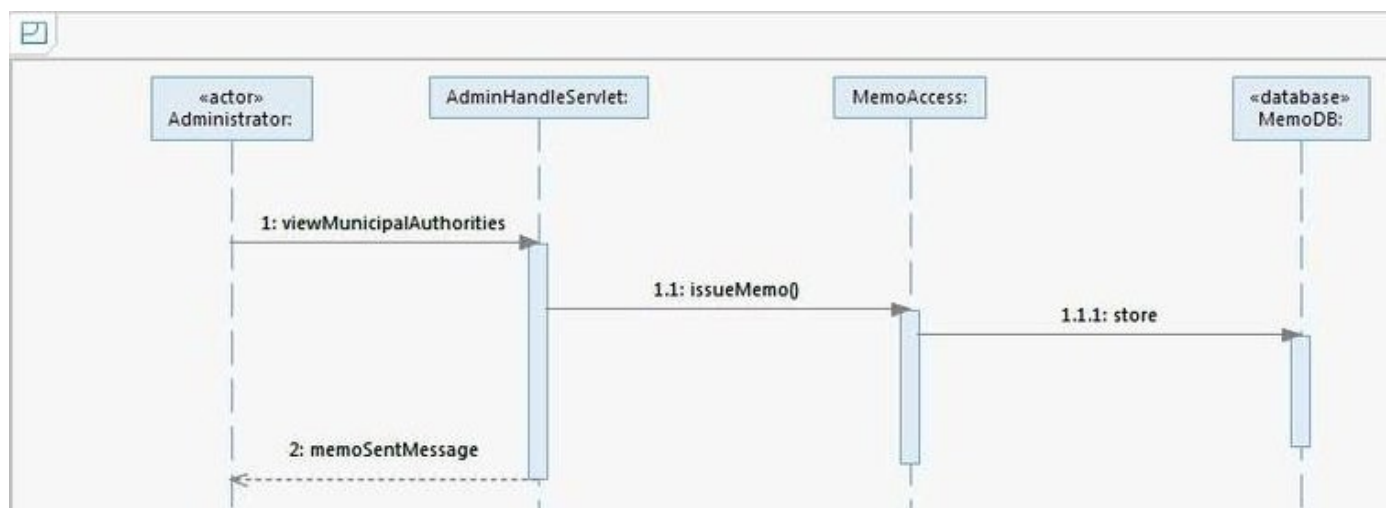
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Filter Complaint



1. There is already a complaint view created for the administrator.
2. The invalid complaints are removed by the action of filterComplaint()
3. This effectively deletes the complaint.
4. The view is reloaded afresh with the valid complaints.

Issue Memos

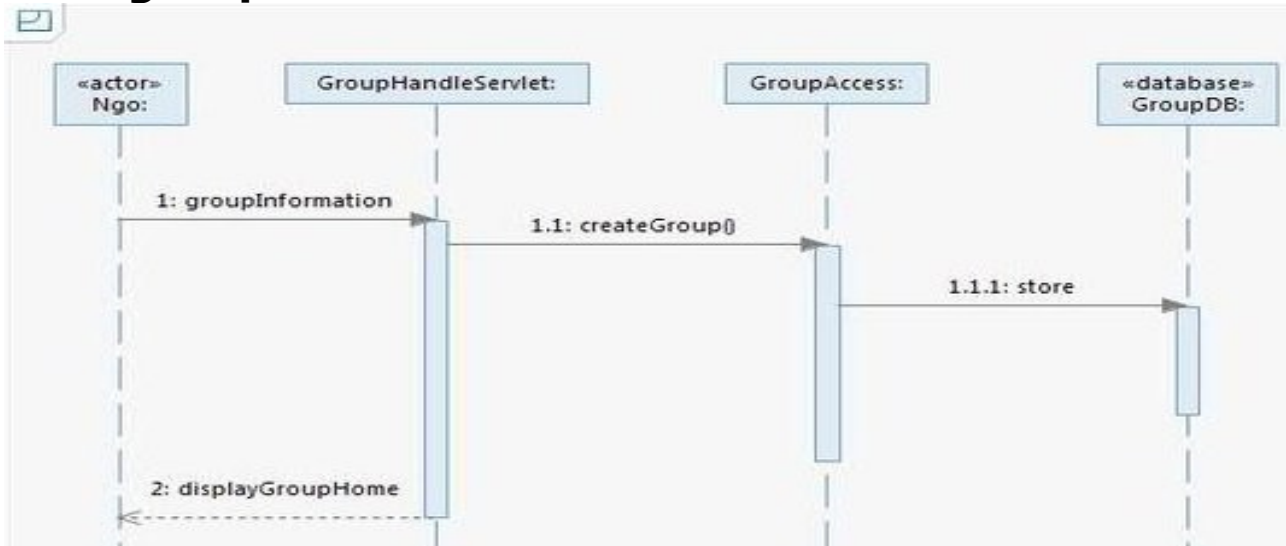


1. The administrator views multiple authorities and issues memo to any of them based upon the table contents.
2. The memo is stored once created.
3. The memos once sent are intimated by means of a memo

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sent message.

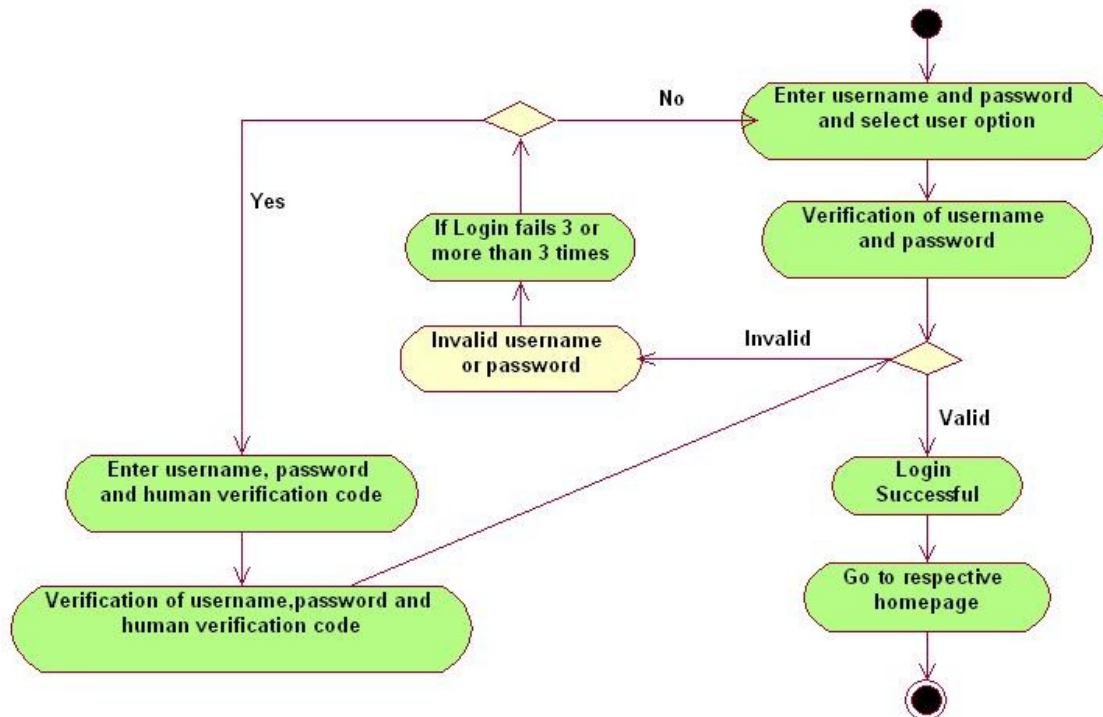
NGO group creation



1. The group information that is provided is used to create the group using createGroup().
2. This can be stored.
3. The group home is displayed on success.

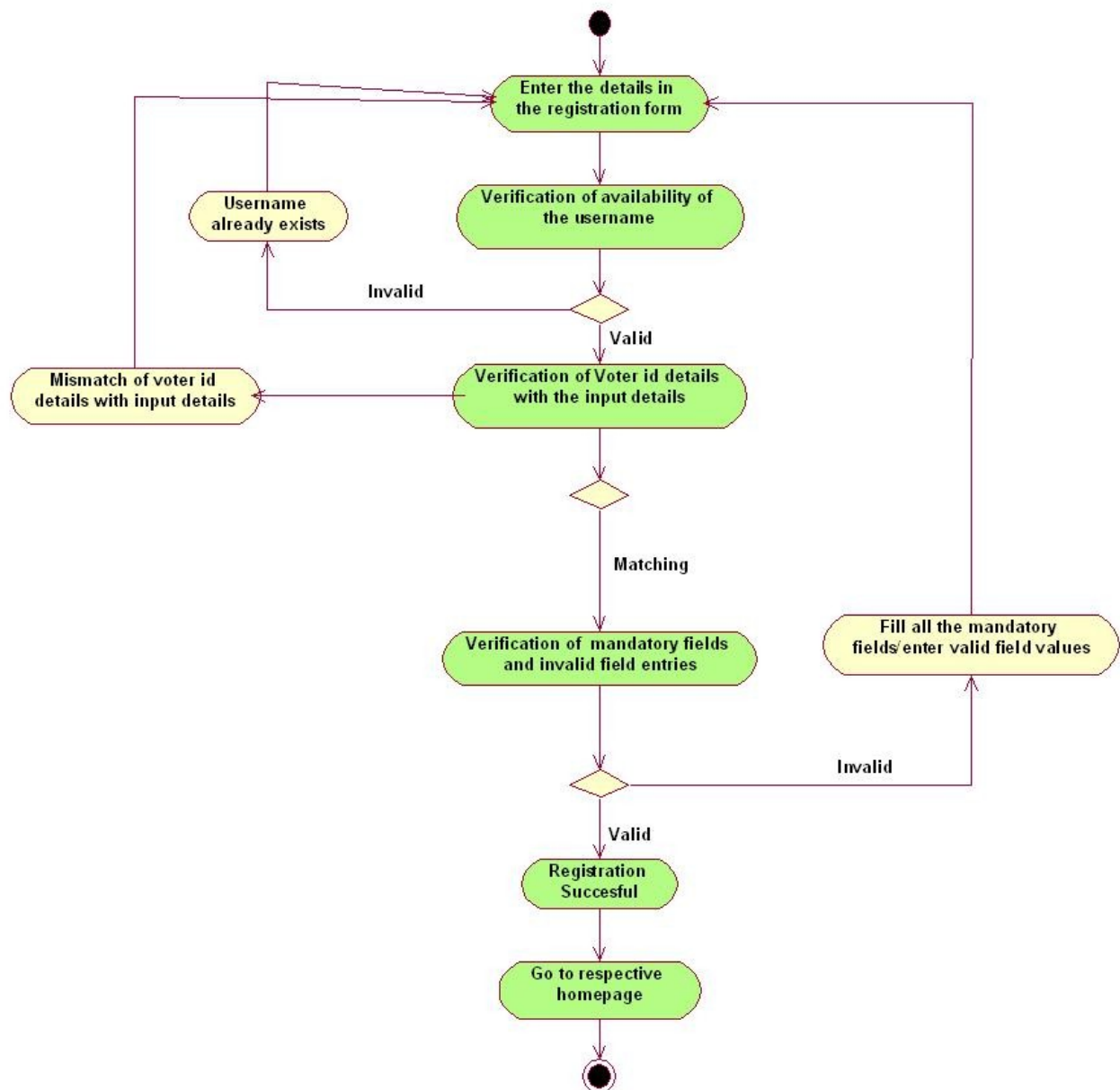
2.11 Activity Diagram

Login (Citizen, Authority, Admin, NGO)



- The user (citizen, municipal authority, administrator and NGO) will be able to login by providing his username and password.
- Invalid username or password will cause an error message to be displayed.
- If the login fails 3 or more times then the user may have to undergo human verification where he has to enter the verification code (captcha).
- In case of empty or wrong captcha then corresponding error message is displayed.

Signup (Citizen, NGO)



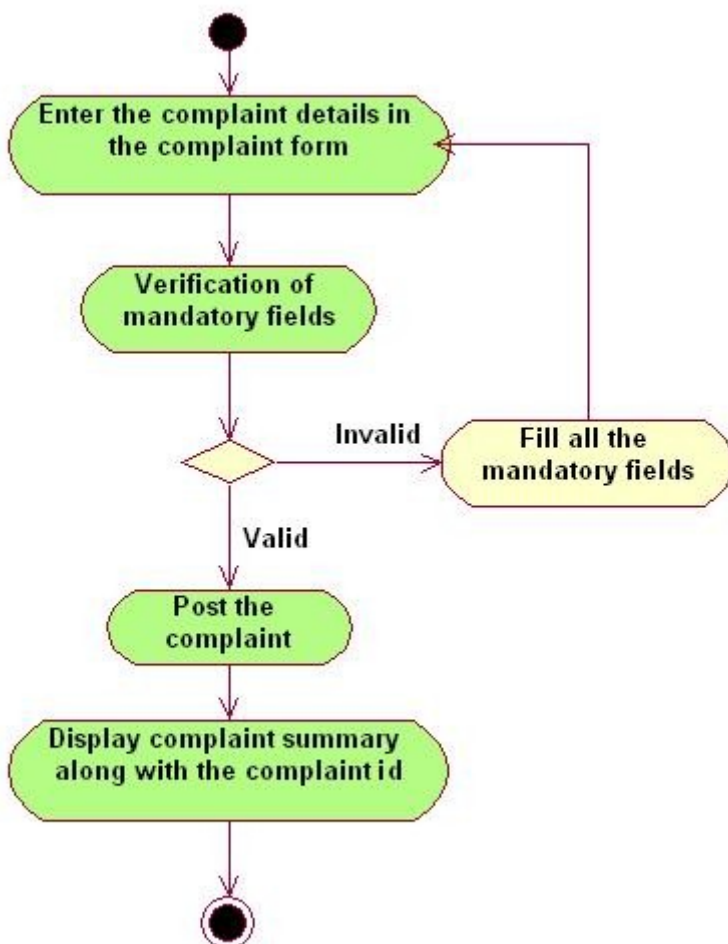
- The user is provided with a registration form where he can enter the necessary details.
- A check is made for availability of username. If not available

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“username already exists” error label is set.

- Verification of voter id details existing in our database with the input details is performed and if not matching error label is set
- Error message is displayed if the mandatory fields is not entered or one of the entries is invalid.
- The user account is created upon successful registration

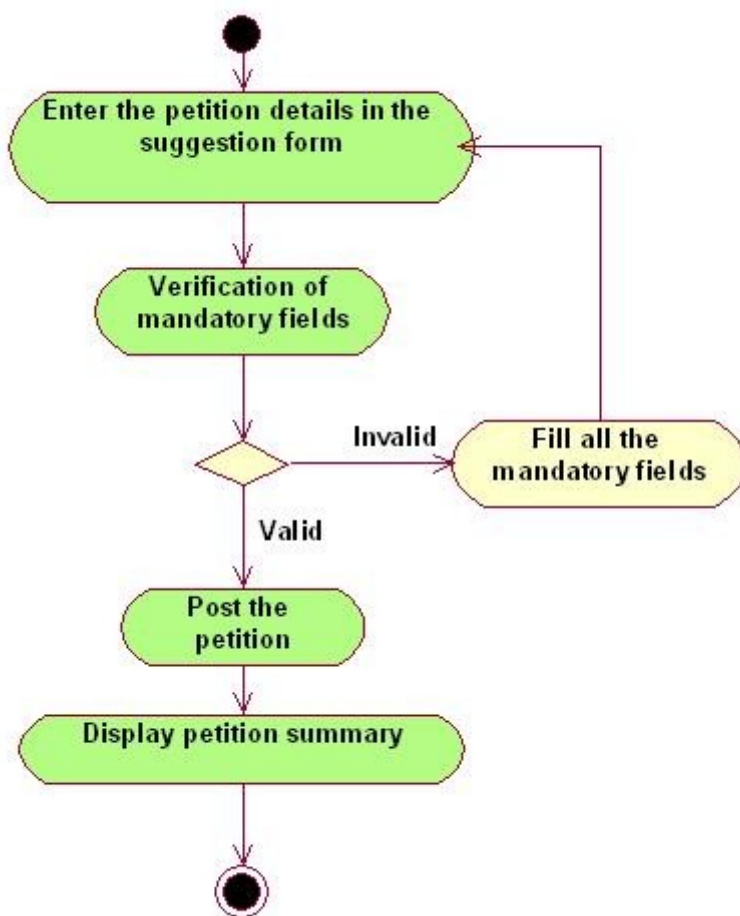
Post Complaint



- The citizen clicks on post complaint button in the right hand side widget
- The Post complaint form is displayed. The user then enters the details of his complaint.

- The verification of all mandatory fields and invalid fields are performed and errors are notified to the user.
- After the complaint detail are validated , when the user clicks the post complaint button the complaint gets posted.
- Then the complaint details are displayed to the user for their perusal.

Post Suggestions

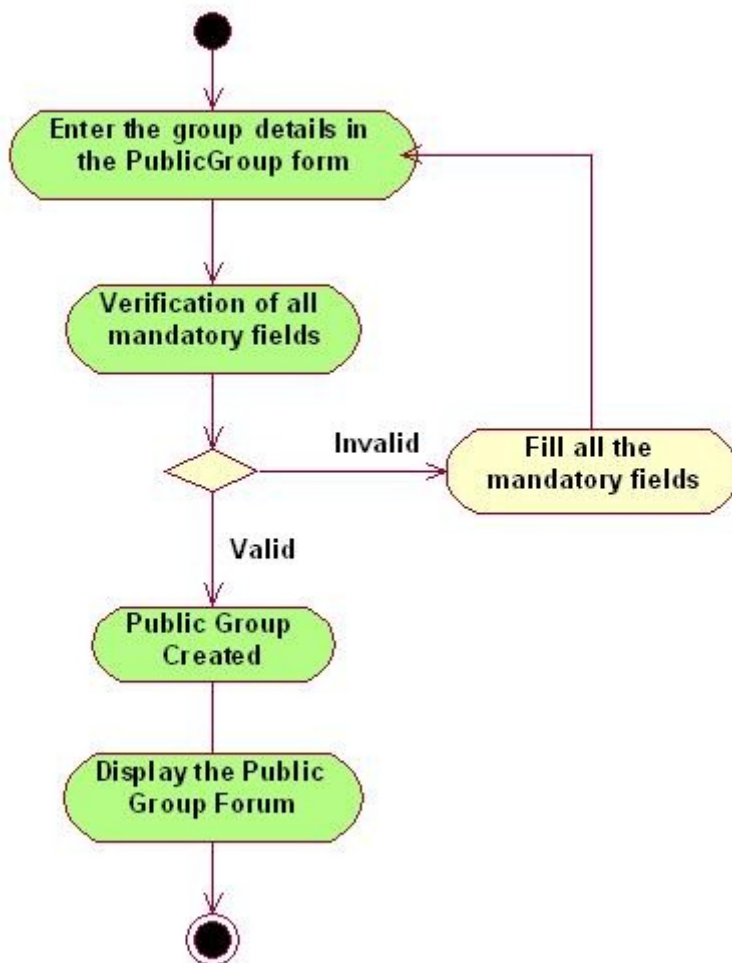


- The citizen clicks on post suggestion link in the right side widget.
- The post suggestion form will be displayed where in the citizen has to enter the necessary details.
- The input details are verified for empty fields or invalid fields and an error message is displayed in case of any discrepancy.

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- Following validation, the petition is posted and the summary is displayed to the user.

Create Group (NGOs)

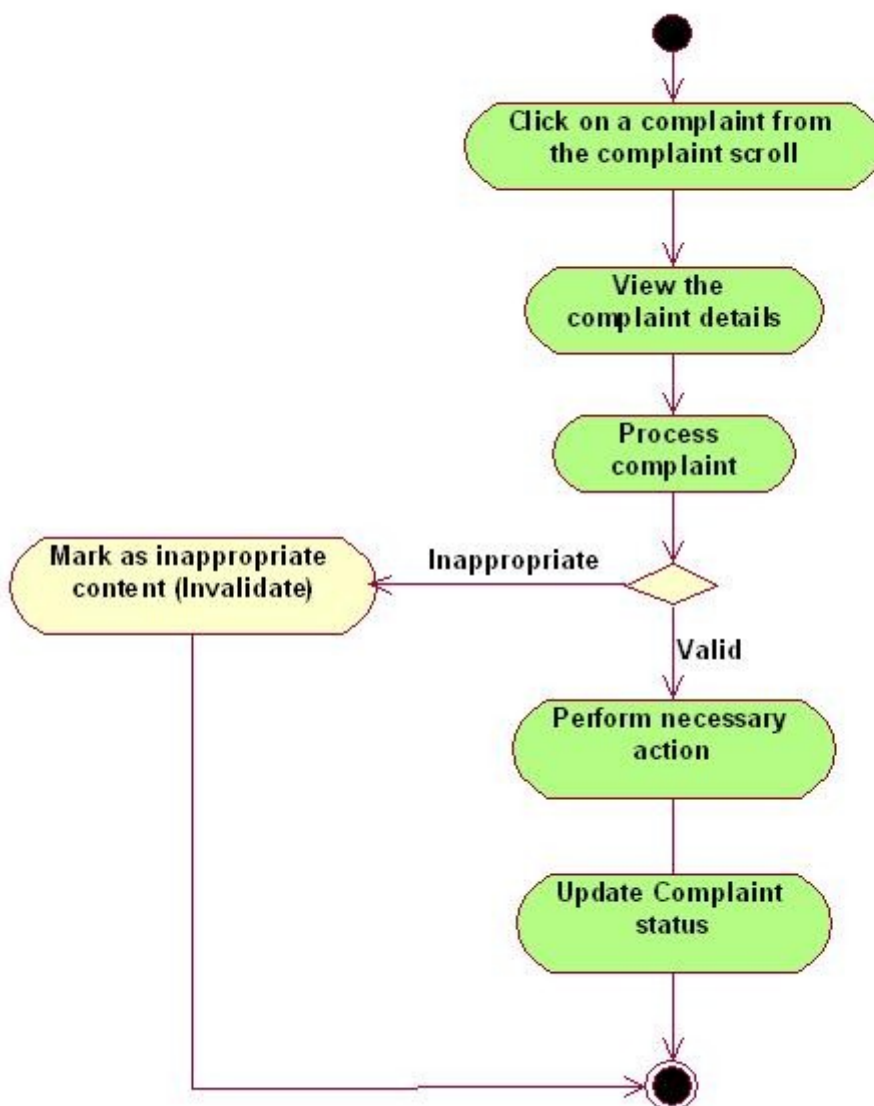


- The NGOs can create public groups by clicking on "create group" link in the right hand side widget.
- The Create Group form is displayed and the user enter all the necessary details
- All the field values are validated for empty or invalid field entries and corresponding error messages are displayed.
- After validation the NGO is notified of the group creation.

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- Following this the home page for the group is displayed and the citizen will be able to post public content on the group page.

Handle Complaint



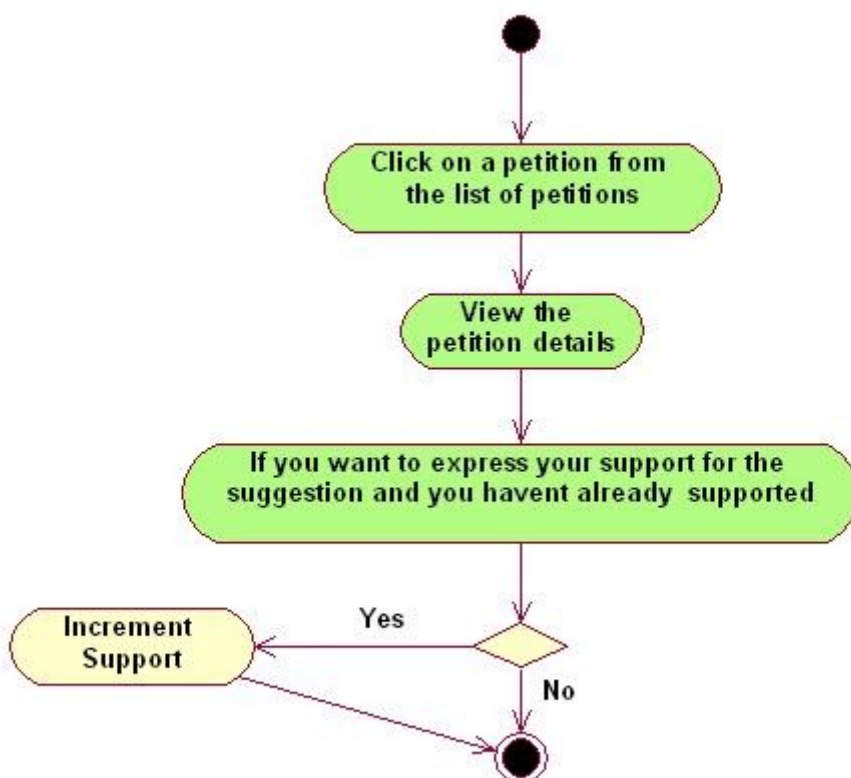
- The municipal authority clicks on a complaint from the complaint scroll either in the homepage or after clicking “view complaints” in the right widget
- The complaint details are displayed to him and he can

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process the complaint.

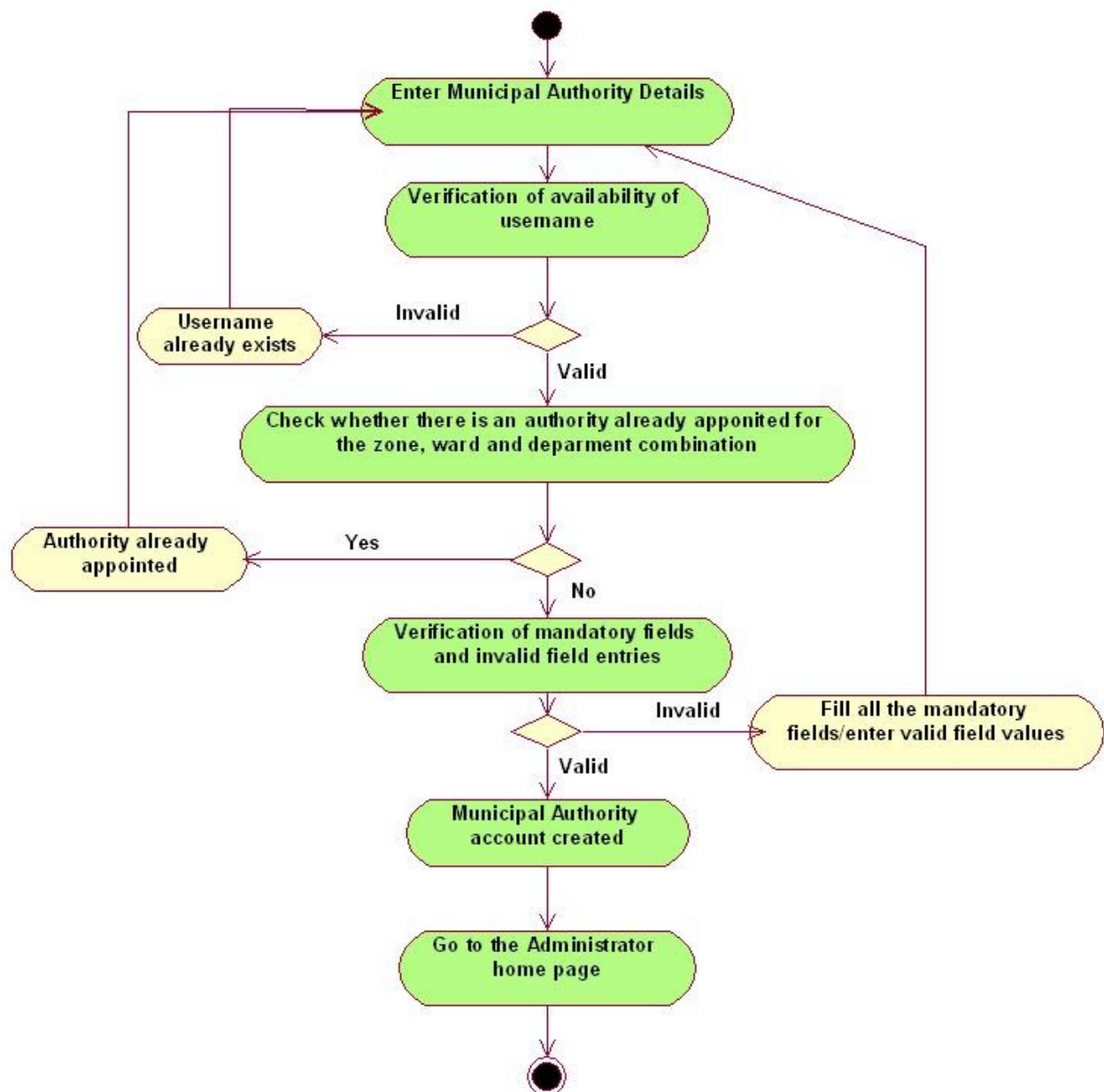
- If the complaint is found to be invalid then he can invalidate the complaint
- If the complaint is processed to the next level he can change the complaint status

View Suggestion (Citizen)



- The municipal authority clicks on a suggestion from the list of suggestions inb the right widget.
- The suggestion details will be displayed to the user
- If the citizen wants to express his support for the complaint he can click the support button at the bottom

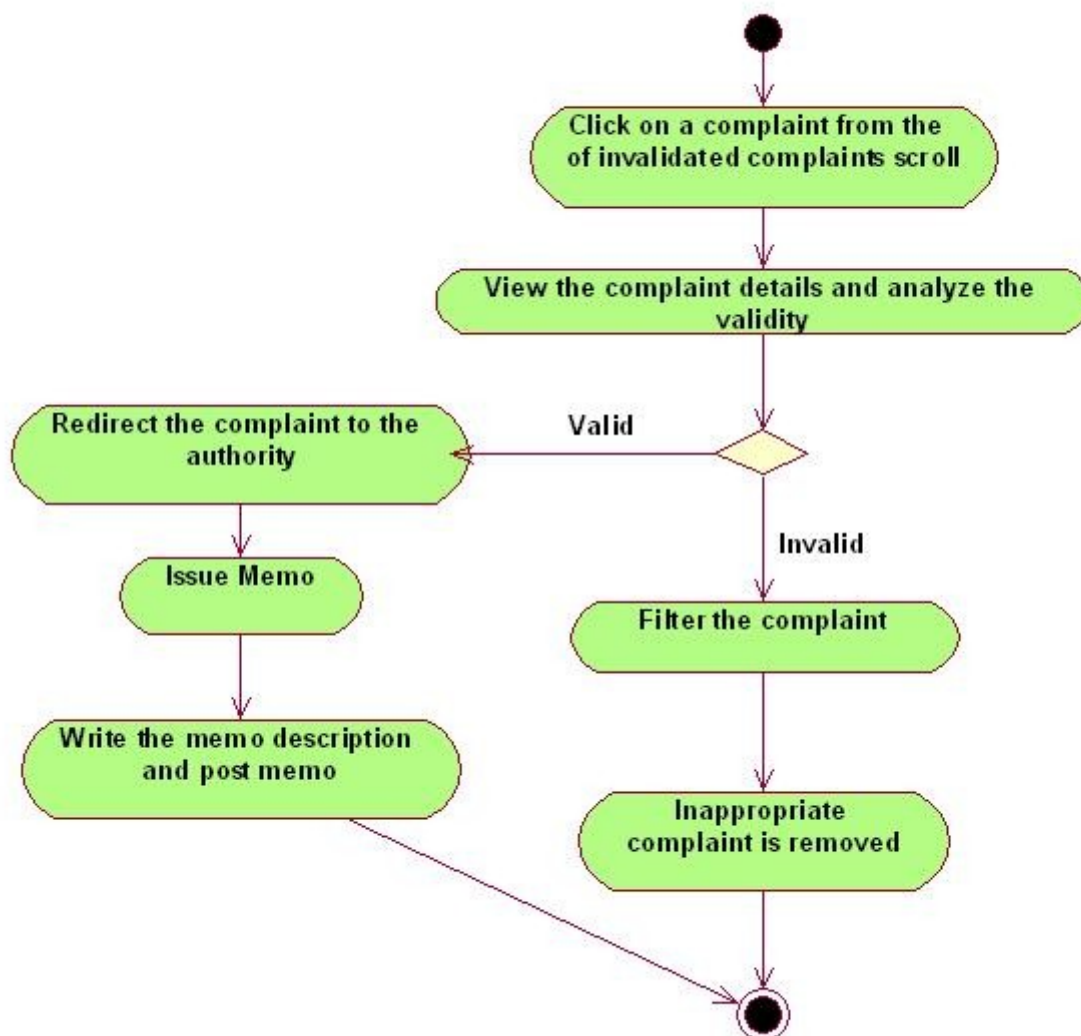
Create Account (Admin)



The administrator clicks on the “create authority account” link in the right widget
The create authority account form is displayed where he enters all the respective details.
The details are validated and the account is created for the municipal authority.
Following creation of accounts of the municipal authority, the administrator is directed to his

homepage.

Filter Complaint



nis

tThe administrator clicks on a invalidated complaint from the complaint scroll either in the homepage or after clicking “filter complaints” link in the right widget. The corresponding complaint details are displayed to him

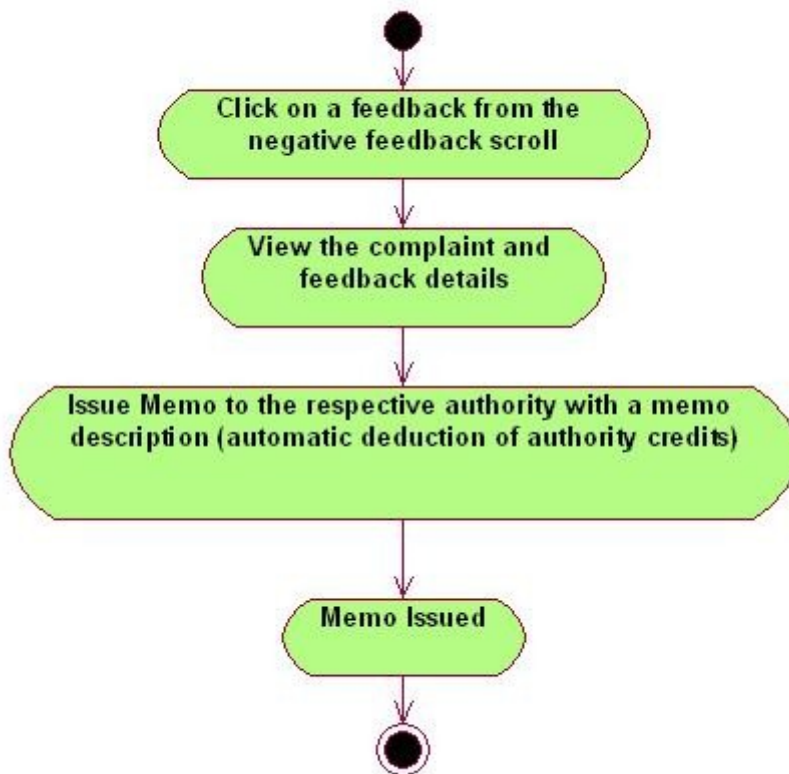
If he finds the complaint to be invalid he can click filter button

Else he can redirect the complaint to the authority along

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with a memo for improper handling of complaint

Issue Memo



The administrator views the negative feedback from the list of feedback

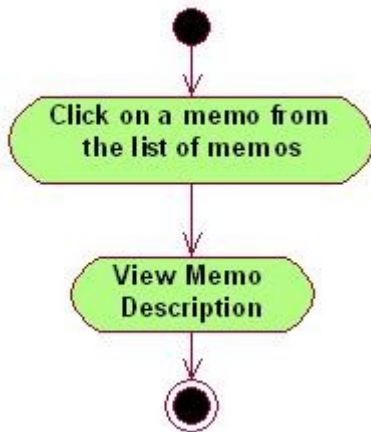
He clicks on the issue memo button at the bottom

The memo form is displayed where in he can enter the memo description

After validation the memo is form is posted to the corresponding authority

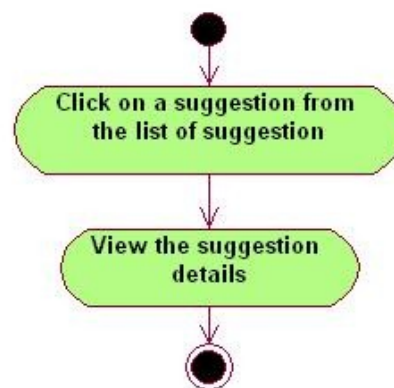
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View Memo(Authority)



The authority clicks on “ memo” tab in the right widget
The memos issued to the authority is displayed to him
He selects any one of the memo
The memo description is displayed to the authority
which he can export as a pdf document by clicking “
Export as pdf” button at the bottom

View Suggestion(Authority)

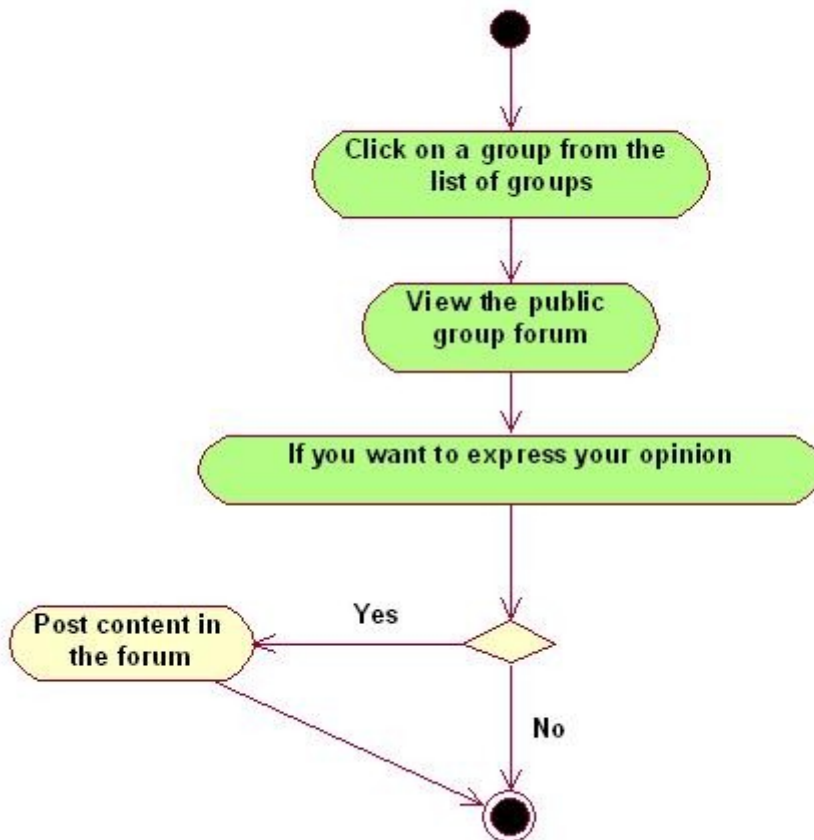


The authority clicks on the suggestion tab in the right widget
The list of suggestions are displayed to him where he can select a suggestion
The suggestion details are displayed to the authority for he

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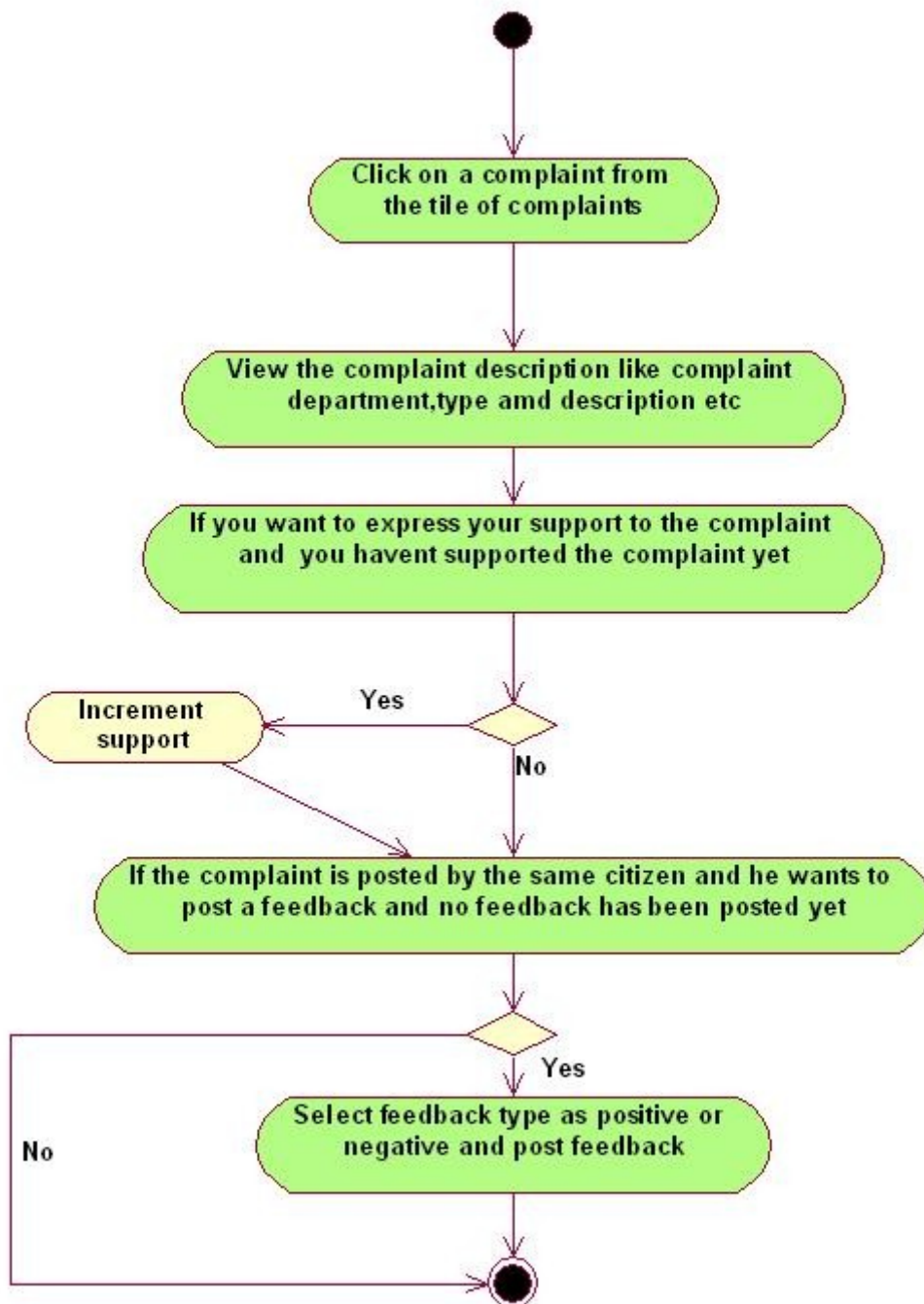
perusal

Post Group Content(Citizen)



The citizen clicks on the group tab in the right widget
 The groups are displayed to the user in the right widget
 He clicks on any one of the group where the group details along with the forum id displayed
 The citizen can now post any group content in the form by typing in the text field and clicking the post button at the bottom

View Complaint(Citizen)



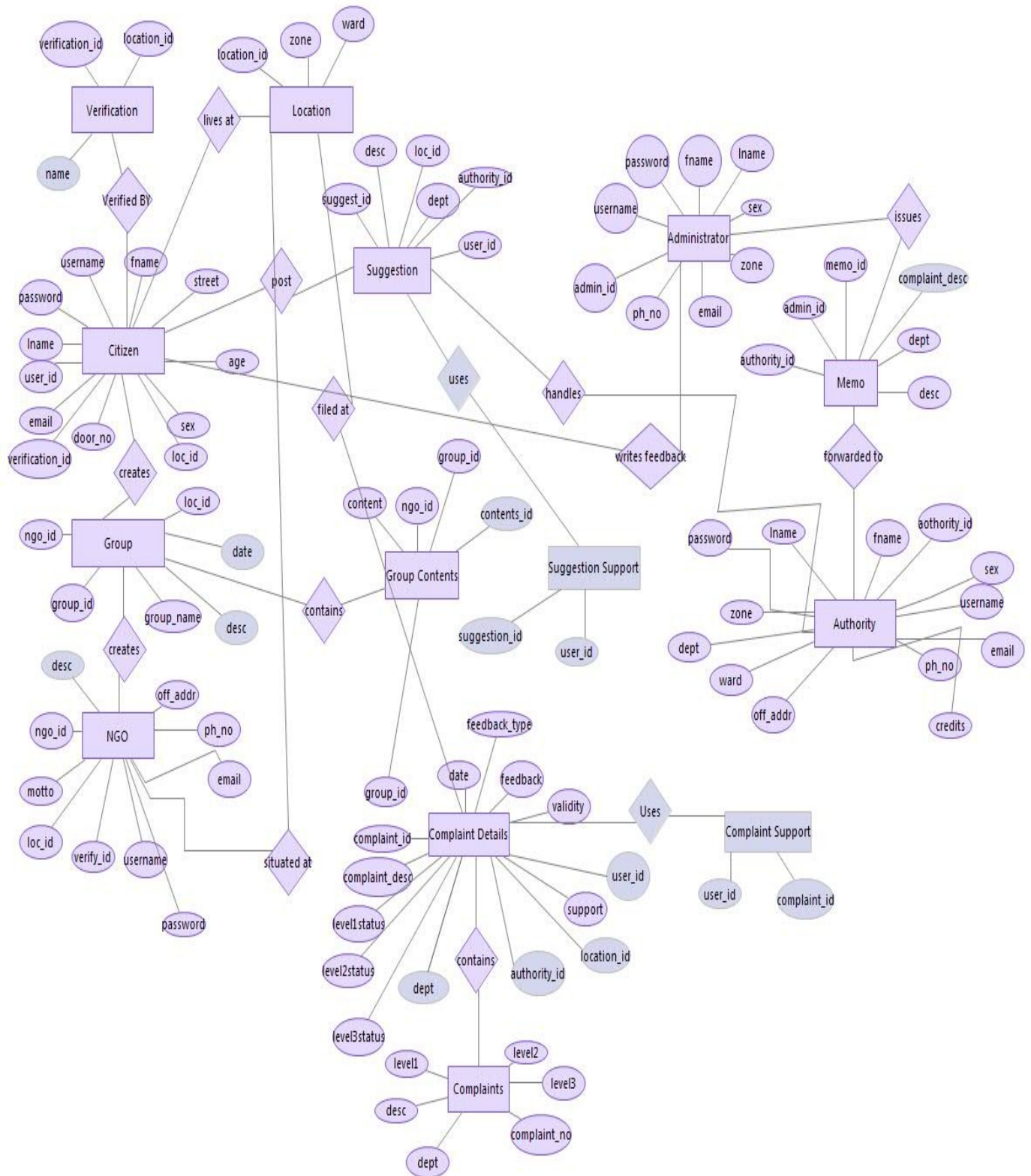
- The citizen clicks on a complaint from the tile of complaints displayed to him in the homepage or after clicking “ view complaints” link in the right widget
- The complaint details are displayed to the citizen along with the complaint status

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- If he wants to support the complaint and he hasnt already supported the complaint he can support by clicking on the support button
- If he wants to post a feedback for his own complaint then he can write feedback and select feedback type as either positive or negative and click post button at the bottom

2.12 Database Design

ER Diagram



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2.13 Assumptions and Dependencies:

- The details related to the citizen and other users are provided manually.
- Roles and tasks are restricted and predefined.

3.0 Specific Requirements

3.1 Use case Reports

Actors:

The system caters to following types of user.

1. Citizen
2. Municipal Authority
3. Administrator
4. Non Governmental Organisation

Use case Name:Sign up

Actors:Citizen, NGO

Description: Actor creates his account to log into the system

Preconditions: An unregistered citizen enters the system.

Post Conditions: The user is registered and now can log in to the system

Normal flow of events:

- 1.The actor enters all the details in the registration form
- 2.Authentication of username and password is performed
3. Verification of voter/verification id details with the input details is performed
- 4.Authentication of mandatory fields is performed
- 5.The actor is logged in to the system and home page is displayed.

Alternative flow of events:

- 2.If the authentication fails invalid username/password is displayed.
- 3.If the voter/verification id details does not match with the input details then voter id details did not match message is displayed
- 4.If the mandatory fields are not filled then "cannot be empty" message is displayed.

Use case Name:Login

Actors:Citizen, Municipal Authority, Administrator and NGO

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Description: Actor logs into the system

Preconditions: The user account is existing in the database and has not yet logged in

Postconditions: The user is logged in and his homepage is displayed.

Normal flow of events:

- 1.The actor enters user name and password.
- 2.Authentication is performed by the system
- 3.Corresponding home page is displayed.

Alternative flow of events:

- 2.If the authentication fails invalid username/password is displayed.
- 2.If the login fails 3 or more times then the user has to enter human verification code.
- 2.If the human verification code is not matching then wrong verification code message is displayed.

Use case Name: Post Complaint

Actors involved: Citizen

Description: The citizen posts a new complaint to the municipal authority.

Preconditions: The citizen is logged into his profile.

Post conditions: Complaint is successfully posted and updated in the database.

Normal flow of events:

- 1.Citizen fills in the details of the complaint such as location, complaint type and other descriptions.
- 2.Authentication of all mandatory fields is performed and invalid field values are performed
- 3.The complaint is posted updated in the database

Alternate flow:

- 1.If a complaint's fields are incorrectly filled or left blank , display error message

Use case Name: Post suggestion/petition

Actors involved: Citizen

Description: The citizen posts a new suggestion to the municipal authority.

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Preconditions: The citizen is logged into his profile.

Post conditions: Suggestion is successfully posted and updated in the database

Normal flow of events:

- 1.The citizen fills in the details of the petition.
- 2.Authentication of all mandatory fields is performed and invalid field values are performed
- 3.The suggestion is posted and updated in the database

Alternate flow:

- 2.If the mandatory fields are left blank , display error message

Use case Name: View Complaint

Actors involved: Citizen, Municipal Authority

Description: The actor can view the details of the complaint

Preconditions: The actor is logged into his account

Post conditions: The complaint details are displayed.

Normal flow of events:

- 1.The actor clicks on a complaint from the list of complaints either from homepage or by clicking on the side widget
- 2.The complaint details are displayed along with complaint status and feedback and no of supports

Alternate flow:

Nil

Use case Name: Support Complaint/Suggestion

Actors involved: Citizen

Description: The citizen can extend his support for a particular complaint/suggestion

Preconditions: The citizen has to be logged into the system

Post conditions: The no of supports of the complaint/suggestion is incremented and updated in the database

Normal flow of events:

- 1.The citizen clicks on a complaint/suggestion to view the suggestion details
- 2.The citizen presses the support button on the

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complaint/suggestion page.

3.The no of supporters is increased by 1 and displayed.

Alternate flow:

2.If the citizen has already supported the complaint/suggestion then cannot support again.

Use case Name: Write feedback

Actors involved: Citizen

Description:The citizen submits a feedback for a complaint

Preconditions: The citizen is logged into his profile and viewing the complaint he posted

Post conditions: The feedback is updated in the database

Normal flow of events:

1.The citizen selects whether positive or negative feedback

2.He posts a new feedback

Alternate flow: 1. If the citizen has already posted a feedback then he cannot post again

Use case Name: View memo

Actors involved: Municipal authority

Description: The municipal authority can view the memo he has received from the administrator.

Preconditions: The municipal authority is logged into his account.

Post conditions: The municipal authority views his memo

Normal flow of events:

1.The municipal authority clicks on the view memo tab

2.He clicks on the memo to view the details

Alternate flow: Nil

Use case Name:Filter inappropriate content

Actors involved: Administrator

Description: The administrator removes the inappropriate content from the database

Preconditions: The administrator is logged into his account

Post conditions: The inappropriate complaint/suggestion is removed from

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the database

Normal flow of events:

- 1.The administrator clicks on the inappropriate content tab
- 2.He views all the inappropriate content marked by the municipal authority
- 3.He deletes the content from the database
- 4.Content is removed

Alternate flow:

- 2.If he finds invalidation as improper handling then he will redirect the complaint to thee authority along with a memo.

Use case Name:Handle complaint

Actors involved: Municipal authority

Description: The complaint is viewed by the municipal authority and the status is updated accordingly.

Preconditions:The municipal authority is logged into his account

Post conditions: The complaint is processed and status changes reflected in database.

Normal flow of events:

- 1.The municipal authority views the complaint.
- 2.Process the complaint and take necessary actions regarding the complaint.
- 3.The complaint status is updated and reflected in the database.

Alternate flow:

- 1.If the complaint is inappropriate the authority can mark it as inappropriate content which will be notified to the administrator for deletion.

Use case Name:Post public content

Actors involved: Citizen

Description:The citizen can post some public content like latest news, notificationsof public importance.

Preconditions: The citizen is logged into his account

Post conditions: The public content is posted into the public group

Normal flow of events:

- 1.The citizen clicks on a public group related to his ward

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- 2.The Public Group's home page along with previous contents are displayed
- 3.The citizen posts new content to the group
- 4.The content is updated to the database

Alternate flow: Nil

Use case name: Create Public group

Actors involved: NGO

Description:The NGO can create public groups for creating awareness to the public

Preconditions: The NGO is logged into his account

Post conditions:New public group is created

Normal flow of events:

- 1.The NGO clicks on create Public Group tab
- 2.The public group form is displayed
- 3.He enters all the necessary details in the form
- 4.The public group is created and updated in the database

Alternate flow: Nil

Use case name: Issue Memo

Actors involved: Administrator

Description:The administrator issues memo to the municipal authority

Preconditions: A negative feedback is issued to the authority or he has performed some improper invalidation of complaints

Post conditions:A Memo is sent to the respective municipal authority

Normal flow of events:

- 1.The administrator clicks on the view negative feedback tab
- 2.He selects a feedback from the list to view the details or from the homepage
- 3.He fills the memo description to the authority
- 4.The credits of the authority is decremented by 1
- 5.Memo sent to the authority and updated in database

Alternate flow:

- 1.The administrator clicks "filter complaints"
- 2.He clicks on a complaint from the list of complaints in the scroll

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- 3.He finds the invalidation improper and hence clicks “redirect” button
- 4.He fills in the memo description and issues memo
- 5.The credits of the authority is decremented by 1
- 6.Memo sent to the authority and updated in the database

Use case name: Create Authority accounts

Actors involved: Administrator

Description:The administrator creates authority user accounts

Preconditions: The administrator is logged in to the system

Post conditions:Municipal authority user accounts are created

Normal flow of events:

- 1.The administrator clicks on create authority accounts tab
- 2.The administrator fills in the create authority account
- 3.Authentication of username availability
4. Verifying whether an authority has already been appointed for the zone,ward and department
- 5.Verification of all mandatory fields and invalid fields
- 6.Municipal authority account is created and reflected in the database

Alternate flow:

- 3.If authentication of username fails then display, “username already exists”.
4. If an authority has already been appointed then display error message
- 5.If verification of mandatory fields or invalid fields fails then display errors

Use case Name: View Suggestion

Actors involved: Citizen, Municipal Authority

Description: The actor can view the details of the suggestion

Preconditions: The actor is logged into his account

Post conditions: The suggestion details are displayed.

Normal flow of events:

- 1.The actor clicks on a suggestion from the list of suggestions by clicking on the side widget
- 2.The suggestion details are displayed along with the no of supports

Alternate flow:

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Nil

3.2 Supplementary Requirement

- The system must operate 24 x 7 - Because system is semi-automated Process, it can stay operational for 24 x 7. Hence UPS support must be provided to the server site with a power backup time of at-least 8 hours in case of power failure.
- Secure Access of Confidential Data – Since the system primarily deals with complaints and sensitive citizen information, security is a critical requirement. All the communication between the server and the client will be encryption. SSL (Secure Socket Layers) technology is used for secure communication.
- Better component design to get better performance at peak time – The functionalities are designed using EJB (Enterprise Java Bean) technology which provides better performance even at peak time. EJB is a distributed model; hence it is feasible to scale the system across multiple physical systems for better performance.
- Flexible service based architecture will be highly desirable for future extension – The product is designed as a service based architecture that will be scalable in the future to handle increasing loads.