

● Team 2



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|-----------------|----------|--|
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1. Introduction

This document covers the most critical functional and non-functional requirements that InterGenHome needs to have to operate properly. InterGenHome is an application that matches elderly landlords with students seeking affordable housing, offering reduced rent in exchange for light caregiving or companionship (InterGenHome, 2024). The application offers a platform that connects students with property listings and matches elderly landlords with suitable housemates. By tailoring recommendations to personal preferences, it enhances students' chances of finding affordable housing and helps to address the housing crisis in the Netherlands.

1.1. Scope of the Project

This Software Requirements Specification (SRS) provides an overview of the main functional and non-functional requirements, listed in Table 1 and Table 2, respectively. This SRS follows the A.3 template of SRS Section 3 organized by user class in the IEEE830-1998 practice (Board et al., 1998). Due to the limited scope of the project, an in-depth elaboration is given on the six most essential functional and five non-functional requirements, which are highlighted in the following tables.

1.2. Functional Requirement

| ID | User's Interface | ID | Admin's Interface |
|------------|------------------------------------|-----|-------------------------------------|
| General | | | |
| FR1 | Create user account | FRX | Create admin account |
| FR2 | Create user profile | FRX | Login admin account |
| FRX | Login user account | FRX | Adjust admin account settings |
| FRX | Adjust user account settings | FRX | Browse admin dashboard |
| FRX | Adjust user profile | FRX | Receive payment |
| FRX | Logout user account | FRX | Logout admin account |
| FRX | Delete account | FRX | Receive real-time notification |
| Functional | | | |
| FR3 | View recommended property listings | FRX | Access to user data |
| FRX | View landlord profiles | FRX | Manage personalized feedback system |
| FRX | Rate the property | FRX | Manage users' matching algorithm |
| FR4 | List property information | | |
| FRX | View recommended student profiles | | |
| FRX | View student profiles | | |
| FRX | Search eligible landlords | | |
| FRX | Search eligible students | | |
| FRX | Pay commission fee | | |

| | | | |
|------------|-----------------------------------|--|--|
| FR5 | Choose a subscription plan | | |
| FR6 | Message the landlord | | |
| FRX | Message the student | | |
| FRX | Cancel premium subscription plan | | |

Table 1. Functional requirements

1.3. Non-functional Requirements

| ID | Category | Requirement |
|-------------|-----------------------------|--------------------------------|
| NFR1 | Security | System security |
| NFRX | Security | Compliance |
| NFR2 | Security | Data privacy |
| NFR3 | Usability | User experience: rating |
| NFRX | System's performance | System downtime |
| NFR4 | System's performance | System uptime |
| NFR5 | System's performance | Compatibility |
| NFRX | System's performance | Latency |
| NFRX | System's performance | Data back-up |
| NFRX | System's performance | Capacity |

Table 2. Non-functional requirements

1.3. User Classes

| ID | User | Description |
|-----------|-------|---|
| U1 | Admin | An InterGenHome's employee [U1] who knows exactly how the application works, maintains the application, and fixes any malfunctions. |
| U2 | User | A person who downloaded the system [D1] and uses the system [D1]. |

Table 3. User classes

1.3. Prioritisation

| ID | Priority | Description |
|-----------|----------|---|
| P1 | High | Requirements that are crucial for the system's functionality and user experience. |
| P2 | Medium | Requirements that should benefit the functioning of the system [D1] and/or user experience [D20], but are not crucial |
| P3 | Low | Requirements that are not important for the system [D1] but might benefit functionality or user experience [D20]. |

Table 4. Prioritisation

1.4. Definition

| ID | Definition | Description |
|-----|-----------------------------|--|
| D1 | System | The InterGenHome business application. |
| D2 | Student verification | The process of verifying whether the user is a student or not by asking them to verify their student email. |
| D3 | Bank authentication page | A secure web interface where users [U2] verify their identity by entering credentials such as login information or security codes to authorize access to their bank account or complete a financial transaction. |
| D4 | Landlord verification | The process of verifying whether the user is a house owner and above 60 years old. |
| D5 | Student | <p>A user [U2] who completed the account registration and student verification process [D2], and uses the system[D1]to look for houses.</p> <p>Note: This term is used in requirements that apply only to students and their interactions within the system [D1].</p> |
| D6 | Landlord | <p>A user [U2] who completed the account registration and the landlord verification process [D4], and uses the system to rent out their houses.</p> <p>Note: This term is used in requirements that apply only to landlords and their interactions within the system [D1].</p> |
| D7 | Proof of property ownership | A legalized purchase property agreement that is typically provided by an official deed (akte van levering) issued by a notary and registered with the Dutch Land Registry (Kadaster). |
| D8 | Property listing | A rental offer containing essential information such as rental price, room size, room type [D36], location, and a thumbnail image. Each property listing is distinct. |
| D9 | Recommendation page | A personalized overview of recommended property listings[D8] for students [D5] and recommended student profiles [D24] for landlords [D6]. |
| D10 | Free subscription plan | A basic subscription free of charge, with access to basic features[D25] of the system [D1] |
| D11 | Premium subscription plan | A subscription with a monthly fee, with access to additional features in the system [D1] |
| D12 | Personal bank account | Bank account of the user[U2] |
| D13 | List of supported banks | ABN AMBRO, ASN Bank, bunq, ING, Knab, Rabobank, RegioBank, Revolut, SNS, Svenska Handelsbanken, Triodos Bank, and Van Lanschot (iDEAL, 2021) |
| D14 | Developers | People who design, develop and test the system[D1]. |

| | | |
|------------|-------------------------|--|
| D15 | Updates | Updated version of the system[D1] after fixing bugs or adding new features. |
| D16 | System uptime | The time that the system [D1] is fully functional and available for the users [U2] |
| D17 | System downtime | The time that the system [D1] is not fully functional and not available for the users[U2] |
| D18 | Terms and conditions | A legal document that outlines the rules, guidelines, and agreements that users must accept to use the home-sharing application. It includes user rights and responsibilities, liability limitations, privacy policies, and other important legal and operational information. |
| D19 | Sensitive information | Personal information relates to an individual that can be identified and is therefore protected under regulations such as the GDPR. |
| D20 | User experience | The overall satisfaction and ease with which a user[U2] interacts with a product or a system, encompassing usability, design, and emotional response. |
| D21 | Mobile operating system | Software platforms on which the system[D1] operates. |
| D22 | Matching score | The score is a numerical value derived from comparing a user's[U2] preferences with available options, which the algorithm uses to rank and recommend the best property listings[D8] and student profiles [D24]. |
| D23 | Customizable features | Options in the interface that allow users[U2] to personalize settings to fit their preferences. |
| D24 | Student profile | A brief personal description including the student's name, contact information, university affiliation, housing preferences to help match them with suitable rental properties. |
| D25 | Basic features | Features that the system [D1] offers the students [D5] involves creating student profiles [D24], and viewing the property listings [D8] |
| D26 | User data | The collection of personal profile and account information provided by the user [U2] during the registration process and profile creation. This includes but is not limited to, the user's name, email address, phone number, date of birth, user type (student or landlord), profile picture, personal description, preferences, and any other information the user provides to the system. |
| D27 | Personal description | Additional information in text format that the user[U2] uses to describe themselves |
| D28 | Spoken languages | The languages that the user [U2] uses to communicate. |
| D29 | Rating score | A quantitative score ranging from 1 to 7 indicates the user experience [D20] |

| | | |
|------------|----------------------------------|---|
| D30 | User account | A profile created by the user [U2] primarily for authentication and access control. |
| D31 | User account data | Information that contains the user's[U2] name, email address, date of birth, phone number, and user type. |
| D32 | User profile | A personalized profile created by the user [U2] that contains detailed information. |
| D33 | User profile data | Information contains profile picture, preferences, language spoken [D28] |
| D34 | Premium features | Additional features the system[D1]offers the students [D5] when they opt for the premium subscription [D12], that involves messaging the landlords. |
| D35 | Educational institution's domain | A web domain often associated with accredited academic organizations, featuring specific extensions like .edu |
| D36 | Room type | Types of room include studio apartments, shared rooms, private rooms in shared houses, and self-contained apartments |

Table 5. Definitions

1.5. Assumptions

| ID | Assumptions |
|-----------|--|
| A1 | Users [U2] have smartphones to download the application. |
| A2 | Users' smartphones operate on Android and iOS mobile operating systems. |
| A3 | Users [U2] have a personal bank account. |
| A4 | Users [U2] submit accurate and truthful personal information. |
| A5 | Users [U2] are willing to share their information with InterGenHome. |
| A6 | Users [U2] comply with the general terms and conditions of InterGenHome. |

Table 6. Assumptions

2. Functional Requirements

The following section lists the six most crucial functional requirements (FR). The term "user" [U2] is used to refer to both students [D5] and landlords [D6] unless otherwise specified. When a requirement pertains specifically to either role, the terms "student" [D5] or "landlord" [D6] will be used.

FR1 User's Interface - Create User Account

FR1.1 The system [D1] shall enable the user [U2] to create a user account [D30].

FR1.2 If the user [U2] creates a user account[D30], the system [D1] shall require the user [U2] to provide input of the following personal data:

FR1.2.1 First name

- FR1.2.2** Last name
- FR1.2.3** Email address (to be used as username)
- FR1.2.4** Phone number
- FR1.2.5** Password
- FR1.2.6** User type (student or landlord)
- FR1.2.7** Date of birth

FR1.3 If the user has entered all the user account data [D31], the system [D1] shall save the user account data [D31] to the user data [D26].

FR1.3.1 The system [D1] shall notify the user [U2] that accepting the terms and conditions is mandatory.

FR1.3.2 The system [D1] shall redirect the user [U2] to [FR1.2] if any required data is missing.

FR1.4 The system [D1] shall validate the email address format.

FR1.4.1 If the email address is not in the format of “abc@email.com”, the system [D1] shall notify the user [U2].

FR1.4.1.1 The system [D1] shall require the user [U2] to enter the email address again.

FR1.5 The system [D1] shall validate that the email address is not already associated with an existing account.

FR1.5.1 If the email address is already in use, the system [D1] shall notify the user [U2].

FR1.5.1.1 The system [D1] shall require the user [U2] to enter a different email address.

FR1.6 If the user [U2] selects “Student”[D5] as the user type, the system [D1] shall require student verification [D2]:

FR1.6.1 The system [D1] shall require the user [U2] to enter their student email address.

FR1.6.2 The system [D1] shall validate that the entered email address contains an educational institution’s domain [D35].

FR1.6.3 If the email address is valid, the system [D1] shall send a verification link to the provided student email address.

FR1.6.4 If the email address is not valid, the system [D1] shall notify the user [U2].

FR1.6.4.1 The system [D1] shall redirect the user [U2] to [FR1.6.1].

FR1.7 If the user [U2] selects “Landlord” [D6] as the user type, the system [D1] shall require landlord verification [D4]:

FR1.7.1 The system [D1] shall require the user [U2] to upload the proof of property ownership [D7].

FR1.8 The system [D1] shall require the user [U2] to accept the terms and conditions [D18].

FR1.8.1 If the user [U2] accepts the terms and conditions [D18], the system [D1] shall save the user account data [D31].

FR1.8.1.1 The system [D1] shall display the user account [D30].

FR1.8.2 If the user [U2] does not accept the terms and conditions [D18], the system [D1] shall notify the user [U2] that this is mandatory

FR1.8.2.1 The system [D1] shall redirect the user [U2] to [FR1.8].

FR1.9 The system [D1] shall create the user account [D30] and save the user data [D26].

FR1.10 The system [D1] shall redirect the user [U2] to the profile creation page [FR2].

Rationale: Creating a user account [D30] is essential for the functionality of the home-sharing system [D1]. It allows the system [D1] to distinguish between different users [U2], maintain user-specific data [D26], and provide personalized services. The distinction between student [D5] and landlord [D6] accounts is crucial for the matching process and ensures appropriate verification for each user type.

Source: IntergenHome Business Case (2024)

Author: Felix Masselter

Priority: High [P1]

Dependency: [FR2], [FR3], [FR4], [FR5]

History: 4/10/2024 (first draft), 5/10/2024 (revision 1), 7/10/2024 (final)

FR2 User's Interface - Create User Profile

FR2.1 The system [D1] shall enable the user [U2] to create a user profile[D32].

FR2.2 The system [D1] shall require the user [U2] to provide the following additional information:

FR2.2.1 Location (city and country)

FR2.3 The system [D1] shall enable the user [U2] to optionally provide the following information:

FR2.3.1 Profile picture

FR2.3.2 Preferences (smoking habits, pet preferences, hobbies)

FR2.3.3 Spoken languages [D28]

FR2.4 The system [D1] shall allow the user [U2] to upload a picture for the user profile[D32].

FR2.5 The system [D1] shall allow the user [U2] to enter a personal description [D27] of up to 500 characters.

FR2.6 The system [D1] shall save the user profile [D32] to the user data [D26].

FR2.7 The system [D1] shall redirect the user [U2] to their user profile page after the user [U2] has entered their user profile data[D33].

Rationale: User profile [D32] creation is a critical component of the home-sharing system [D1]. It allows users [U2] to provide detailed information about themselves, their preferences, and their living situations. This information is essential for the system [D1]] to effectively pair students [D5] with landlords[D6]. A comprehensive user profile [D32] enhances the user experience [D20] by allowing for more accurate matches and facilitating better communication between potential housemates.

Source: IntergenHome Business Case (2024)

Author: Felix Masselter

Priority: High [P1]

Dependency: [FR1]

History: 4/10/2024 (first draft), 7/10/2024 (final)

FR3 User's Interface - View Recommended Property Listings

FR3.1 If the student [D5] has completed the student verification [D2], the system [D1] shall enable the student [D5] to view the property listings [D8] on recommendation page [D9].

FR3.2 The system [D1] shall display recommended and available property listings [D8] to the student [D5].

FR3.2.1 The system [D1] shall update the order of property listings [D8] based on the matching score [D22] for each property, with the higher-scoring properties appearing in a higher position on the recommendation page [D9].

FR3.2.2 The system [D1] shall display the following information for each listing:

FR3.2.2.1 Rental price per month

FR3.2.2.2 Room size

FR3.2.2.3 Room type [D36]

FR3.2.2.4 Location

FR3.2.2.5 Thumbnail picture of the room

FR3.3 If the student [D5] selects a property listing [D8], the system [D1] shall display the property information [FR4.1.1] of the selected property.

Rationale: Allowing verified student users [D5] to view property listings [D8] ensures the platform's integrity by restricting access to users [U2]. This enhances the user experience [D20] by providing relevant, tailored listings, reducing fraud, and facilitating efficient decision-making. It encourages engagement and improves the overall effectiveness of the system [D1].

Source: InterGenHome Business Case (2024)

Author: Thy Cao

Priority: High [P1]

Dependency: [FR4], [NFR1], [NFR2],

History: 03/10/2024 (first draft), 4/10/2024 (revision 1), 5/10/2024 (revision 2), 7/10/2024 (final)

FR4 User's Interface - List Property Information

FR4.1 The system [D1] shall allow the landlord [D6] to create property listings [D8].

FR4.1.1 If the landlord [D6] has completed the landlord verification [D4], the system [D1] shall require the landlord [D6] to provide input of the following information:

FR4.1.1.1 Property location:

FR4.1.1.1.1 Country

FR4.1.1.1.2 City

FR4.1.1.1.3 Street name

FR4.1.1.1.4 House number

FR4.1.1.1.5 Postcode

FR4.1.1.2 Property size

FR4.1.1.3 Room type [D36]

FR4.1.1.4 Listing caption

FR4.1.1.5 Additional property description

FR4.1.1.6 Rental price per month

FR4.1.1.7 Images and videos of the property

FR4.1.2 If the landlord [D6] has entered all property information [FR4.1.1], the system [D1] shall save all property information[FR4.1.1] to property listing[D8].

FR4.1.2.1 The system shall display the property listing [D8].

FR4.1.3 If the landlord [D6] has not entered all required property information, the system [D1] must notify the landlord [D6] that not all property information [FR4.1.1] has been entered.

FR4.1.3.1 The system shall redirect the landlord to [FR4.1.1].

FR4.2 The system [D1] shall allow the landlord [D6] to modify their property information[FR4.1.1].

Rationale: The system [D1] must allow landlords [D6] to create and modify property information [D8]. The functionality to list new property information is the data source for displaying recommended property listings [D8], and the foundation for charging commission from the landlord [D6]. The functionality to modify existing property information [D8] can reduce data redundancy on the platform and prevent duplicate listings, which not only improves the overall user experience [D20] for both landlords [D6] and students [D5] but also helps maintain data accuracy and integrity. Additionally, the functionality to modify existing property information [D8] can encourage landlords [D6] to keep listings up-to-date, ensuring that students [D5] have access to the most accurate and relevant information.

Source: IntergenHome Business Case (2024)

Author: Dan Gong

Priority: High [P1]

Dependency: [FR3][NFR2]

History: 03/10/2024 (first draft), 4/10/2024 (second draft), 7/10/2024 (final)

FR5 User's Interface - Choose a Subscription Plan

FR5.1 The system [D1] shall allow the student [D5] to select between a free subscription plan [D10] and a premium subscription plan [D11].

FR5.2 The system [D1] shall allow the student [D5] to choose between the following two options:

FR5.2.1 If the student [D5] chooses to keep the free subscription plan [D10], the system [D1] shall enable the student's access to basic features [D25].

FR5.2.1.1 The system shall not enable the student [D5] to access premium features [D34].

FR5.2.2 If the student [D5] chooses to subscribe to a premium subscription plan [D11], the system [D1] shall request the student [D5] to link their personal bank account [D12] with the student's account.

FR5.2.2.1 The system [D1] shall allow the student [D5] to select their bank from a list of supported banks [D13].

FR5.2.2.2 If the student [D5] selects their bank, the system [D1] shall redirect the student [D5] to their bank's authentication page [D3] to complete the linking process.

FR5.2.2.3 The system [D1] shall request the student [D5] to authorize the system [D1] to perform the following actions:

FR5.2.2.3.1 Store the student's [D5] personal bank account details [D12]:

FR5.2.2.3.1.1 Bank account number (IBAN)

FR5.2.2.3.1.2 Account holder name

FR5.2.2.3.1.3 Bank name

FR5.2.2.3.2 Automatically debit the monthly subscription fee from the student's [D5] personal bank account [D12].

FR5.2.2.4 If the student [D5] accepts the authorizations, the system [D1] shall redirect the student [D5] to the student profile page [D26] with access to the premium features [D34].

FR5.3 If the student [D5] does not accept the authorizations, the system [D1] shall cancel the linking process and redirect the student [D5] back to [FR5.2].

Rationale: It is important for the system [D1] to allow students [D5] to choose between a free subscription plan [D10] and a premium subscription plan [D11]. This functionality directly contributes to how the business generates revenue. The choice between these two options will lead to different features [D1] and user interfaces. This functional requirement also allows the system [D1] to receive and store students' bank account information [D12] and enables the system to debit the monthly premium subscription fees [D11], if they opt for the premium subscription plan.

Source: IntergenHome Business Case (2024)

Author: Long Le

Priority: High [P1]

Dependency: [NFR2][FR6]

History: 02/10/2024 (first draft), 4/10/2024 (second draft), 7/10/2024 (final)

FR6 User's Interface - Message the Landlord

FR 6.1 If the student [D5] has a premium subscription plan [D11], the system [D1] shall enable the student [D5] to message the landlord [D6].

FR 6.2 The system [D1] shall notify the student [D5] if there is a message from the landlord [D6].

FR 6.3 If the student [D5] has a free subscription plan [D10], the system [D1] shall not enable the student [D5] to message the landlord [D6].

FR 6.3.1 The system [D1] shall enable the student [D5] to view the message from the landlord [D6].

Rationale: The messaging and notification feature is a critical component of the system [D1]. It is a premium feature [D11] designed to ensure smooth user experience [D20] and interactions, improving platform engagement. By differentiating between premium and free subscription plans [D10], [D11], the platform incentivizes users [U2] to upgrade to a premium plan [D11], granting them the ability to actively communicate with landlords [D6]. Notifications play a key role in ensuring users [D5] stay informed of important messages.

Source: InterGenHome Business Case (2024)

Author: Baichuan Ji

Priority: High [P1]

Dependency: [FR5]

History: 02/10/2024 (first draft), 4/10/2024 (second draft), 5/10/2024 (third draft), 7/10/2024 (final)

3. Non-functional Requirements

The following section lists the five most crucial non-functional requirements (NFR). The term "user" [U2] is used to refer to both students [D5] and landlords [D6] unless otherwise specified. When a requirement pertains specifically to either role, the terms "student" [D5] or "landlord" [D6] will be used.

NFR1 System Security

NFR1.1 The system [D1] shall require authentication for all users [U2] and admins [U1] to prevent unauthorized login attempts.

NFR1.2 The system [D1] shall store the login history of users [U2].

NFR1.3 The system [D1] shall limit the number of failed logins.

Rationale: The system [D1] requires authentication [NFR1.1] to add an extra layer of security, reducing the risk of unauthorized access. Storing login history [NFR1.2] allows monitoring user activity and detecting suspicious behaviour, improving security auditing. Limiting the number of failed logins [NFR1.3] helps protect against brute-force attacks by temporarily disabling access after repeated failed attempts, ensuring users [U2] are safeguarded from unauthorized access.

Source: InterGenHome Business Case(2024)

Author: Thy Cao

Priority: High [P1]

Dependency: [FR1], [FR2]

History: 4/10/2024 (first draft), 7/10/2024 (final)

NFR2 Data Privacy

NFR2.1 The system [D1] shall ensure the confidentiality, integrity, and availability of all user data [D26].

NFR2.2 The system [D1] shall comply with all applicable data protection regulations, including but not limited to GDPR.

NFR2.3 The system [D1] shall maintain a level of data security that meets or exceeds industry standards for similar home-sharing applications.

NFR2.4 The system [D1] shall limit data retention periods to the minimum necessary for the operation of the home-sharing service.

NFR2.5 The system's [D1] data handling practices shall be transparent and easily understandable to users [U2].

Rationale: As a home-sharing platform handling the sensitive personal information [D19] of both students [D5] and landlords [D6], maintaining high standards of data privacy is crucial for user trust and legal compliance. The system [D1] must ensure that user data [D26] is handled in accordance with GDPR and other relevant regulations to protect users [U2] and avoid potential legal risks.

Source: GDPR (European Parliament and Council of European Union, 2016)

Author: Felix Masselter

Priority: High [P1]

Dependency: [FR1], [FR2].

History: 4/10/2024 (first draft), 7/10/2024 (final)

NFR3 User Experience: Rating

NFR3.1 The system [D1] should provide all users [U2] with a notification to rate their user experience [D20].

NFR3.2 The system [D1] should ask users [U2] to rate the system [D1] by giving a score ranging from 1 (low) to 7 (high) stars, based on their satisfaction.

NFR3.2.1 Users [U2] should provide the system [D1] with an average rating score [D22] of 5 or higher.

Rationale: User experience [D20] determines whether users [U2] continue to use the system [D1]. Although it is not crucial to the core functionality of the system [D1], maintaining a positive user experience [D20] is important for user retention and engagement. Therefore, the system [D1] should require users [U2] to provide a quantitative score [D22] to track and improve the user experience [D20].

Source: IntergenHome Business Case (2024), Whatfix. (2024)

Author: Baichuan Ji

Priority: Medium [P2]

Dependency: [FR1], [FR2], [FR3], [FR4], [FR5], [FR6], [NFR4], [NFR5]

Success range:

Success: Average rating score [D29] given by users [U2] is ≥ 4 or 5

Failure: Average rating score [D29] given by users [U2] is < 4 or 5

History: 24/09/2021 (first draft), 26/09/2021 (revision 1), 28/09/2021 (revision 2), 06/10/2021 (final)

NFR4 System Uptime

NFR4.1 The system [D1] shall have an uptime [D16] of 99.5% or more during the year.

Rationale: It is essential that the system [D1] is continuously functional and available for users [U2]. An uptime [D16] of 99.5% or more during the year would allow developers [D14] to run updates [D15], while still ensuring a good user experience [D20]. System downtime [D17] has been shown to increase user dissatisfaction, resulting in users discontinuing the use of the system [D1], which could lead to revenue loss. Therefore, this non-functional requirement is of high priority [P1].

Source: IntergenHome Business Case (2024)

Author: Long Le

Priority: High [P1]

Dependency: [FR3], [FR4], [FR5], [NFR3]

Success range:

Success: The system [D1] is fully operational $\geq 99.5\%$ of the time annually

Failure: The system [D1] is fully operational $< 99.5\%$ of the time annually

History: 02/10/2024 (first draft), 04/10/2024 (revision 1), 05/10/2024 (final)

NFR5 Compatibility

NFR5.1 The system [D1] shall allow users [U2] to access the system [D1] using iOS and Android mobile operating systems [D21].

NFR5.2 The system [D1] shall not allow access from other mobile operating systems [D21] (e.g., Windows Phone, Blackberry OS).

Rationale: To ensure broad accessibility, the system [D1] shall support the dominant mobile operating systems [D21] (iOS and Android) used by the majority of users [U2] (Statcounter, 2024). Limiting access to unsupported systems prevents compatibility issues and ensures a consistent user experience [D20], while also reducing maintenance and development costs by focusing on widely-used platforms.

Source: Statcounter (2024), IntergenHome Business Case(2024)

Author: Dan Gong

Priority: High [P1]

Success range:

Success: the system [D1] can be compatible with iOS and Android mobile operating systems[D21].

Failure: the system [D1] can not be compatible with iOS and Android mobile operating systems [D21].

Dependency: [NF4]

History: 02/10/2024 (first draft), 03/10/2024 (revision 1), 06/10/2024 (final)

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