**Systems Analysis and Design**

**Phase 1 Non Functional Requirements**

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| No | Non Functional Requirement Name | Justification | Applies to Use Cases: |
| 1 | Performance | Under normal operating conditions, the system should respond to user requests within 2 seconds for 95% of the time. | All use cases involving user interaction |
| 2 | Performance | Within 10 seconds of getting new data, the system should refresh and show updated data for real-time updates on room availability. | All use cases involving making/editing reservations |
| 3 | Reliability | All payment transactions should be processed with 100% accuracy. | All use cases involving transaction |
| 4 | Availability | The system should be up %99.98 of the time (less than 1h44m/year). | All use cases |
| 5 | Accessibility | The user interface should be accessible to users with disabilities, following WCAG guidelines. | All use cases |
| 6 | Usability | 8 out of 10 people who spend half an hour on the site must understand most of the features of the site. | All use cases |
| 7 | Security | To prevent unauthorized access, user authentication and authorization must be implemented. | All use cases involving user accounts |
| 8 | Security | The system should comply with GDPR guidelines for storing personal data. | All use cases involving personal data |
| 9 | Portability | The system should be able to run on multiple operating systems (Windows, MacOS, Android, iOS, Linux) and web browsers (Safari, Chrome, Firefox, Opera, Edge) . | All use cases |
| 10 | Localization | Several languages should be supported by the system according to user choices. | All use cases |
| 11 | Compatibility | The application must support iOS 15+ for iPhones and Android 12+ for Androids. | All use cases |
| 12 | Integrability | The system should support integration with third-party services. | All use cases involving third-party integrations |