

Software Engineering 2

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**SafeStreets**

DD – Design Document

Version 1.0

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# Introduction

## Purpose

### 1.1.1 General Purpose

SafeStreets is a crowded-sourced application that intends to provide users with the possibility to notify authorities when traffic violations occur, specifically parking violations. The application allows users to send pictures of violations, including their date, time, and position, to authorities. The main purpose of SafeStreets is to reduce the number of accidents that may be caused by certain violations that can be avoided easily. The following list may illustrate and visualize the type of violations, according to the traffic regulation and laws10, that may be captured and notified to the authorities:

* Double line parking
* Expiry of the parking time limit
* No parking area
* Parking in places reserved to people with disabilities
* Parking in the middle of bike lanes
* Parking near bus stops
* Parking on crosswalk
* Parking on residents reserved spots
* Parking ticket missing
* Possible vehicles damage by third parties (e.g. broken glass)

SafeStreets stores the information provided by the users, completing it with suitable metadata. When it receives a picture, it runs an algorithm to read the licence plate and stores the retrieved information with the violation, including also the type of violation (input by the user) and the name of the street where the violation occurred (which can be retrieved from the geographical position of the violation). In addition, the application allows both end users and authorities to mine the information that has been received, for example by highlighting the streets (or the areas) with the highest frequency of violations, or the vehicles that commit the most violations. Of course, different levels of visibility are offered to different roles, for example the authorities can see the licence plate numbers of the vehicles that commit any violation while the end user cannot see that.

Moreover, there’s another functionality that can be provided by SafeStreets. If the municipality offers a service that allows users to retrieve the information about accidents that occur on the territory of the municipality, SafeStreets can cross that information with its own data to identify potentially unsafe areas, hence suggest possible interventions depending of the type of the most committed violation in that area. The following examples show which intervention could be suggested depending on the preceding examples of violations presented earlier in this paragraph:

* Add a barrier between the bike lane and the part of the road for motorized vehicles
* Install a towaway zone sign
* Increase parking slots
* Increase local police controls

The main purpose of this functionality is that SafeStreets also identifies areas with critical number of accidents and reports suggestions as a possible solution as an automatized method to engage with the problem. Thus, it could help the authorities to highlight where the interventions should be provided, and this functionality should make it easier to point out the areas with critical statistics. So, if the municipality provide the needed information, it helps with the traceability of the main problem, therefore handling it providing also a higher measurement on local security.

### 1.1.2 Goals

Taking the abstraction as an outcome of the “real-world” only, we should be able to define the goals as a part of the requirement engineering of an S2B to satisfy the stakeholders’ requests:

* [G1] Every registered user should be able to notify violations
* [G2] Every recognized authority should be able to access the application
* [G3] Every recognized authority should be able to receive any violation that has been pointed out by a registered user
* [G4] Every communication from the user must include a violation that has been committed by a recognizable vehicle
* [G5] Every registered end user should be able to mine general information about the violations committed in a certain area
* [G6] Every recognized authority must be able to verify the notified violations by the registered users
* [G7] Every recognized authority must be able to receive suggestions about improving the local security

Reading these goals, we should acknowledge the fact that the system considers two most end users: the normal user and the authorities. They’ll be defined later.

## 1.2 Scope



SafeStreets is meant to help authorities to identify some serious violations, traffic and parking violations, that may cause accidents in the future being. Thus, as it’s been called, it’s intended for making streets safer. Also, this application will increase the efficiency on reporting violations with the help of a common citizen. In order to report a violation, citizens won’t have to go to a police station (that might be far from the current position of the violation), they won’t even have to search where they are in order to report formally the committed violation. There are also some assumptions made in order to satisfy the goals of the S2B and the fundamental requirements that would help the lower level to easily realize the implementation part without considering the research on some tech already defined and available for use, also for higher level perspectives, for future improvements; thus it will be easier to integrate some new tech inherent to the domain of the application.

SafeStreets allow users to report a violation to the authorities when they spot one. In order to obtain the ability of using SafeStreets the user will have to register himself into the application system. Users have two different modes to register themselves into the system: the first one is the proprietary authentication which also requires email validation and the second one consists of SPID9 authentication. Generally, they will have to subscribe with their full name and fiscal code since they’re mandatory to be able to fill certain reports. Registered Users obtain points that indicate their integrity through their continuous voluntary participation in order to provide the possibility of achieving the goal of making the streets safer. These points are called integrity points. Initially, users, who have registered with SPID9, have more integrity points than the proprietary authentication (according to demonstrating more integrity into the society verifying his own identity through a public system of digital authentication). Moreover, when a report is verified by the authorities, integrity points of the notifier increase. Users can see also, through a map, the security level of a zone. Allowing users to mine general information about notified violations doesn’t violate the privacy of the reporting user according to the Legislative Decree 196/031 and the regulation 2016/6793 given since they aren’t authorized to access other users’ private information such as fiscal code, name, surname etc. Security level is calculated being based on the statistics of the types of violations committed in the interested area. Of course, any user will have the possibility to change the password in case it is forgotten through the normal process of password change link sent to their email address.

As it is in the specification of the S2B, Reports are composed of date, time, position, a note (with a maximum fixed number of characters) and a clear picture of the committed violation in which the licence plate should be included, but it isn’t a restricted requirement because, in the worst case, there are two possible situations: in the first one the licence plate isn’t clear (e.g. poor quality or blurry image) the user is allowed to do one out of two possible actions that consist of re-take the picture of the violation or modify the licence plate number, and if the user chooses to do the second action, the system shall recognize the report as one, instead, with a modified licence plate number and this induces minor level of credibility; instead, in the second situation, if the system doesn’t recognize a vehicle in the taken picture it will take an immediate action to discard this picture and it will eventually ask the user to take a new clearer picture to be able to proceed, and that precludes the fact that user might send pictures that are not in accordance with the domain of the application (e.g. photos that don’t contain a vehicle such as selfies).

Since the violation must be notified in real-time domain, the user is not allowed to upload a picture at all. So that, situations as creating a false violation or manipulating data of a certain violation. For the same reason the user is not allowed to modify a photo. If the user notices something that should be mentioned, there’s a note that he can fill in briefly with possible observations. Also, the user must have a stable active connection to be able to submit the violation.

A report should satisfy the application domain before it becomes in hands of authorities and in order to realize this fact a report should include the preconditions described earlier. When a report is filled in completely the authorities must be able to receive it through the application. Within this context, the authorities are defined as Italy’s law enforcement agencies. The authorities, interested in the application willing to use it for increasing local security, must have a valid digital certificate provided by the police forces through the Ministry of the Interior5 and the Ministry of the Defense6. An authority must register making a formal and direct request to the Certified Email7,8 address of SafeStreets through his Certified Email7,8 which will give him in a secure way the credentials generated to be able to use the application or by just using SPID with his Certified Email. The login process with the authority credentials requires also a valid digital certificate. Once an authority is registered and SafeStreets has added his credentials in the system, he will be able to receive notifications about the committed violations. Registered authorities have the maximum authorization to access all the data notified by users. They also have access to all normal user functionalities, thus the capability of reporting violations. The authorities can also verify and validate the visualized reports depending on the veracity of the notified violations. The authorities are also guaranteed a second access to SafeStreets through a web service which require the same login process.

Either the registration process or the reports made and of the user who carried it out are respects the terms established by the Legislative Decree 196/031, Legislative Decree 82/052 and the regulation 2016/6793.

SafeStreets offers also the possibility to be an important participant as an independent entity which can provide suggestions to the improvement of a certain area. In order to realize such a functionality, SafeStreets should have access to accident records of the applied areas. Interested municipalities, in order to let the authorities benefit this functionality, must guarantee access to those data records because it helps the application to cross the provided data about accidents with its own data to provide suitable suggestions depending on the identified situation. It will then notify the authorities regarding those suggestions.

## Definitions, Acronyms, Abbreviations

### Definitions

* **Violation**: a subset of anything that is classified as a traffic violation by the Traffic regulation and laws document. This subset is composed of:
* Double line parking
* Expiry of the parking time limit
* No parking area
* Parking in places reserved to people with disabilities
* Parking in the middle of bike lanes
* Parking near bus stops
* Parking on crosswalk
* Parking on residents reserved spots
* Parking ticket missing
* Possible vehicles damage by third parties (e.g. broken glass)
* **Vehicle**: any terrestrial identifiable vehicle subject to Traffic regulation and laws document, like cars, motorbikes, trucks, etc…
* **User**: any citizen registered in the system who is using any of SafeStreets functionalities.
* **Violation report, notification**: acknowledgment in SafeStreets system of a new violation occurred.
* **Authority**: any registered law enforcement using SafeStreets application alongside its authority-restricted functionalities
* **Municipality**: any central administration of a city or a town which may or may not give open access to its incidents data.
* **Reliability score**: score assigned to any user account which gives a sense of how much a user I reliable in giving information regarding violations.
* **Safe area**: a low radius geographical area where violations are lower than a certain threshold or lower than other areas.
* **Suggestion**: an automatically inferred hint given to the authorities by SafeStreets regarding how they could improve, with the help and permission of their municipality, area marked as high-risk area due to a high correlation of violations and incidents reported from the same municipality. Possible suggestions are:
  + Add a barrier between the bike lane and the part of the road for motorized vehicles
  + Install a towaway zone sign
  + Increase parking slots
  + Increase local police controls
* **Galileo**: Global localization system based on a network of 24 satellites commissioned by European Union and ESA (European Space Agency)
* **SPID**: is the unique system of access with digital identity to the online services of the Italian public administration and of private members: citizens and companies can access services with a unique digital identity in a secured way
* **Certified Email**: A certified email is an email that can only be sent using a special Certified Email Account provided by a registered provider. When a certified email is sent, the sender's provider will release a receipt of the successful (or failed) transaction. This receipt has legal value and it includes precise information about the time the certified email was sent.  A certified email account can only handle certified email and can't be used to send regular email.

### Acronyms

* **API**: Application Programming Interface
* **D.L.**: Legislative Decree
* **DCPM**: Decree of the President of the Council of Ministers of the Italian Republic
* **DD**: Design Document
* **EEA**: European Economic Area
* **EU**: European Union
* **GDPR**: General Data Protection Regulation
* **GPS**: Global Positioning System
* **IEEE**: Institute of Electrical and Electronics Engineers
* **S2B**: Software to Be
* **SPID**: Public Digital Identity System
* **UI**: User Interface

### Abbreviations

• Gn = nth goal

• Dn = nth domain assumption

• Rn = nth requirement

## 1.4 Revision history

* Version 1.0: first release

## 1.5 Reference Documents

* D.L. 196 of 2003 (196/03) <https://www.camera.it/parlam/leggi/deleghe/Testi/03196dl.htm>
* D.L. 82 of 2005 (82/05) <https://docs.italia.it/italia/piano-triennale-ict/codice-amministrazione-digitale-docs/it/v2017-12-13/index.html>
* General Data Protection Regulation (EU) 2016/679 <https://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:32016R0679>
* IEEE 1016-2009 - IEEE Standard for Information Technology--Systems Design--Software Design Descriptions <https://standards.ieee.org/standard/1016-2009.html>
* Specification document “Mandatory Project Assignment AY 2018-2019” <https://polimi365-my.sharepoint.com/:b:/g/personal/10528029_polimi_it/EXR1gN6gBoxJgMC86Ow45gMBFwZzkRSWuoaf5K7t1wZutA?e=SPnVkI>
* Ministry of the Interior and digital certificates released <http://politichepersonale.interno.it/itaindex.php?IdMat=1&IdSot=35&IdNot=386>
* Ministry of the Defence and digital certificates released <http://www.pkiff.difesa.it/#secEN>
* Certified Email <https://www.agid.gov.it/it/piattaforme/posta-elettronica-certificata>
* Certified Email RFC <https://tools.ietf.org/html/rfc6109>
* SPID <https://www.agid.gov.it/it/piattaforme/spid>
* Italian license plate verifier <http://www.targa.co.it/data/doc.aspx>
* Police State license plate verifier <https://www.crimnet.dcpc.interno.gov.it/crimnet/ricerca-targhe-telai-rubati-smarriti/FAQ>
* RASD
* AWS <https://docs.aws.amazon.com/>
* Cloudflare <https://developers.cloudflare.com/docs/>
* Google Firebase <https://firebase.google.com/docs>
* AES <https://nvlpubs.nist.gov/nistpubs/FIPS/NIST.FIPS.197.pdf>
* RSA <https://community.rsa.com/docs/DOC-60094>
* Argon2id <https://www.cryptolux.org/images/0/0d/Argon2.pdf>

## 1.6 Document Structure

* **Chapter 1** is an introduction to the design document. Its goal is to explain the purpose of the document and to highlight the differences with the RASD, whilst showing the link between them.
* **Chapter 2** aims to provide a description of the architecture design of the system, it is the core section of the document. More precisely, this section is divided in the following parts:
  + Overview
  + Component view
  + Deployment view
  + Runtime view
  + Component interfaces
  + Selected architectural styles and patterns
  + Other design decisions
* **Chapter 3** specifies the user interface design. This part is already contained in the RASD in the mockups’ section. However, we decided to insert some UX diagrams to better describe the interaction between the customer and the application.
* **Chapter 4** provides the requirements traceability, namely how the requirements identified in the RASD are linked to the design elements defined in this document.
* **Chapter 5** includes the description of the implementation plan, the integration plan and the testing plan, specifying how all these phases are thought to be executed.
* **Chapter 6** shows the effort which each member of the group spent working on the project

# Architectural design

## Overview

The SafeStreets system to be developed is a distributed application following the multitier architecture paradigm with a completely scalable multitier and data tier as shown in the Figure 1. The architecture is basically composed, without going in details yet, with three main layers which are the Presentation Tier, the Middletier and the Data Tier. The Presentation Tier is the layer near the user where information is presented, and the user can start or receive interaction with SafeStreets. The Middletier, as will be better explained later, is the layer managing all the application and business logic behind SafeStreets coordinating all its functionalities. Instead, the last layer call Data Tier is the one which its purpose is data storage of the SafeStreets system. So, all these different layers different hardware layers that represent different computers and servers needed to do the respective tier work.This architecture will grant the system the characteristics of high scalability and high flexibility as it will be shown later.



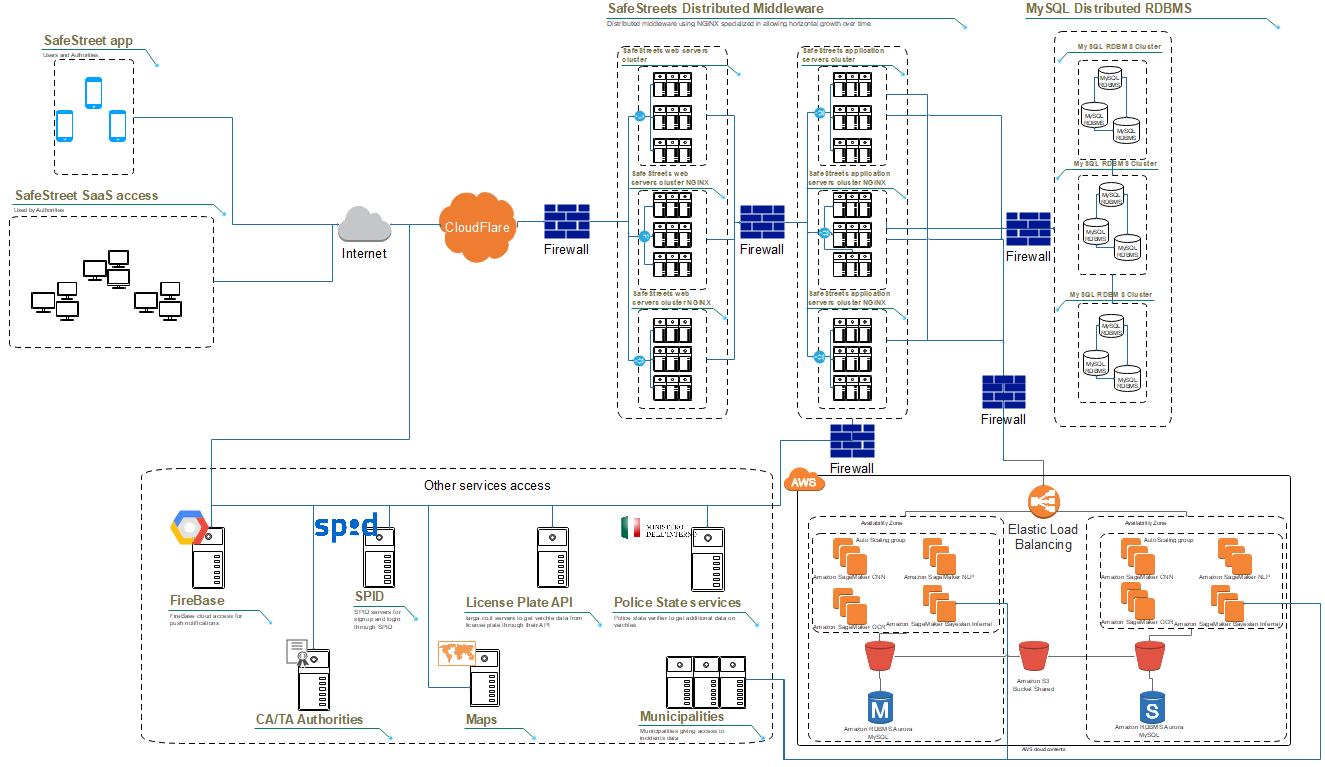
*Figure 1 – High level multitier architecture*

Now, going in more details as shown in the Figure 2, a general diagram but not yet precise in every part of the architecture we can see starting from the Presentation Tier that is represented by the users using the application which can be Authorities or Normal users. As shown Normal Users will only be able to access SafeStreets through a mobile application where the Authorities will also have the possibility to use a SaaS through web access. Their requests towards SafeStreets will be asynchronously or synchronously depending on which action they will take in account. After sending a violation report they will able of course to use any other kind of services offered by SafeSteets, as it will happen when for example using the Safeness are map functionality. Instead when composing a violation report in the process of taking the violation picture, they will have to wait, so a synchronous interaction, SafeStreets to control the validity of the image before proceeding in any further composing of the violation report. Also, interaction starting from SafeStreets to users are asynchronous, when for example sending to the selected Authorities notification on new reported violation by some users. This notification interaction will be better described later. Moving on the middletier as shown in the Figure 2 is highly scalable and flexible. Application servers and web servers are also decoupled to acquire even more stability and more security which will be later discussed. Even if the middletier shows for clarity reasons only three distributed aggregated nodes in the diagram, it will be able to have many more of them. Each distributed node represents indeed a set of server geographically dislocated with different IP addresses, referencing the third level of the TCP/IP stack, but associated to the same DNS records. DNS, not part of the architecture, will be able to choose which node is better to initiate communication to. But this not all, all main nodes containing various servers will have a load balancer to allow the workload to be correctly distributed without overwhelming any server during heavy workloads. Servers will run NGINX instances which will be discussed later, where different kind of services or even replicated services can work in parallel: a parallelized system will allow SafeStreets to get the requested Availability level for each functionality allowing it to have a high fault resistance characteristic.

The middletier will have also access to external services provided by third parties to allow SafeStreets functionality to work correctly. As shown, we can spot the Google Firebase service, the SPID service, the License Plate API, the Police State services, the CA/TA Authorities for digital certificates, the Maps services and the Municipalities incident data access. All these various third parties will offer specific APIs used in the middletier to access their services. It is also present a Cloud architecture instantiated remotely on Amazon Web Services which will be used to work with heavier workloads regarding the image validity verification, license plate OCR system and the suggestions functionality of SafeStreets.  
As shown this deployed architecture but yet defined during its instantiation will have an elastic load balancer which will grant to deploy any new hardware needed to keep the workload under control granting SafeStreets to function normally even when there are lots of data or requests regarding these functionalities. From the diagram can be spotted various Amazon SageMaker deployed istances like for Convolutional Neural Networks, for Natural Language Processing, for OCR or Bayesian Networks : their need will be explained in the further sub chapters.

Security is a topic even in the architectural design, where later on will be discussed security in software and network terms, in the architecture to better secure SafeStreets WAN there are present various Hardware Firewalls between Internet accessed by clients and the first layer they will encounter which is the web servers which are responsible for exchange information even if not in a direct browsable format for every users as explained before. This second hardware firewall is between this previous sub layer of the middletier and the distributed application servers layer : this will create a DMZ, Demilitarized Zone, for the application servers so that the external network can access only to the resources exposed in the DMZ. The web servers are not guaranteed the same level of security because their functionality is the management of information representation and their forwarding or receiving to/from users, and upon functionalities requests they will forward the requests to the application servers in the DMZ in a distributed way letting the DNS and the load balancer of the distributed application servers choose the most suitable node. This level of security is required, as mentioned, since the offered service deals with sensitive data of the users. The lower level of security of the more exposed layer of the distributed web servers is covered by the used service of CloudFlare. CloudFlare can solve this issue and add also more services like DDoS protection, a Web application firewall, an Authoritative DNS and a Content delivery network. Their specific details will be discussed later. On the last layer called Data Tier we can find a distributed RDBMS, Relation Database Management System, based on MySQL which will grant a geographically advantageous access to data depending on user request and on the middletier requests. Their specific details will be discussed later but it’s important to say that a hardware firewall between each layer of the multitier architecture is needed to get more security as possible. Indded even between the second sublayer of the middletier and data tier there is a need of the firewall to better protect what’s, already secured, inside database : user and SafeStreets data.

*Figure 2 – General system architecture of SafeStreets*



## Component view

## Deployment view

## Runtime view

## Component interfaces

## 2.6 Selected architectural styles and patterns

Here are presented the architectural styles and patterns used in designing SafeStreets, their presentation will start from the architectural patterns, then to the architecture styles. That is because there is not a unique pattern and style but a variety of these to allow the design and future development of a better application both on end user level for satisfaction and on the developer level regarding the implementation, the power of the architectures combined and the accordingly easily maintainable and testable project.

As for Architectural Patterns for SafeStreets have been chosen these two main patterns:

* Multitier Architecture
* Model View Controller Architecture

#### Multitier Architecture

The Multitier Architecture is intended to allow any of the n-tiers to be upgraded or replaced independently in response to changes in requirements or technology. For example, a change of operating system in the presentation tier would only affect the user interface code because they are physically separated.

The main presentation tier is the topmost level of the application. It is intended to display information related to users request upon various SafeStreets functionalities like Safeness area map, violations report, statistics on violation in a certain area and so on. It communicates with other tiers and it is a layer which users can access directly using the SafeStreets app, or in case of Authorities using also the web access.

The application tier which corresponds to the distributed middleware running on different clusters in SafeStreets, is the tier that controls an application’s functionality by performing detailed processing regarding various functionalities, in this case it will be able to obtain data and communicate with other services and infrastructure as discussed before.

The data tier includes the data persistence mechanisms and the data access layer that encapsulates the persistence mechanisms and exposes the data. In this case the data tier is also distributed to grant even more scalability, flexibility and general performance improvements.  
  
A graphical general and generic representation of the Multitier Architecture is here displayed in the Figure 3.



*Figure 3 – General and generic multitier architecture*

#### Model View Controller

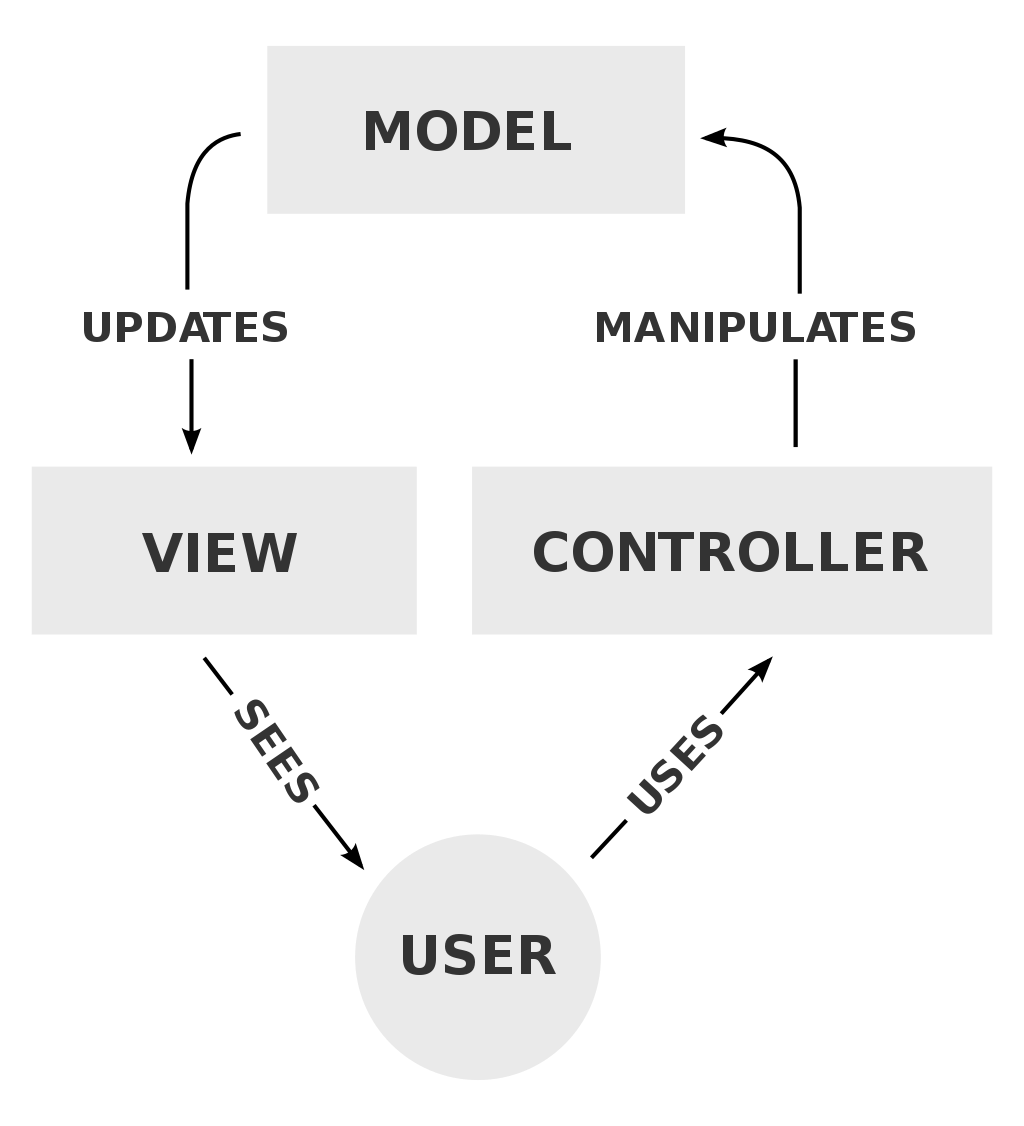
The Model View Controller Architecture can be intended as a natural consequence of the multitier architecture in fact MVC structure, which is the standard software development approach offered by most of the popular frameworks, is clearly a layered architecture. Just above the database is the model layer, which often contains business logic and information about the types of data in the database. At the top is the view layer, which is composed of the various APIs for the GUI. In the middle, there is the controller, which has various rules and methods for transforming the data moving between the view and the model.

The advantage of a layered architecture is the separation of concerns, which means that each layer can focus solely on its role. This makes it:

* Maintainable
* Testable
* Easy to assign separate roles to each component
* Easy to update and enhance layers separately which is also empowered by the multitier architecture

An important advantage is also that the layers will be easy to separate and assign to different developers during the actual implementation phase.

In SafeStreets the View is associated with the end point user terminals like the smartphone app and the authorities web access, this view will be updated through the controller which is in the distributed middletier which will have as its job the responsibility to compute data and to exchange presentation data to the clients represented by the View. The computation done by the controller is backed up by the model which is represented both in the middletier as the logic and by the distributed RDBMS which contains the actual data. For better understanding an MVC usage example can be the following. A user asking for the Safeness area map to be displayed will trigger the controller to ask the model to generate from its data the actual set of violations in a certain area. When the model will end its computation on data, the View, which is the user terminal access, will receive updates on his GUI ordered by the other MVC components, orders which will be executed and so displayed by the view. For an even better understanding the Figure 4 displays the conceptual idea of a general and generic MVC architectural pattern.



*Figure 4 – General and generic Model View Controller architecture*

Now, as for Architectural Styles for SafeStreets have been chosen these three main styles:

* Service oriented architecture style
* Private cloud computing architecture style
* Representational state style using GraphQL

#### Service oriented

The Service oriented architecture style (SOA) is a style of software design where services are provided to the other components by application components, through a communication protocol over a network. The basic principles of service-oriented architecture are independent of vendors, products and technologies. A service is a discrete unit of functionality that can be accessed remotely and acted upon and updated independently.

A service has four properties according to one of many definitions of SOA:

* It logically represents a business activity with a specified outcome.
* It is self-contained.
* It is a black box for its consumers.
* It may consist of other underlying services.

Service-orientation promotes loose coupling between services which is what we want in general for SafeStreets and what will be having especially in the SafeStreets web access for Authorities. SOA will separate various SafeStreets functionalities for Authorities into distinct services for example the service for checking the various kind of violations in multiple areas or the service for the suggestion inferred through municipalities data which can be dynamic over the time. This choice of using a SaaS for the web app access it is a better approach because it will grant to deploy to different kinds of authorities the same access and will help do decouple the deployment of the various services for the authorities. Although, there are no industry standards relating to the exact composition of a service-oriented architecture, so any principles adopted in a well adopted case in other industries will do the work. The service-oriented architecture is well suitable in the SafeStreets architecture thanks to its large scalability, flexibility and performance characteristics.

#### Private Cloud computing

The second style adopted is the private cloud computing architectural style. Private because it will have a direct link with SafeStreets given the fact that is used to check for image validity, license plate reading and suggestions computation with municipality data. It will be based on AWS on which there will deployed various SageMaker instances:

* Convolutional Neural Networks: it will be used to recognize if an image is valid, so if it contains a vehicle and its identifiable license plate using a pretrained model with millions of tested images and having a 99% success ratio. Each instance will be improved upon any new image upload.
* Natural Language Processing: it will be used to add more context and to aggregate in a better way incident data with their description which municipalities give SafeStreets access to. It will create so a model tree of an incident when possible to improve the suggestions capabilities.
* OCR: it will be used to read autonomously the license plate using text recognizing algorithms based on continuous learning and improvement.
* Bayesian Networks: it will be used to create suggestions, it’s based on a conditional probabilistic model represented as a probability graph where it is possible to get the more probable event following a certain event conditioning it.

AWS private cloud is composed of an elastic load balancing which will automatically instances new deployable instances for SafeStreets functionalities depending on the requests. SageMaker will be configured in using the best hardware available for Depp Learning which depending on the actual economical availability can be the NVIDIA DGX-2 or some NVIDIA Tesla V100 GPUs.

#### Representational state pattern using GraphQL

As for the third style, Representational state pattern using GraphQL it was chosen this composite style because in SafeStreets there will be a huge number of users that will access its functionalities and on which no server will have to save any kind of client state, which also does not have any control over. Although a REST standard query style has the disadvantages to be lower performant than GraphQL, to don’t have the possibility querying multiple different resources in an efficient way and to be server dependent on the query result representation. This does not mean that the REST architectural style does not need to be used: it guarantees, through its constraints, various advantages. So, it was chosen to combine it with GraphQL which compensate all those various disadvantages said above like performance, multiple different resource queries, client defined which led to a series of advantages which are useful to the actual SafeStreets system. Given the fact that Authorities and normal users will have different level of authorized access it is effective to be capable to make requests in a specific form defined from the caller of the query and receiving the result in that precise format. But this is not the end: it is also very suitable for relational data because GraphQL will by itself get the right data put together without the need of the developers to do various REST calls to different endpoints. Having also different kind of access methods for Authorities and normal users, a GraphQL approach will allow to simply adapt the specific request for visualizing data on the Service oriented style for Authorities using the SaaS and on the mobile app for both users and authorities and it will be able to better manage of push notification through Firebase. Also, adopting GraphQL will led to better maintainability because there is no need of a common interface for requests.

Having an underlying REST approach will create constraints which are already satisfied:

* Uniform interface: the goal is to have a common approach to access the resources, so that being familiar with one API means being familiar with all the other APIs.
* Client - Server: client and server are two different entities, which evolve separately without any dependency.
* Stateless: the client is responsible for managing the state of the application and this entails a simpler server design.
* Cacheable: this allows to avoid some interactions between the client and the server, speeding up the communication.
* Layered system: A client cannot ordinarily tell whether it is connected directly to the end server, or to an intermediary along the way. This means that the client doesn't know if it's talking with an intermediate or the actual server. So, if a proxy or load balancer is placed between the client and server, it wouldn't affect their communications and there wouldn't be necessities to update the client or server code.

All the communication in question exploit the HTTPS protocol, HTTP over SSL, when dealing with sensitive data in order to guarantee the security and the reliability of the connection in any kind of situation. Regarding the format in which the data are transmitted, JSON is used because it is suitable for the data interchange between client and server and GraphQL services typically respond using JSON. JSON may seem like an odd choice for an API layer promising better network performance, however because it is mostly text, it compresses exceptionally well with GZIP.

## 2.7 Other design decisions

There are also other design decisions which were briefly shown in the overview of this chapter:

* Distributed RDBMS using MySQL
* Thin client
* Cloudflare
* Firebase for push notifications
* Encrypted communication
* End to end encryption for sensitive data

#### Distributed RDBMS

The distributed RDBS is actually a pretty good choice for SafeStreets. Having already a distributed middletier it was quite natural to couple it with a distributed RDBMS because it will allow to gain performance on data retrieval and their actual availability. A relational database was chosen given the data structures presents in SafeStreets which needs to be related with one another, for example a violation will be obviusoly related to the user who made it, to a vehicle, to certain city and so on. For the RDBMS it was chosen MySQL that offers one of the most performant RDBMS available, supporting ACID properties and a variety of SQL functionalities like triggers and data integrity upon tables creation.

#### Thin client

The thin client decision was straightforward. In SafeStreets all main computation is made on the middletier so however a user is accessing safestreets, mobile app or SaaS, they won’t need to do any kind of heavy workload but the actual presentation of information and its rendering.

#### CloudFlare

CloudFlare was adopted to improve principally the web servers security but also to add more services like DDoS protection, a Web application firewall, an Authoritative DNS and a Content delivery network which are not so easy to add natively in a complex architecture.

* DDoS protection: Cloudflare offers an "I'm Under Attack" mode for customers experiencing cyberattacks. It will be needed in case SafeStreets were under attack from malicious users making millions of requests very rapidily to try to destrupt SafeStreets services and other user experiencing their SafeStreets access.
* Web application firewall: Cloudflare will allow to utilize a web application firewall service. By default, the firewall has the OWASP ModSecurity Core Rule Set alongside Cloudflare's own ruleset and rulesets for popular web applications which will mitigate any non-compliant incoming packet.
* Authoritative DNS: Cloudflare will also offer a faster user accessing SafeStreets services by using their DNS which has one of the fastest DNS lookup speeds worldwide, with a reported lookup speed of 5.6ms.
* Content delivery network: Given that Cloudflare's network has the highest number of connections to Internet exchange points of any network worldwide it is possible to exploit Cloudflare cache content in its edge locations to use it as a content delivery network (CDN); all web requests from Authorities through the web access SaaS are then reverse proxied through Cloudflare with cached content served directly from Cloudflare when needed. So, in case of web server malfunction, which is very rare given their highly scalability characteristics and fault tolerance, no web access for the Authorities will be compromised.

#### Google Firebase

Google firebase is instead used for push notifications, push notifications are needed for the authorities to know whenever a new violation is reported, or a new suggestion is available. Push notifications are managed in the middleware but then it will be Firebase to send them to the right chosen users by the servers. A user will retrieve push notifications using even here, as described before, GraphQL. Developers will use Firebase available API, and this will also lower the testing and implementation cost together with simple yet powerful management.

#### Encrypted communication

Every communication will be encrypted as said before, in order to do that it will be chosen an encryption based on asymmetric and symmetric keys. RSA with 4096 bits keys will be used alongside with AES 256, having in SafeStreets safely stored a KeyStore encrypted with a user dependent key, which contains the private key used together with the public key of SafeStreets to exchange a symmetric key for AES 256, gaining better perfomances and to allow secure communication on any network. This will make SafeStreets compliant with the Legislative Decree 196/03, Legislative Decree 82/05 and the regulation 2016/679.

#### End-to-end encryption

For sensitive data, so for the user personal data upon registration there will be the need of a further security layer. To do so it will be used end to end encryption, where not even SafeStreets will be able to read user personal and private data. To accomplish this will be used a symmetric encryption algorithm, which its key will be based on the actual password of the user salted with a function which has as domain a set of characters that are the unique identifier of a user. This end to end encryption works because the key is not known even to SafeStreets since in the database the password will be saved with its hash, using as hash function Argon2id which is the most powerful and resistant over attacks hash available. So, any user personal data is encrypted in the database using this procedure and sent over the network as it is, allowing over the actual owner to decrypt it as requested the Legislative Decree 196/03, Legislative Decree 82/05 and the regulation 2016/679.

# User interface design

The following design of the smartphone app of SafeStreets for both users and authorities and the design for the desktop application exclusively available for authority are here shown. They are just an intuitive way to lead the design towards this direction but any necessary changes or adjustments or new components can be added to ensure a better user experience and improve both usability and simplicity. UX diagrams will follow to understand user interaction with SafeStreets app and the authorities interaction even with the SaaS web app.

*Figure 5 – Login Figure 6 – Home screen*

*Figure 7 – Camera for violation picture Figure 8 – Violation report UI*

*Figure 9 – Statistics Figure 10 – Safeness Map*

*Figure 11 – User account details Figure 12 – Inferred suggestions to authorities*

*Figure 13 – Violations reported to authorities Figure 14 – Authorities home screen*



*Figure 15 – exclusive authority SafeStreets desktop access through secure SaaS web-app*

# Requirements traceability

# Implementation, integration and test plan

# Effort spent

# References