

CONFIDE Instant Messaging Service

Vision

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# Introduction

Pinnacle Pty Ltd have commissioned Team Orange to develop an instant messaging platform “Confide” for corporate use with their company. Pinnacle is an investment company which specialises in providing management of superannuation products for high net worth individuals. They want to be able to react quickly to changes in the market and share information among their staff as it comes to hand. At the same time, Pinnacle’s management are highly sensitive to their intellectual property and maintaining their track record of integrity and protection of customer’s sensitive information. Having a messaging application unique to the company is symbolic of these goals.

For these reasons, Pinnacle wish to develop a privately hosted instant messaging client-server application. The company has requested full control of and rights to the source code. The messaging client will be developed in accordance with Pinnacle’s specific requirements.

# Positioning

## Problem Statement

The problem is most commercially available instant messaging systems have one or more of the following (undesirable) characteristics:

* Proprietary code base
* Public hosting
* Open source, but not tailored to specific needs

This rules out most of the offerings currently available to Pinnacle.

A privately developed solution will be designed to run on Pinnacle’s own hardware or privately co-located data centre. It will have only the features that Pinnacle wants and Pinnacle will own the rights to this software if they want to make changes or improvements to its functionality in the future.

## Product Position Statement

For Pinnacle, who are seeking to provide their staff with an instant messaging platform, the Confide custom instant messaging client combined with best-of-breed messaging server and protocol, will deliver the corporate identity, security and customisation that only an in-house product can deliver.

Commercial Off the Shelf (COTS) products and most open source alternatives must aim to support the widest variety of use cases. There is no individual group which can dictate the direction of the roadmap. Public access to the source code increases the possibility of vulnerabilities being found and used in exploits against Pinnacle. By developing the source code privately this risk is reduced.

# Stakeholder Descriptions

## Stakeholder Summary

|  |  |  |
| --- | --- | --- |
| **Name** | **Description** | **Responsibilities** |
| Pinnacle staff | Day to day tasks within the company | Main users of the application |
| IT Support | Maintain Pinnacle IT infrastructure | This will become a supported application. |
| Management | Seeking to provide a productive, harmonious environment within the company. Meeting the needs of shareholders. | Main sponsor of the product. Supervise rollout and adoption as the endorsed communication product. As Pinnacle staff, management will also be using the product. |
| Developers | Enhance and maintain product functionality | Manage product improvements and fix issues raised by IT Support and the users |

## User Environment

Initially the product will be a desktop application. Usage will be via corporate laptop and desktop computers. Pinnacle Management envisages that a well-designed instant messaging product will help to promote the corporate identity while still maintaining security and productivity.

# Product Overview

## Needs and Features

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Use Case ID1** | **Business Requirement (Need)** | **Priority** | **Requirement Reference** | **Planned Release** |
| UC0001 | Create an account | High | Authentication  Authorisation | 4th Qtr. 2017 |
| UC0002 | Add user to personal contacts | High | Search for user  Accept/deny request | 4th Qtr. 2017 |
| UC0012 | Edit account | High | Edit account personal details  Change picture/avatar  Set presence | 4th Qtr. 2017 |
| UC0004 | View contacts | High | Search contacts  View contact’s presence  View additional contact data | 4th Qtr. 2017 |
| UC0002 | Manage Contacts | High | Block/Delete/Mute contact | 4th Qtr. 2017 |
| UC0007 | Start a chat | High | Send/receive messages  Notification of replies  New chat or existing thread | 4th Qtr. 2017 |
| UC0013 | Multi-user chat | Medium | Initiate/Join Multi-user chat  Notification to join | 4th Qtr. 2017 |
| UC0005 | View chats | High | Search for and display chat threads | 4th Qtr. 2017 |
| UC0006 | Secure chat | Low | End to end encryption of chat | 4th Qtr. 2017 |

Note: 1. Refer to RequirementModel.docx for further details of the use cases.

# Other Product Requirements

Confide chat service will operate as one of a package of corporate communication methods at Pinnacle (including voice, video conferencing and email). The service is described as a “must-have” but minor failures of the service will not cause major disruption to the business due to the alternative communication methods at their disposal.

Pinnacle have already moved their infrastructure to data centres which are compliant with the local standards and codes. These data centres also provide 99.99% guaranteed uptime for the network and hardware, with build in redundancy measures. Pinnacle have also purchased data replication and backup services.

Pinnacle make use of virtualisation technologies. This allows flexibility to configure the hardware and operating system specifications to suit the project on the server side. No significant challenges are anticipated for provisioning the correct hardware for production use (server side).

On the client side, initial discussions have led to the recommendation that development should be in a managed language such as Java. This simplifies the deployment to the range of operating systems currently supported at Pinnacle.

# Functional Requirements

## Usability Requirements

|  |  |  |  |
| --- | --- | --- | --- |
| **ID** | **Requirement** | **Success Criteria** | **Priority** |
| 1.1 | User Interface must have functional work flow that is intuitive | Users with minimal computer levels are able to use the with little training. | High |
| 1.2 | User Interface must provide simple and effective experience | Users are able to perform business communication efficiently. | High |
| 1.3 | Users can submit messages if no other users are currently online. | Message are stored on server. | High |
| 1.5 | User can submit drafted messages at will. | Message are only sent to contact after user clicks “Send” | High |
| 1.6 | User can send request to access Multi-User chat. | Notification of Multi-User Chat Request are received by other Users. | Low |
| 1.7 | User can accept or refuse access to Multi-User chat | A dialogue is created to accept or deny request. | Low |

## Performance Requirements

|  |  |  |  |
| --- | --- | --- | --- |
| **ID** | **Requirement** | **Success Criteria** | **Priority** |
| 2.1 | Multiple Users can be added to Multi-User chats. | Multi-User chats can exist with Multiple Users. | High |
| 2.2 | The confidentiality of Messaging Data is ensured between the transit User devices. | Users messages cannot be read by unknown actors. | Low |
| 2.4 | The Service is reliable and has acceptable response times to Users. | Messages and presence are communicated in effective time frame. | Medium |
| 2.5 | Can be installed on popular Desktop OS. | Users can install Application on Multiple types of Desktop OS | Medium |

## Administrative Requirements

|  |  |  |  |
| --- | --- | --- | --- |
| **ID** | **Requirement** | **Success Criteria** | **Priority** |
| 3.1 | User can create a new account on the Service. | Users can submit a request for a new account and submit a username and password. | High |
| 3.2 | Users will require username and password to access Service. | A username and password is summit during a logon. | High |
| 3.3 | User can create a new Multi-User chat. | Multi-User chat can be created by Users and assign to the Users account. | Medium |
| 3.4 | User can delete Multi-User chat. | Multi-User chats can be removed by the Users. | Medium |
| 3.7 | User can block another User. | Blocked User cannot send messages to User. | Low |

## Interface Requirements

|  |  |  |  |
| --- | --- | --- | --- |
| **ID** | **Requirement** | **Success Criteria** | **Priority** |
| 4.1 | Login & logout of Service. | An Interface is available to manage Login & logout process. | High |
| 4.2 | Read messages In Chats | View all Chat Messages in human readable and time categorised format. | High |
| 4.3 | Switch between Chats in view. | Option to switch between Chat Messages in view. | Medium |
| 4.4 | Assign Users to Multi-User chat. | Options to assign Users to Multi-User chat | Low |
| 4.5 | Users presence displayed in Chat. | Indicates the presence of a User. | High |
| 4.6 | Users who have access to Multi-User chat will be displayed. | A list of subscribed users. | High |
| 4.7 | Submit drafted messages at will. | A text box of the drafted message content. | High |
| 4.8 | State of connection to Service is displayed. | Visual indication of state. | Medium |
| 4.9 | Notified of new messages in chat. | Visual and audible indication. | Medium |
| 4.10 | Notified of new Chat Request. | Visual and audible indication. | Low |

# Non-Functional Requirements

## Administrative Requirements

|  |  |  |  |
| --- | --- | --- | --- |
| **ID** | **Requirement** | **Measurement** | **Priority** |
| 1.1 | Service supports multiple Users. | Multiple Users can be assigned to chatrooms. | High |
| 1.2 | Chat messages will be archived for post-time access. | Messages are stored on server and can be accessed by contact name with Time-Stamp. | Low |
| 1.3 | Data will be stored on centralised infrastructure. | Information is saved and consistent among multiple clients and users. | High |
| 1.4 | Users will be authenticated to access Chats. | Users can only access their domain once credentials have been verified. | High |
| 1.5 | User can authenticate other Users to access Multi-User chat. | Users can only access non-subscribed Multi-User chat once authorised by Owner. | Low |
| 1.6 | User can unsubscribe other Users to access chat. | Users can unsubscribe other user from chat. | Low |
| 1.7 | Users will be authenticated upon logging in. | A user's login information (username and password) must be known in order to log in to that user's account. | High |

## 

## User Requirements

|  |  |  |  |
| --- | --- | --- | --- |
| **ID** | **Requirement** | **Measurement** | **Priority** |
| 2.1 | User devices can run on Windows, OS X, and Linux environments. | Service can be deployed on Windows, OS X, and Linux desktop Environments. | Low |
| 2.2 | Usable for average people, without training necessary. | Average people, who are used to computers and desktop applications, can use the client application without any training. | Medium |
| 2.4 | The Service is maintainable and extensible. | The underlying communication protocols are an open or international standard. | Medium |
| 2.5 | Clients can detect whether other users are online | The underlying communication protocol notifies devices of active users. | High |

## Quality Requirements

|  |  |  |  |
| --- | --- | --- | --- |
| **ID** | **Requirement** | **Measurement** | **Priority** |
| 3.1 | The client side components are maintainable and extensible. | The client side components are architecturally neutral, built in a well-structured and designed object-oriented way. | High |
| 3.2 | Messages are exchanged between devices within 1 second. | Message exchange has statistical average under 1 second (assuming decent internet connection on all client sides). | Low |
| 3.3 | The service side components are maintainable and Extensible. | The server side components are architecturally neutral, well supported and adaptable to new functionally. | High |
| 3.4 | Users Client devices can be connected to Server through most traditional networks. | Client devices can be connected through non-heterogeneous networks. | Medium |
| 3.5 | High speed and quality development of client side application. | The programming language used is known well by all team members, high level, object oriented. (Java) The client side API allows pure Java to be used. | Medium |
| 3.6 | Risks avoided by using tried and tested components. | All components used are mature, meaning they are tried, tested, and stable. | High |

## Security Requirements

|  |  |  |  |
| --- | --- | --- | --- |
| **ID** | **Requirement** | **Measurement** | **Priority** |
| 4.1 | Service can support P2P Encryption. | Data Confidentiality is supported by the use of the TLS Protocol as a wrapper around messaging data. | Low |
| 4.2 | Security policy can be strongly implemented and enforced. | Security Policy can be globally applied to User base. | Low |
| 4.3 | Auditing policy can be strongly implemented and enforced. | Auditing Policies can be globally applicated to User base. | Low |
| 4.4 | Service can be extended to support external backed up on another database. | External database contains up to date extra backup of the data that is stored on the server database. | very low |

# System Constraints

|  |  |  |  |
| --- | --- | --- | --- |
| **ID** | **Constraint** | **Measurement** | **Priority** |
| 1 | Server that supports XMPP | Server supports the base functionality required for an XMPP server | High |
| 2 | Client side implementation language will be Java | - | High |
| 3 | The system shall be available 99.9% of the time | Pinnacle will monitor in conjunction with data centre service provider | Not in Scope |
| 4 | The client side application must work on Windows, OS X, and Linux. | Application installs and runs on all supported platforms with full features | High |

# External Interfaces

|  |  |  |  |
| --- | --- | --- | --- |
| **ID** | **Interface** | **Measurement** | **Priority** |
| 1 | OpenFire XMPP server | Server is running reliably, assuming host hardware is working | High |

**Changes For LCAM Resubmission**

removed needs and features with priority level "out of current scope"

Usability Requirement 1.8 "user settings are restored" - removed

Performance Requirement 2.2 "The confidentiality of Messaging Data is ensured between the transit User devices." - priority changed to low

Performance Requirement 2.5 "Can be installed on popular OS." - changed to only specify desktop OS's

Administrative Requirement 1.8 "Accounts will be authorized as either regular user or administrator." - removed

User Requirement 2.1 "User data saved on client." - removed

User Requirement 2.3 "User devices can access Server from typical Internet enabled devices." - removed

User Requirement 2.5 "Usable for colour blind people." - removed

Security Requirement 4.1 "Service can support P2P Encryption." - priority changed to low