# 8. Appendix: Volere Requirement Shells

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| Requirement #: | *1* | Requirement Type: | *9a* | Event/ BUC/ PUC #: | *-* |
| Description: | *The product shall decide on whether to create a new delivery booking* | | | | |
| Rationale: | *A delivery company needs to book a new delivery with a storage facility, through the DMS website, before that delivery will be granted access.* | | | | |
| Originator: | *Receptionist* | | | | |
| Fit Criterion: | *A new delivery booking will be created only if the requested arrival time is more than 24 hours away and is between the hours of 07:00 and 22:00 (inclusive).*  *A delivery booking request will be refused if the receptionist enters an arrival time that’s 23 hours and 59 minutes away from the current time. A delivery booking request will also be refused if the receptionist enters an arrival time of 06:59 or an arrival time of 22:01.* | | | | |
| Customer Satisfaction: | | *5* | Customer Dissatisfaction: | | *5* |
| Priority: | *High* | | Conflicts: | *None* | |
| Supporting Materials | | *None available* | | | |
| History: | *Initial entry* | | | | |
| Comments: | *The final DMS application will allow delivery companies to create booking via the DMS website. Laws, regulations, procedures and best practices relating to accessibility, usability and privacy will need to be consulted including:*   * *Equality Act* * *WCAG conformance standards* * *WAI-ARIA protocol* * *Privacy and Cookie policies* * *The EU cookie law* * *Usability standards and guidelines such as graceful degradation and progressive enhancement*   *The final DMS application will need the functionality to check the availability of space within the storage facility in question for the requested booking date and time.* | | | | |
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| Requirement #: | *2* | Requirement Type: | *9a* | Event/ BUC/ PUC #: | *-* |
| Description: | *The product shall record when a delivery has been authorised.* | | | | |
| Rationale: | *The delivery manager needs to monitor real-time usage information for a storage facility.* | | | | |
| Originator: | *Receptionist* | | | | |
| Fit Criterion: | *A delivery status will be updated only after the registered delivery vehicle has been granted access to the storage facility.*  *A delivery vehicle will be refused entry if the receptionist enters a vehicle registration and the current time is between 22:01 and 06:59 (inclusive). Entry will also be refused if the vehicle registration entered by the receptionist doesn’t match a registration from the scheduled list. If a vehicle registration is matched but the current time is before the scheduled arrival time then entry will also be refused.* | | | | |
| Customer Satisfaction: | | *4* | Customer Dissatisfaction: | | *4* |
| Priority: | *High* | | Conflicts: | *None* | |
| Supporting Materials | | *None available* | | | |
| History: | *Initial entry* | | | | |
| Comments: | *The DMS-P will may need to be able to modify the current system time to be able to simulate the operational and non-operational hours of the storage facility.*  *The final DMS application may need to have a threshold for arrival time, so that vehicles that turn up late don’t impact on later deliveries.*  *The final DMS application could take into account the departure of previous deliveries when deciding to authorise access, so that vehicles that turn up early could be granted access before their scheduled arrival time.* | | | | |
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| Requirement #: | *3* | Requirement Type: | *9a* | Event/ BUC/ PUC #: | *-* |
| Description: | *The product shall retrieve the status for a delivery vehicle.* | | | | |
| Rationale: | *The receptionist needs to resolve issues with unauthorised vehicles trying to access a storage facility.* | | | | |
| Originator: | *Receptionist* | | | | |
| Fit Criterion: | *The delivery status will be only be provided if the receptionist enters a vehicle registration number that matches the vehicle registration of a previously created booking.* | | | | |
| Customer Satisfaction: | | *3* | Customer Dissatisfaction: | | *3* |
| Priority: | *Low* | | Conflicts: | *None* | |
| Supporting Materials | | *None available* | | | |
| History: | *Initial entry* | | | | |
| Comments: | *No comments* | | | | |
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| Requirement #: | *4* | Requirement Type: | *9a* | Event/ BUC/ PUC #: | *-* |
| Description: | *The product shall record when a delivery is complete* | | | | |
| Rationale: | *The delivery manager needs to monitor real-time usage information for a storage facility.* | | | | |
| Originator: | *Receptionist* | | | | |
| Fit Criterion: | *A delivery status will be updated only after the delivery vehicle has been granted access to the storage facility.*  *The delivery status will not be updated if the receptionist enters a vehicle registration that doesn’t match a registration from the scheduled list. If a vehicle registration is matched but it’s current status doesn’t indicate that the vehicle has been authorised, then the status isn’t updated. If the vehicle has been authorised then the statues can be updated to indicate that the delivery is complete.* | | | | |
| Customer Satisfaction: | | *4* | Customer Dissatisfaction: | | *4* |
| Priority: | *High* | | Conflicts: | *None* | |
| Supporting Materials | | *None available* | | | |
| History: | *Initial entry* | | | | |
| Comments: | *No comments* | | | | |
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| Requirement #: | *5* | Requirement Type: | *9a* | Event/ BUC/ PUC #: | *-* |
| Description: | *The product shall retrieve the vehicle access data for the storage facility* | | | | |
| Rationale: | *The delivery manager needs to monitor real-time usage information for a storage facility.* | | | | |
| Originator: | *Admin staff* | | | | |
| Fit Criterion: | *A usage data will be retrieved only when the admin staff member enters valid dates and times for the time period requested.*  *A request for usage data will be refused if the admin staff member enters a start date/time or end date/time that’s after the current date/time. A request will also be refused if the start date/time match the end date/time.* | | | | |
| Customer Satisfaction: | | *4* | Customer Dissatisfaction: | | *3* |
| Priority: | *Medium* | | Conflicts: | *None* | |
| Supporting Materials | | *None available* | | | |
| History: | *Initial entry* | | | | |
| Comments: | *The final DMS application may have a minimum time period threshold. So usage data can’t be retrieved for very small time periods.* | | | | |
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| Requirement #: | *6* | Requirement Type: | *12d* | Event/ BUC/ PUC #: | *-* |
| Description: | *The product shall be available to authorise access between the hours of 07:00 and 22:00* | | | | |
| Rationale: | *To prevent delivery backlogs, delivery vehicles need to access a storage facility at their scheduled time.* | | | | |
| Originator: | *Receptionist* | | | | |
| Fit Criterion: | *The ‘access authorisation’ system shall achieve an uptime of 99% between the hours of 07:00 and 22:00 over a period of 1 month.* | | | | |
| Customer Satisfaction: | | *4* | Customer Dissatisfaction: | | *5* |
| Priority: | *High* | | Conflicts: | *None* | |
| Supporting Materials | | *None available* | | | |
| History: | *Initial entry* | | | | |
| Comments: | *The period of time over which the fit criterion test must be performed may need to change to reflect the lifetime of the prototype.* | | | | |
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| Requirement #: | *7* | Requirement Type: | *15a* | Event/ BUC/ PUC #: | *-* |
| Description: | *The product shall only allow users who are logged in with the ‘receptionist role’ privileges to grant access to the storage facility.* | | | | |
| Rationale: | *To prevent unauthorised access to functionality beyond a users given role.* | | | | |
| Originator: | *Receptionist* | | | | |
| Fit Criterion: | *From the last 100 authorised vehicle access approvals, none shall be granted from users who haven’t got ‘receptionist role’ privileges.* | | | | |
| Customer Satisfaction: | | *3* | Customer Dissatisfaction: | | *3* |
| Priority: | *Medium* | | Conflicts: | *None* | |
| Supporting Materials | | *None available* | | | |
| History: | *Initial entry* | | | | |
| Comments: | *The final DMS application should take into account any workflows that can be identified.*  *The final DMS application should provide secure authentication and a system to create and administer different membership roles.* | | | | |
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| Requirement #: | *8* | Requirement Type: | *15b* | Event/ BUC/ PUC #: | *-* |
| Description: | *The product needs to record delivery information.* | | | | |
| Rationale: | *A delivery booking requires accurate information about the delivery before a delivery booking can be approved.* | | | | |
| Originator: | *Admin staff* | | | | |
| Fit Criterion: | *After any operations that involve a delivery booking, the data recorded for the booking shall be identical to the products booking template shell.* | | | | |
| Customer Satisfaction: | | *3* | Customer Dissatisfaction: | | *3* |
| Priority: | *Medium* | | Conflicts: | *None* | |
| Supporting Materials | | *None available* | | | |
| History: | *Initial entry* | | | | |
| Comments: | *The final DMS application will provide the delivery companies with the functionality to store vehicle and employee details on a central system. Laws and regulations relating to security and privacy will need to be consulted including:*   * *The Data Protection Act* * *The Privacy and Electronic Communications Regulations* | | | | |
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