Requirements:

#### **Incidents Management - IM**

### **Functional Requirements - FR**

* **FR-IM-1:** An incident can be reported by any rider (driver or passenger).

1. A ride was published in the system by a rider.
2. A user signs to be a passenger of that ride.
3. Any of them reports an incident of a category with a description.

* **FR-IM-2:** A registration of an incident will block the credits associated with the trip.

1. New incidents reported by any ride will block the credits related to the ride.
2. No transaction will be done until the manager's decision is made.

* **FR-IM-3:** Incidents will have a status(issued, in revision, solved), a category, and a description of the problem that happened.

1. Category is general.
2. Status can only be changed by the manager.
3. Description will show a detailed view of the incident.

* **FR-IM-4:** Updates in an incident status will be received by the users as notifications.

1. The incident is issued
2. The incident is under revision from the manager
3. A decision for the incident has been made by the manager.

* **FR-IM-5** Solved incidents will arrange the credits of the ride based on the manager's decision.

1. The manager updates the incident with a decision.
2. If the decision benefits the driver the payment resolves as usual.
3. If the decision benefits the passenger, some of the credits will be unblocked and returned to his VPA.
   * **FR-IM-5.1:** Drivers may face a penalty in the form of a reduction of credits he should obtain for the journey.
4. The driver receives a reduced percentage of the original fee based on the severity of the incident.

### **Non-Functional Requirements - NFR**

* **NFR-IM-1:** Registered incidents will be evaluated by the system manager.

1. The system manager considers each incident and comes to a conclusion.
2. This evaluation will be asynchronous.
3. The manager will update the status of the incident at the end

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* **FR-PM-7:** When a driver confirms that he/she has made a ride with a passenger, the system will check that no incidents are issued, and the transferred credits will be added as available credits of the driver and will be deducted from the blocked credits of the passenger.

1. The driver confirms a drive with a specific passenger is over.
2. The system checks that the passenger has not issued any incidents during the trip
3. Credits blocked from the passenger VPA are transferred to the drivers VPA.
4. New balances are computed in both accounts.

# UFP Details

### **Functional Requirements - FR**

* **FR-IM-1:**

**EI-Incident Form**

DET:

* + Incident type dropdown
  + The description box
  + The user to be selected from the ride
  + Button to submit the form.

FTR:

* + The ride information
  + The defendant user information
  + The claimant user information

Conclusion: The complexity is Medium with 4 DET and 3 FTR

* **FR-IM-1:**

**EO-Notification of registered incident**

DET:

* + It has the text with the description again
  + The incident id
  + The names of the claimant
  + and defendant
  + The status as *issued*

FTR:

* + Incident information
  + Claimant user information
  + Defendant user information
  + Ride information

Conclusion: The complexity is Medium with 5 DET and 4 FTR

* **FR-IM-4:**

**EO-Notification about status update**

DET:

* + It will have the incident id
  + The old status
  + The new status
  + The names of the claimant
  + and defendant

FTR:

* + Incident information
  + Claimant user information
  + Defendant user information
  + Ride information

Conclusion: The complexity is Medium with 5 DET and 4 FTR

* **FR-IM-5:**

**EO-Notification about the resolution**

DET

* + It will have the incident id
  + the resolution decision
  + the names of the claimant
  + and defendant
  + The amount of Virtual credits resolved.

FTR

* + Incident information
  + Claimant user information
  + Defendant user information
  + Ride information

Conclusion: The complexity is Medium with 5 DET and 4 FTR

* **ILF:**

**ILF-IM**

DET:

* + Incident id
  + The name of the claimant
  + Defendant name
  + Category of the incident
  + Status of the incident
  + Description of the incident
  + Claimant user info
  + Defendant user info
  + Ride info

RET:

* + One subgroup all are mandatory

Conclusion: The complexity is Low with 9 DET and 1 RET

* **ILF:**

**ILF-IM-Resolution-Document**

DET:

* + Incident id
  + The name of the claimant
  + Defendant name
  + Category of the incident
  + Description of the incident
  + Resolution status
  + Beneficiary user
  + Amount of money granted
  + Claimant user info
  + Defendant user info
  + Ride info

RET:

* + Mandatory subgroup
  + Optional subgroup: Beneficiary user, Amount of money granted

Conclusion: The complexity is Low with 11 DET and 2 RET