

Crowd Source Development Project

Event Registration Solution

Business And Technical Requirements

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# Executive Summary

Crowd-Sourced Development is the idea that multiple parties participate in the design and development of a complete solution. Each designer/developer builds on the components that have been established by others. The IBM Open Source practice has put this concept to the test through a series of contests.

The contest involves creating an Event Registration system for use by internal Sogeti offices.  The application will provide event creation, registration and email reminders.  Participants can do an internet search for Event Management to see the many examples of what will be built.  This idea was selected because it is easy to articulate to others and there are so many examples to follow.

The Crowd Sourced Development will be broken into two phases:

1. Application Design - To be delivered using an agreed up document format.
2. Application Development - Will be executed in ASP.Net C# using MVC patterns and a SQL database.

This document provides the business (functional) and technical requirements needed to design and develop the event registration system.

# Introduction

## Overview

This document presents a brief description of the various business processes carried out within Event Registration at Sogeti. The purpose of this document is to identify the business requirements as they pertain to those processes, which are needed to sustain the operations of Event Registration. The presentation of each business process is made using a combination of the following sections:

*Context*: this section is used to describe the process and introduce terminology or concepts relevant to the business process.

*Requirement*: this section presents what the specific requirements are and what is needed to sustain the functionality.

## Scope

The following processes are considered within the scope of this document:

* Create, display, update and inactivate users
* Create, update and cancel an event
* Display (ability to read) events
* Ability to register for an event

## Assumptions

The following assumptions were made in developing this document:

* All Sogeti employees and client representatives of Sogeti will be able to access the event registration system.

# Business Processes & Requirements

## Manage Users

Users of the event reservation solution will consist of 3 types of roles:

* Registrar – access to view all currently scheduled events and register for currently scheduled events.
* Moderator – a Registrar who has requested to facilitate an event. Moderator has the ability to update and cancel their requested events only.
* Administrator – a Registrar who has full administrative rights to support the event reservation solution. Administrator is responsible for approving or denying requests to schedule events, can view and update all information within the system, and send e-mail notifications to any user (registered and unregistered).

### Manage Registrar Users

Context:

All users will be allowed to access the event reservation system and establish a Registrar profile. This profile will permit the user to view scheduled events and register for events.

It is assumed that this portal is accessible by all internal (to Sogeti) and external (clients of Sogeti) users. It does not address any login/security requirements.

Below are the activities performed in support of this process:

* User accesses the event registration system (how does an external user access?)
* If first time,
  + Create Registrar profile
  + Upon saving, system automatically emails profile information to user’s e-mail address
* If user updates profile
  + Upon saving, system automatically emails profile information to user’s e-mail address
* If user inactivates profile
  + Upon saving, system automatically emails inactivated profile information to user’s e-mail address

Requirement:

|  |  |
| --- | --- |
|  | Provide the ability for a user to create a Registrar’s profile. Information should include at a minimum:   * First name * Middle initial * Last name (required) * Home Street Address (required) * Home City, State, Postal Code, Country (required) * Primary Phone Number (required) * Secondary Phone Number (optional) * FAX number (optional) * Primary Email Address (required) * Secondary Email Address (optional) * Company Name (required) * Branch Office/Location (optional) * Additional Text Info (optional) |
|  | Automatically trigger an e-mail notification to Registrar’s primary email address upon successful registration. |
|  | Provide the ability for a user to update their Registrar’s profile. All information should be able to be updated. |
|  | Automatically trigger an e-mail notification to Registrar’s primary email address upon successful update. |
|  | Provide the ability for a user to inactivate their Registrar’s profile. |
|  | Automatically trigger an e-mail notification to Registrar’s primary email address upon successful inactivation. |

### Manage Administrator Profiles

Context:

Establishing a Registrar user as an Administrator would be part of the system setup and not performed on a regular basis. Once established as an Administrator, the user has full access to all information within the system.

Below are the activities performed in support of this process:

* User accesses event registration system as an Administrator
* User selects an event to update
* Upon saving, system automatically emails all registered users the updated event information
* User selects an event to cancel
* Upon saving, system automatically emails all registered users the cancelled event information
* User selects an event and emails all registered users of the selected event
* Upon saving, system automatically emails all registered users
* User selects the option to email all Registrar users
* Upon saving, system automatically emails all Registrar users

Requirement:

|  |  |
| --- | --- |
|  | Provide the ability to designate a Registrar user as an Administrator. |
|  | Allow for an Administrator to update any existing events. |
|  | Allow for an Administrator to cancel any existing events. |
|  | Allow an Administrator to send an e-mail message to all users registered for any existing events. |
|  | Allow an Administrator to send an e-mail message to all Registrar users. |

### Manage Moderator Profiles

Context:

Establishing a Registrar user as a Moderator would be performed by an Administrator following a request to schedule an event. Once established as a Moderator, the user has the ability to update or cancel their scheduled event and view and communicate to all registered users of their event.

Below are the activities performed in support of this process:

* User accesses the event registration system as a Moderator of an existing event
* User selects an event that they are designated a Moderator and updates the event information
* Upon saving, system automatically emails all registered users the updated event information
* User selects an event to cancel
* Upon saving, system automatically emails all registered users the cancelled event information
* User selects an event that they are designated Moderator and emails all registered users of the selected event
* Upon saving, system automatically emails all registered users

Requirement:

|  |  |
| --- | --- |
|  | Provide the ability for an Administrator to designate a Registrar user as the Moderator of their requested event. |
|  | Allow a Moderator to update an existing event where they are designated the Moderator. |
|  | Allow a Moderator to cancel an existing event where they are designated the Moderator. |
|  | Allow a Moderator to send an e-mail message to all Registered users of existing event where they are designated the Moderator. |

## Manage Events

An event can be any activity that requires the ability to track participants. These events can be internal to Sogeti (territory meetings, practice meetings, internal consultant training, etc.) or external to Sogeti (IBM/Microsoft solution presentation, CIO roundtable, external training, etc.).

### Create Event Process

Context:

Any Registrar user may request an event to be scheduled. The request contains all the event details and is submitted to the Administrator for review. If approved, the event is scheduled. If denied, the requestor is informed of the reason for denial. Once approved, the requestor becomes the Moderator of that event, allowing them to view and communicate with all registered users and make updates to the event.

Below are the activities performed in support of this process:

* Registrar user accesses the event registration system
* Registrar user creates a request to schedule an event and enters all the event details
* Request is submitted to the Administrator
* If denied
  + E-mail is sent to requestor with denied status and reason for denial
* If approved
  + Event is scheduled and available to all Registrar users
  + E-mail is sent to requestor with approval status
  + System designates requestor as Moderator of event

Requirement:

|  |  |
| --- | --- |
|  | Provide the ability for a user to create a request to schedule an event through an online screen. Event details should contain at a minimum:   * Subject or title * Logo graphics or other type of small graphics – must be uploaded and associated with event * Event location * Start date and time * End date and time * Category   + Company (external), group, branch office or practice – free-form text   + Type (i.e. Monthly Meeting, Training, After Hrs Fun, etc.) – free-form text * Additional text information * Attached files * Moderator’s name with a link to moderator’s primary e-mail address (should not be entered by user, but associated to the current user’s information which should be the event requestor) |
|  | Upon completion of the request, automatically trigger an e-mail notification to all Administrators and have a URL link to the actual online display of the request for an event. |
|  | Provide the ability for an Administrator to review event requests and accept or deny requests through an online screen. Allow Administrator to enter a comment or reason for acceptance/denial. |
|  | Automatically trigger an e-mail notification to requestor when the event is accepted or denied by the Administrator. Include the comment or reason for acceptance/denial. |
|  | Automatically schedule the event when the event is accepted by the Administrator. |
|  | Automatically establish the requestor as the Moderator when the event is accepted by the Administrator. |
|  | Allow Moderator to send event information to all Registrar users. |
|  | Allow Moderator to send event information to all Registrar users based on selected country. |
|  | Allow Moderator to send event information to all Registrar users based on selected branch office (Sogeti employees only). |
|  | Allow Moderator to send event information to all Registrar users based on selected primary and secondary practice (Sogeti employees only). |
|  | Allow Moderator to send event information to all Registrar users based on selected branch office and primary and secondary practice (Sogeti employees only). |

### Update Event Process

Context:

A Moderator or an Administrator can update a currently scheduled event, provided the event start date is greater than the current date. Upon update, an e-mail notification will be sent to all currently registered users of the event, informing them of the modifications.

Below are the activities performed in support of this process:

* Moderator accesses the event registration system
* Moderator retrieves their requested event that they want to update
* Moderator updates the event
* System automatically generates an e-mail notification to all registered users informing them of the changes to the event

Requirement:

|  |  |
| --- | --- |
|  | Provide the ability for a Moderator to modify or update their requested event only. Data elements that can be modified include:  * Subject or title * Logo graphics or other type of small graphics – must be uploaded and associated with event * Category   + Company (external), group, branch office or practice – this will be free form text   + Type (i.e. Monthly Meeting, Training, After Hrs Fun) - this will be free form text * Additional text information * Attached files |
|  | Automatically trigger an e-mail message to all users registered for the event, notifying them of the modification. Include with the e-mail the event details that were modified. |

### Cancel Event Process

Context:

A Moderator can cancel a currently scheduled event, provided the event start date is greater than the current date. Upon cancellation, an e-mail notification will be sent to all currently registered users of the event, informing them of the cancellation.

Below are the activities performed in support of this process:

* Moderator accesses the event registration system
* Moderator retrieves their requested event that they want to cancel
* Moderator updates the status of the event to cancelled and enters a reason for cancellation
* System automatically generates an e-mail notification to all registered users informing them of the event that is cancelled along with a reason for cancellation

Requirement:

|  |  |
| --- | --- |
|  | Provide the ability for a Moderator to cancel their requested event only. Allow Moderator to enter a comment or reason for cancellation. |
|  | Automatically trigger an e-mail message to all users registered for the event, notifying them of the cancellation. Include with the e-mail message the event details and the comment or reason for cancellation. |

## Display Events

Registrar users will be able to view their currently registered events and search for new events not yet registered.

### View Registered Events

Context:

The default page for all Registrar users will consist of a summary list of currently registered events. Users can view details for each of these events by clicking on the summary. If the user is a Moderator of an event, they will also have the ability to view all registered users of their event.

Below are the activities performed in support of this process:

* User accesses the event registration system as a Registrar user
* If user is currently registered for an event
  + Display all registered event summary information
  + If user clicks on registered event summary information
    - Display registered event detail information
  + If user selects print registered event information
    - Registered event information is printed on printer
* If user is designated Moderator of event
  + Display all registered users of event
  + If user selects print event detail information and registered / cancelled users
    - Event information and all registered and cancelled users is printed on printer
  + If user selects export event detail information and registered / cancelled users
    - Event information and all registered and cancelled users is exported to Microsoft Excel
* If user selects flag to show completed events
  + Display all registered event summary information, including completed events (i.e. start date is prior to current date)

Requirement:

|  |  |
| --- | --- |
|  | Provide the ability for all users to view currently registered event summary information, with a link to the event’s detailed information. Information should include at a minimum:   * Subject or title * Logo graphics or other type of small graphics * Event location * Start date and time * End date and time * Category |
|  | Provide the ability for all users to view currently registered event detail information, linked from the event’s summary information. Based on the selected event, information should include at a minimum:   * Subject or title * Logo graphics or other type of small graphics * Event location * Start date and time * End date and time * Category * Additional text information * Attached files * Moderator’s name with a link to moderator’s primary e-mail address |
|  | Allow Registrar users to print the event details in a readable format. |
|  | Moderators only: for each selected event, provide the ability to display a list of users registered and/or cancelled. Information should include user’s name, with a link to the user’s registered primary email address, and comments associated with their registration or cancellation. |
|  | Moderators only: for each selected event, provide the ability to export (support MS Excel format) the list of users registered and/or cancelled for the event and any comment associated with their registration or cancellation. |
|  | Default view for all users should be the event summary list of all currently registered events. |
|  | Provide the ability for all users to include or exclude completed events (i.e. registered events that have start date prior to current date) in their event summary view. |

### Search Events

Context:

Registrar users can search for new events that they currently are not enrolled. Searches can be either ad-hoc text input or based on select fields.

Below are the activities performed in support of this process:

* User accesses event registration system as a Registrar user
* User searches for all events based on ad-hoc text input
* If results found
  + System displays all currently scheduled events (start date greater than current date) with summary information
* If no results found
  + System returns message stating no records found
* User searches for all events based on start date
* If results found
  + System displays all currently scheduled events (start date greater than current date) with summary information
* If no results found
  + System returns message stating no records found
* User searches for all events based on event location
* If results found
  + System displays all currently scheduled events (start date greater than current date) with summary information
* If no results found
  + System returns message stating no records found

Requirement:

|  |  |
| --- | --- |
|  | Provide the ability for all users to search for an event based on ad-hoc text input (similar to a full text search in MS Outlook or Google). |
|  | Provide the ability for all users to search for all scheduled or completed event based on start date. |
|  | Provide the ability for all users to search for all scheduled or completed event based on event location. |
|  | Provide the ability for all users to select an event from the search results view and register for it. |

## Event Registration

### Register for Event Process

Context:

Users can register for currently scheduled events (i.e. events whose start date is after current date). Upon registering for an event, the user receives a confirmation e-mail. Users may also cancel their currently scheduled events as long as the event start date is after the current date.

Below are the activities performed in support of this process:

* User accesses event registration system as a Registrar user
* User selects a currently scheduled event to register
* User can enter a comment along with their registration
* Upon saving, system automatically e-mails the user with the event information confirming their registration
* User selects a currently registered event to cancel
* User can enter a comment along with their cancellation
* Upon saving, system automatically e-mails the user with the event information confirming their cancellation
* 5 days prior to currently registered event
  + System automatically e-mails the user with a reminder of the registered event
* 24 hours prior to currently registered event
  + System automatically e-mails the user with a reminder of the registered event

Requirement:

|  |  |
| --- | --- |
|  | Provide the ability for a Registrar user to view all currently scheduled events that have not yet occurred and select an event to register for it. Allow user to enter a comment along with their registration. Upon registration, the Registrar’s name and comment will be linked to the currently scheduled event. |
|  | Automatically trigger an e-mail notification to Registrar’s primary email address upon successful registration. |
|  | Provide the ability for a Registrar to cancel their registration for a currently scheduled event that has not started. Allow user to enter a comment or reason for cancellation. |
|  | Automatically trigger an e-mail notification to Registrar’s primary email address upon successful cancellation. |
|  | Provide the ability for an Administrator or Moderator to view all currently registered users of an event. |
|  | Provide the ability for an Administrator or Moderator to view all currently cancelled users of an event along with their comment or reason for cancellation. |
|  | Automatically trigger an e-mail notification to all Registrar’s primary email addresses five days prior to the scheduled event. |
|  | Automatically trigger an e-mail notification to all Registrar’s primary email addresses 24 hours prior to the scheduled event. |

# Technical Requirements And Standards

## Interfaces

No additional interfaces, aside from what is described in section 1.

## System Architecture and Deployment

Requirement:

|  |  |
| --- | --- |
|  | System will reside on existing Sogeti infrastructure and hardware. |
|  | The event registration system will be executed in Java, Spring and Hibernate accessing a MySQL database. |

## System Administration

**Requirements:**

Reference section 1 for requirements around system administration.

## User Interface

**Requirements:**

|  |  |
| --- | --- |
|  | Online screens should be Web based and accessible through the Internet |

## Reporting Solution

**Requirements:**

No additional reporting requirements or ad-hoc reporting solution at this time.

# Service Level Requirements

No service level requirements have been identified at this time.

## Availability Requirements

## Performance Requirements

## Reliability Requirements

## Documentation Requirements

## End User Training

## Quality Assurance Requirements

## Security Considerations

## Data Conversion Requirements