

Requirement Analysis Document

ROAD REPAIR AND TRAKING SYSTEM

Team:14

Team_Name

Name	Roll_No	Mail Id
G Chethan	R141128	r141128@rguktrkv.ac.in
G Bala Subramanyam	R141835	r141835@rguktrkv.ac.in
G Rajesh	R141729	r141729@rguktrkv.ac.in
O Madhav	R141247	r141247@rguktrkv.ac.in
G Praveen	R141692	r141692@rguktrkv.ac.in

Table of Contents

Introduction:.....	3
Purpose:.....	3
Intended Audience:.....	3
Stakeholders.....	3
Product Vision.....	3
Vision Statement:.....	3
Technologies:.....	3
System in Context:.....	4
User Requirements.....	5
Constraints:.....	5
System-Wide Requirements (Received):.....	6
Actors:.....	6
Events:	6
FUNCTIONAL REQUIREMENTS.....	10
Use case diagram:.....	12
Use Case Specifications:.....	13
1. UC-RRTS:Post complaint:.....	13
2. UC-RRTS-RVRS: Resident_View Complint Status	13
3. UC-RRTS-RF:Resident_Feedback:.....	14
4. UC-RRTS-CPC:CLERK_POST COMPLAINT:.....	15
5. UC-RRTS-SV_VC: SUPER VISOR_VIEW COMPLAINT.....	16

6.UC-RRTS-SV_VCS:SUPER VISOR_VIEW COMPLAINT STATUS.....	16
7.UC-RRTS-SV_SAC:Supervisor Assigned Complaints:.....	17
8.UC-RRTS-SV_MP:Supervisor View Man/Machine Power:.....	18
9. UC-RRTS-SV_RMP:Supervisor Request Man/Machine Power:.....	19
10. UC-RRTS-EVAC:Employee View Assigned Complaints:.....	19
11. UC-RRTS-EPSR:Employee Prepare Schedule Report:.....	20
12.UC – RRTS -EVMP: Employee View Man/Machine Power:.....	21
13.UC – RRTS -ERMP: Employee Request Man/Machine Power:.....	21
14.UC – RRTS -EUSR: Employee Update Schedule Report:.....	22
15.UC – RRTS -CAVR: Corporate Administrator View Request:	22
16.UC-RRTS-CARMP:Corporate Administrator Request Man/Machine Power.....	23
17.UC-RRTS-CASIMP: Corporate Administrator Sends Information about Man/Machine Power.....	24
18.UC-RRTS-CAVCS: Corporate Administrator View Complaint Status	24
19.UC-RRTS-MVCS: Mayer View Complaint Status	25
20.UC-RRTS-MAR: Mayer Approve Requests	26
21.UC-RRTS-MVR:Mayer View Requests	27
Non-Functional Requirements.....	28
Reliability:.....	28
Usability:.....	28
Availability:.....	28
Accessibility:.....	28
Performance:.....	28
Security:.....	28
Platform Compatibility:.....	28

Introduction:

This document has the requirements of Road Repair Tracking System (**RRTS**).The RRTS System is used by the residents near the localities. By using this system the residents can post/resolve their complaint regarding road repair.

Purpose:

The purpose of this document is to gather the requirements that are needed for implementing the RRTS. It also focuses on the product, product vision and scope, product overview.

The purpose of RRTS is to resolve the problems regarding road repairs given by the residents through online/offline

Intended Audience:

The intended audience will be the residents who want to resolve their complaint.

Stakeholders:

Client: Road Transport & Development Department (**GOVT**)

Users: Residents who use RRTS

Product Vision

Vision Statement:

The product vision is to develop a RRTS system, which is user friendly and easily accessible. This RRTS system helps to provide online solution for the given problem.

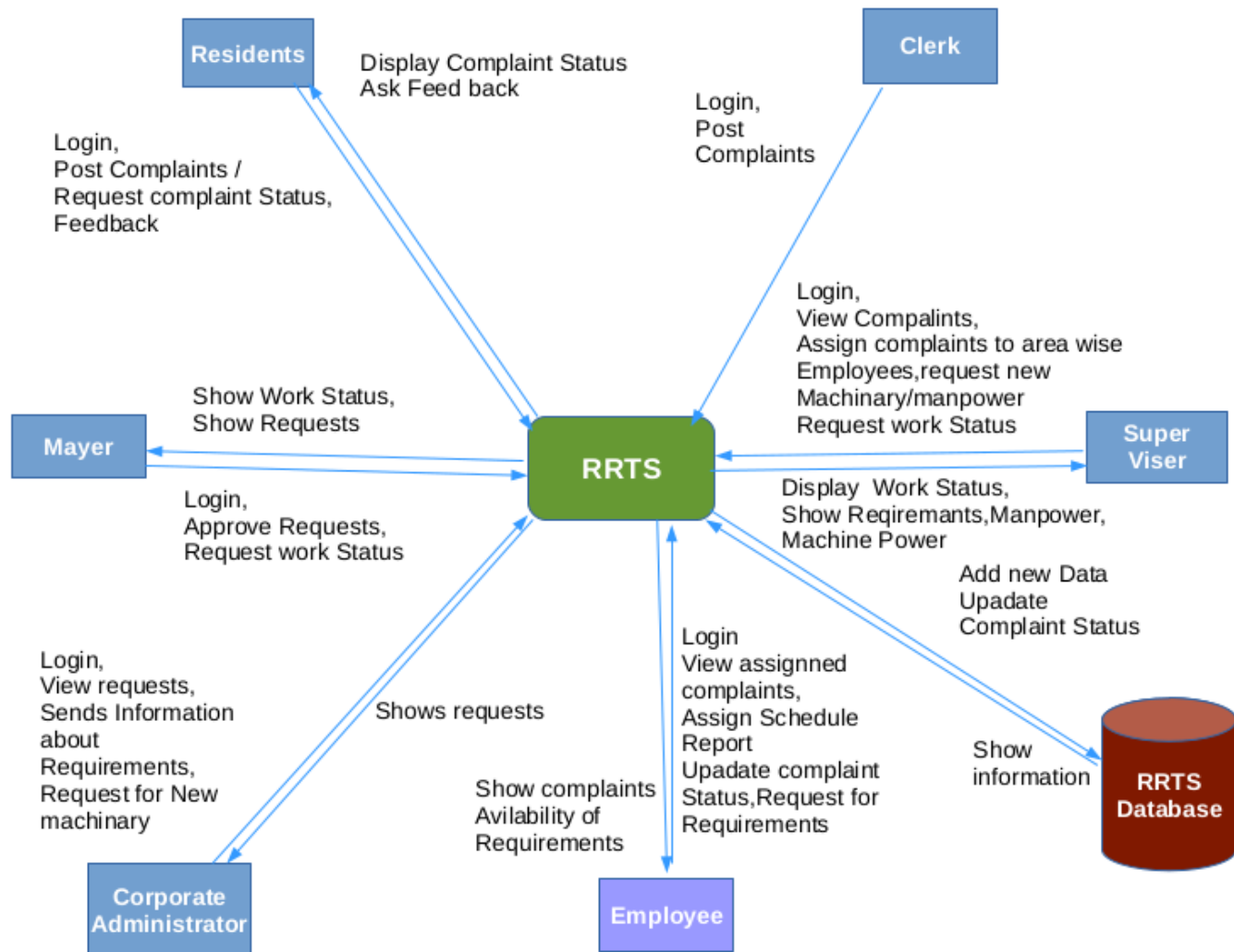
Technologies:

HTML, MYSQL,CSS,JSP AND JDP

System in Context:

RRTS is a multi user system which provides online /offline solutions to given problem. It takes Complaint from the residents and provide feedbacks,previous complaint status. It provides status of the complaint request to residents.

CONTEXT DIAGRAM



User Requirements

The Users are typical computer users.

The users are familiar with using internet.

Constraints:

N/A

System-Wide Requirements (Received):**Actors:**

The system interacts with six kinds of users. Each user has own functions to access with system. The functionalities of users are

dependent on each other.

Events:

RRTS Tool is a multi-user system which provides the help to users.

The most critical events are:

1. Resident/clerk posts the complaint.
2. Supervisor assign the complaint to the Employee.
3. Employee resolve the complaint.
4. Corporate administrator sends information about man/machine power.
5. Mayer approves the approve request for man/machine power.

The below table provides a set of user visible events that define the functionalities that are in **RRTS** Tool.

S/NO	Actor	Action	Object	Frequency	Arrival Pattern	Response
1.	Resident	Login	Login page	1/day	Episodic	Got a resident page which contain resident options
2.	Resident	Opens	Webpage	1/day	Episodic	Page opens,it has 3 links to post complaints ,complaint status and Feedback
3.	Resident	Selects	Post complaints	1/day	Episodic	Got a form to fill details about complaints

4.	Resident	Posts	Web form	1/day	Episodic	Complaint stored and got complaint id
5.	Resident	Selects	Views complaint Status	1/day	Episodic	Got a web page to ask complaint id to show complaint status
6.	Resident	Enters	Complaint ID	1/day	Episodic	Shows Complaint Status
7.	Resident	Selects	Feedback	1/day	Episodic	Got a tab to write feedback
8.	Resident	Posts	Feedback	1/day	Episodic	Feedback stored
9.	clerk	Login	Login page	1/day	Episodic	Got a clerk page which contain clerk options
10.	Clerk	Opens	Web page	1/day	Episodic	Page opens,it has link to post complaints
11.	Clerk	Selects	Post complaints	1/day	Episodic	Got a form to fill details about complaints
12.	Clerk	Posts	Web form	1/day	Episodic	Complaint stored and got complaint id
13.	Super visor	Login	Login page	1/day	Episodic	Got a supervisor page which contain supervisor options
14.	Super visor	Opens	Web page	1/day	Episodic	Page opens,which has 5 links to view complaint,Assign complaint,show available requirements,request new Requirements and request work status
15.	Super visor	Selects	View complaint	1/day	Episodic	Got a page which has a list of complaints
16.	Super visor	selects	Assign Complaints	1/day	Episodic	Got a page to assign complaint to area wise workers by complaint ID
17.	Super visor	Posts	Web form	1/day	Episodic	Complaints updated with area wise Employs
18.	Super visor	Selects	Show available man/machine power	1/day	Episodic	Got a page with available requirements.

19.	Super visor	Selects	Request Requirement	1/day	Episodic	Got a page to fill data about requirements
20.	Super visor	Posts	Web form	1/day	Episodic	Requirements successfully requested
21.	Super visor	Selects	Request work status	1/day	Episodic	Got a page to enter complaint ID
22.	Super visor	Enters	Web form	1/day	Episodic	Got a page with work status
23.	Employee	Login	Login page	1/day	Episodic	Got Employee page which contains employee options
24.	Employee	Opens	Web page	1/day	Episodic	Page opens, which 5 links for view assigned complaints,prepare schedule report,update work status,show available requirements and request requirements
25.	Employee	Selects	view assigned complaints	1/day	Episodic	Got a page, it displays assigned complaints
26.	Employee	Selects	Prepare schedule report	1/day	Episodic	Got a page, to prepare schedule report
27.	Employee	Posts	Web form	1/day	Episodic	Schedule report is successfully prepared
28.	Employee	Selects	Update work status	1/day	Episodic	Got a page to update work status
29.	Employee	Posts	Web form	1/day	Episodic	Work status updated successfully
30.	Employee	Selects	Show available requirements	1/day	Episodic	Got a page which shows available requirements
31.	Employee	Selects	Request requirements	1/day	Episodic	Got a page to fill requirements
32.	Employee	Posts	Web form	1/day	Episodic	Requirements are successfully requested
33.	Corporate	Login	Login page	1/day	Episodic	Got a corporate admin page which has

	admin					corporate admin options
34.	Corporate admin	Opens	Web page	1/day	Episodic	Page opens, which has 3 links view requests about requirements,send information about requirements,request new requirements
35.	Corporate admin	Selects	View requests about requirements	1/day	Episodic	Got a page which shows requests
36.	Corporate admin	Selects	Send information about requirements	1/day	Episodic	Got a page to fill information about requirements
37.	Corporate admin	Post	Web form	1/day	Episodic	Information about requirements is successfully sent
38.	Corporate admin	select	Request requirements	1/day	Episodic	Got a page to fill requirements
39.	Corporate admin	Posts	Web form	1/day	Episodic	Requirements are successfully requested
40.	Mayer	Login	Login page	1/day	Episodic	Got page which contains mayer options
41.	Mayer	Opens	Web page	1/day	Episodic	Page opens which has 2 links shows requests,approve requested requirements and request work status
42.	Mayer	Selects	Show requests	1/day	Episodic	Got a page which shows requests
43.	Mayer	Selects	Approve requested requirements	1/day	Episodic	Requested requirements are successfully approved
44.	Mayer	Selects	Request work status	1/day	Episodic	Got a page to enter complaint ID
45.	Mayer	Enters	Web form	1/day	Episodic	Displays work status

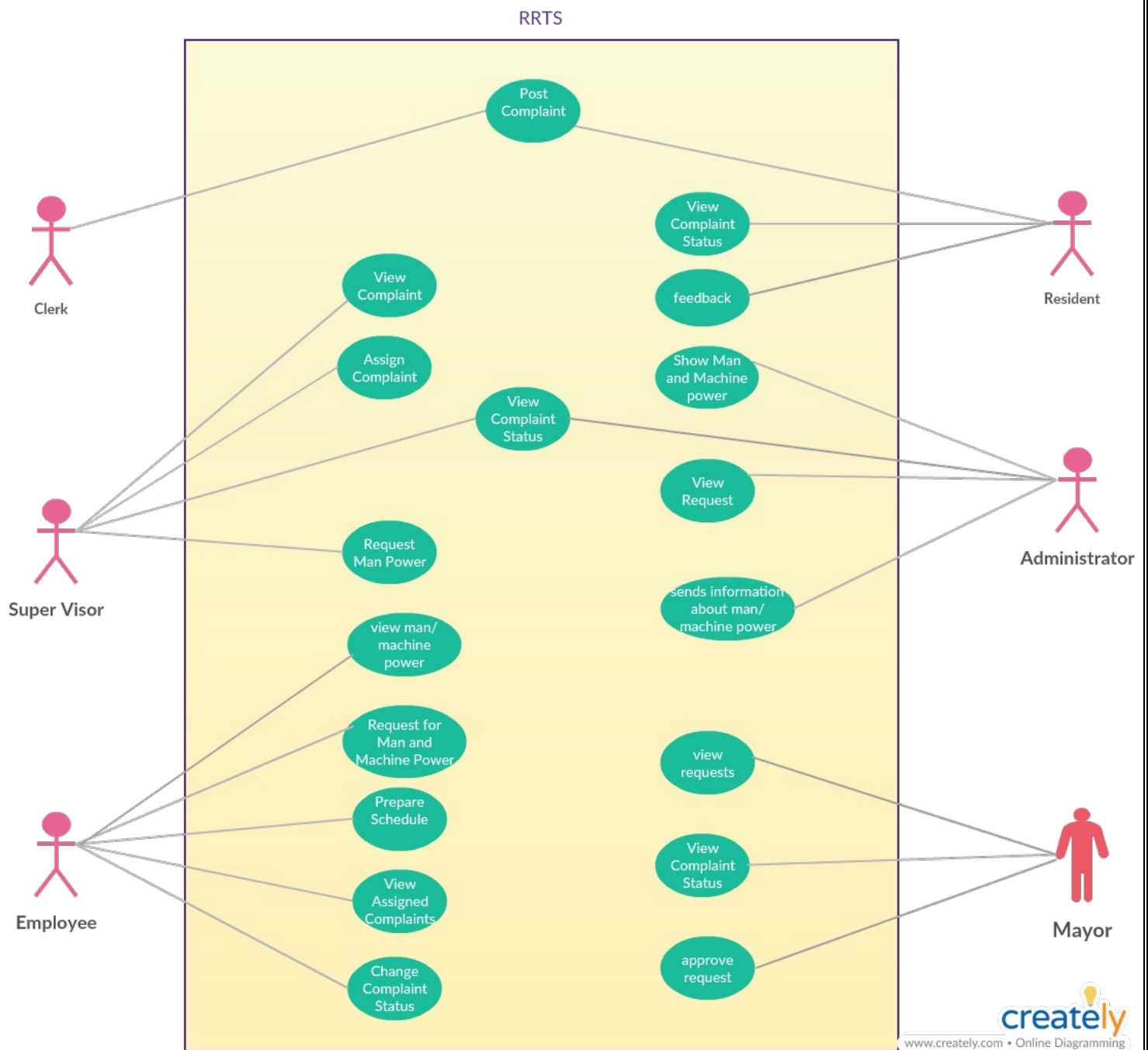
FUNCTIONAL REQUIREMENTS

Use Case Over View:

S/NO	Use-Case ID:	Use-Case Name	Priority	Stability	Verifiability
1	UC-RRTS-RPC	Resident Post Complaint	High	Stable	Verifiable
2	UC-RRTS-RVCS	Resident View Complaint Status	High	Stable	Verifiable
3	UC-RRTS-RF	Resident Feedback	High	Stable	Verifiable
4	UC-RRTS-CPC	Clerk Post Complaint	High	Stable	Verifiable
5	UC-RRTS-SVC	Supervisor View Complaint	High	Stable	Verifiable
6	UC-RRTS-SVCS	Supervisor View Complaint Status	High	Stable	Verifiable
7	UC-RRTS-SAC	Supervisor Assigned Complaints	High	Stable	Verifiable
8	UC-RRTS-SVMP	Supervisor View Man/Machine Power	High	Stable	Verifiable
9	UC-RRTS-SRMP	Supervisor Request Man/Machine Power	High	Stable	Verifiable
10	UC-RRTS-EVAC	Employee View Assigned Complaints	High	Stable	Verifiable
11	UC-RRTS-EPSR	Employee Prepare Schedule Report	High	Stable	Verifiable
12	UC-RRTS-EVMP	Employee View Man/Machine Power	High	Stable	Verifiable
13	UC-RRTS-ERMP	Employee Request Man/Machine Power	High	Stable	Verifiable
14	UC-RRTS-EUSR	Employee Update Schedule Report	High	Stable	Verifiable
15	UC-RRTS-CAVR	Corporate Administrator View Request	High	Stable	Verifiable

16	UC-RRTS-CARMP	Corporate Administrator Request Man/Machine power	High	Stable	Verifiable
17	UC-RRTS-CASIMP	Corporate Administrator Sends Information about Man/Machine Power	High	Stable	Verifiable
18	UC-RRTS-CAVCS	Corporate Administrator View Complaint Status	High	Stable	Verifiable
19	UC-RRTS-MVCS	Mayer View Complaint Status	High	Stable	Verifiable
20	UC-RRTS-MAR	Mayer Approve Requests	High	Stable	Verifiable
21	UC-RRTS-MVR	Mayer View Requests	High	Stable	Verifiable

Use case diagram:



Use Case Specifications:

1. UC-RRTS: Post complaint:

Use Case ID:UC-RRTS-PC:	Use Case Name: Post complaintt.
Description:	The Resident Post Complaint to resolve the problem.
Pre-Conditions:	1.Resident must view the RRTS website. 2.The Resident must have atleast one complaint to post.
Sucess Guarantee (Post Conditions)	After posting the complaint, Resident gets an immediate email which has a unique complaint id.
Frequency of Use	High.
Main success scenario (or basic flow)	1.Resident access the RRTS website home page. 2.Resident selects post request tab. 3.He or She gets a form with different fields and he/she enters the required (correct) details including the problem. 4. In last step, the Resident clicks on submit button to post the complaint.
Extensions (or alternate flows)	1.If resident doesn't fill required data or entered invalid details. a.The system ask the resident to check the details once again.
Frequency of occurrence	Very high

2.UC-RRTS-RVRS: Resident_View Complint Status

Use_Case ID:UC-RRTS-RVCS:	Use-case Name: Resident_View Complaint Status.
Description:	Resident Views the complaint request status to know whether it is in process/closed/opened.

Pre - Conditions	1.Resident must have unique complaint id about the complaint request
Success guarentee (post-conditions)	After entering the complaint id,he comes to know the status of the complaint and the employee details,the person who is going to resolve the problem.
Frequency of use:	High
Main success scenario (or basic flow)	<p>1.Resident opens the RRTS website homepagenad select the view request status tab.</p> <p>2.Enters the given complaint id and clicks on submit button.</p> <p>3.A web page has been opened with ful details of complaint details.</p>
Extensions (or alternate flows)	<p>If user enters invalid complaint id.</p> <p>b. System asks the user to enter the valid complaint id.</p>
Frequency of occurrence	High

3.UC-RRTS-RF:Resident_Feedback:

Use Case ID:UC-RRTS-Rf:	Use Case Name: .Resident Feedback
Description:	The Resident gives the feedback.
Pre-Conditions:	<p>1.Resident must view the RRTS website.</p> <p>2.The Resident must have atleast one complaint to give feedback.</p>
Sucess Guarantee (Post Conditions)	After giving feedback, Resident gets an immediate message which shows thank you.

Frequency of Use	High.
Main success scenario (or basic flow)	1. Resident access the RRTS website home page. 2. Resident selects feedback request tab. 3. He or She gets a form with different fields and he/she enters the required (correct) details including the problem. 4. In last step, the Resident clicks on submit button to give feedback.
Extensions (or alternate flows)	1. If resident doesn't fill required data or entered invalid details. a. The system ask the resident to check the details once again.
Frequency of occurrence	Very high

4.UC-RRTS-CPC:CLERK_POST COMPLAINT

Use Case ID:UC-RRTS-PC:	Use Case Name: Post complaint.
Description:	The Clerk Post Complaint to resolve the problem.
Pre-Conditions:	1. Clerk must view the RRTS website. 2. The Clerk must have atleast one complaint to post.
Sucess Guarantee (Post Conditions)	After posting the complaint, Clerk gets an immediate email which has a unique complaint id.
Frequency of Use	High.
Main success scenario (or basic flow)	1. Clerk access the RRTS website home page. 2. Clerk selects post complaint tab. 3. He or She gets a form with different fields and he/she enters the required (correct) details including the problem.

	4. In last step, the Clerk clicks on submit button to post the complaint.
Extensions (or alternate flows)	1.If clerk doesn't fill required data or entered invalid details. a. The system ask the clerk to check the details once again.
Frequency of occurrence	Very high

5.UC-RRTS-SV_VC:SUPER VISOR_VIEW COMPLAINT

Use_Case ID:UC-RRTS-SV_VC:	Use-case Name: Super visor_View Complaint.
Description:	Super visor Views the complaint request to assign complaint to area wise employee.
Pre - Conditions	1.Super visor has to get complaint from the resident and search for the suitable employee to assign the complaint.
Success guarantee (post-conditions)	After assigning the complaint to the employee the employee gets an email from the super visor recording the complaint
Frequency of use:	High
Main success scenario (or basic flow)	<p>1.Super visor opens the RRTS website home page and select the view complaints tab.</p> <p>2.Getsa employee id searching for it in the system.</p> <p>3. Clicks on assign complaints link and enters employee id and complaint id.</p> <p>4.Submit the form and gets "<u>successfully assigned</u>" from the system</p>
Frequency of occurrence	High

6.UC-RRTS-SV_VCS:SUPER VISOR_VIEW COMPLAINT STATUS

Use_Case ID:UC-RRTS-SV_VCS:	Use-case Name: Super visor_View Complaint Status.
Description:	Super visor Views the complaint request status to know whether it is in process/closed/opened.
Pre - Conditions	1.Super visor must have unique complaint id about the complaint request
Success guarentee (post-conditions)	After entering the complaint id,he comes to know the status of the complaint and the employee details,the person who is going to resolve the problem.
Frequency of use:	High
Main success scenario (or basic flow)	1.Super visor opens the RRTS website home page and select the view request status tab. 2.Enters the given complaint id and clicks on submit button. 3.A web page has been opened with ful details of complaint details.
Extensions (or alternate flows)	If Super visor enters invalid complaint id. b. System asks the Super visor to enter the valid complaint id.
Frequency of occurrence	High

7.UC-RRTS-SV_SAC:Supervisor Assigned Complaints:

Use_Case ID:UC-RRTS-SV_VC:	Use-case Name: Super visor_Assign Complaints
Description:	Super visor Views the complaint request to assign complaint to area wise employee.

Pre - Conditions	1.Super visor has to get complaint from the resident and search for the suitable employee to assign the complaint.
Success guarantee (post-conditions)	After assigning the complaint to the employee the employee gets an email from the super visor recording the complaint
Frequency of use:	High
Main success scenario (or basic flow)	<p>1.Super visor opens the RRTS website home page and select the view complaints tab.</p> <p>2.Getsa employee id searching for it in the system.</p> <p>3. Clicks on assign complaints link and enters employee id and complaint id.</p> <p>4.Submit the form and gets "<u>successfully assigned</u>" from the system</p>
Frequency of occurrence	High

8.UC-RRTS-SV_MP:Supervisor View Man/Machine Power:

Use_Case ID:UC::RRTS-SV_MP	Use-case Name:Supervisor View Man/Machine Power:
Description:	Supervisor Views the man/machine power.
Pre - Conditions	1.Supervisor must have unique id to know man/machine power.
Success guarantee (post-conditions)	After entering id, he know about man/machine power.
Frequency of use:	High
Main success scenario	1.Supervisor opens the RRTS website homepagenad select the view man/machine

(or basic flow)	power tab. 2.A web page has been opened with full details of man/machine power.
Frequency of occurrence	High

9. UC-RRTS-SV_RMP:Supervisor Request Man/Machine Power:

Use_Case ID:UC-RRTS-SV_RMP:	Use-case Name: Supervisor Request Man/Machine Power.
Description:	Super visor Views the request man/machine power to request administrator.
Pre - Conditions	1.Super visor has to get request from employee.
Success guarantee (post-conditions)	After viewing the request,he request the administrator for man/machine power.
Frequency of use:	High
Main success scenario (or basic flow)	1.Super visor opens the RRTS website home page and select the view request tab. 2.Gets a request id. 3. Clicks on accept request. 4.Submit the form and gets " <u>successfully accepted</u> " from the system
Frequency of occurrence	High

10. UC-RRTS-EVAC:Employee View Assigned Complaints:

Use_Case ID:UC-RRTS-EVAC:	Use-case Name: Employee View Assigned
---------------------------	--

	Complaints.
Description:	Employee View the assigned complaints request to prepare schedule report.
Pre - Conditions	1.Employee has to get complaints from Supervisor.
Success guarantee (post-conditions)	view the assigned complaints to go the area.
Frequency of use:	High
Main success scenario (or basic flow)	1.Employee opens the RRTS website home page and select the view assigned complaints.
Frequency of occurrence	High

11. UC-RRTS-EPSR:Employee Prepare Schedule Report:

Use_Case ID:UC-RRTS-EPSR:	Use-case Name: Employee Prepare Schedule Report.
Description:	Employee go the area,note down priority to prepare schedule report.
Pre - Conditions	1.Employee has to view the complaints.
Success guarantee (post-conditions)	Visit the area mentioned in complaint and prepare schedule report.
Frequency of use:	High
Main success scenario (or basic flow)	1.Employee go to the area. 2.note down the priority and prepare schedule report. 3.upload the schedule report in the RRTS website.

Frequency of occurrence	High
-------------------------	------

12.UC – RRTS -EVMP: Employee View Man/Machine Power:

Use_Case ID:UC-RRTS-EVMP:	Use-case Name: Employee View Man/Machine Power.
Description:	Employee View the man/machine power.
Pre - Conditions	1.Employee has to get information from administrator to view the man/machine power.
Success guarantee (post-conditions)	view the man/machine power.
Frequency of use:	High
Main success scenario (or basic flow)	1.Employee opens the RRTS website home page and select the view man/machine power tab.
Frequency of occurrence	High

13.UC – RRTS -ERMP: Employee Request Man/Machine Power:

Use_Case ID:UC-RRTS-ERMP:	Use-case Name: Employee Request Man/Machine Power.
Description:	Employee request man/machine power if there is any lack of man/machine power.
Pre - Conditions	1.Employee has to get information from administrator to view the man/machine power.
Success guarantee	Request the man/machine power.

(post-conditions)	
Frequency of use:	High
Main success scenario (or basic flow)	1.Employee opens the RRTS website home page and select the request man/machine power tab.
Frequency of occurrence	High

14.UC – RRTS -EUSR: Employee Update Schedule Report:

Use_Case ID:UC-RRTS-EUSR:	Use-case Name: Employee Update Schedule Report.
Description:	Employee update the schedule report if any machine shut down or lack of man power.
Pre - Conditions	1.Employee has to get information that is there any machine shut down or lack of man power.
Success guarantee (post-conditions)	Employee Update Schedule Report.
Frequency of use:	High
Main success scenario (or basic flow)	1.Employee opens the RRTS website home page and select the update schedule report tab.
Frequency of occurrence	High

15.UC – RRTS -CAVR: Corporate Administrator View Request:

Use_Case ID:UC-RRTS-CAVR:	Use-case Name: Corporate Administrator View Request.
Description:	Corporate Administrator View Request which is

	requested by Supervisor.
Pre - Conditions	1. Corporate Administrator get the request by supervisor.
Success guarantee (post-conditions)	Corporate Administrator View Request.
Frequency of use:	High
Main success scenario (or basic flow)	1. Corporate Administrator opens the RRTS website home page and select the view requestss.
Frequency of occurrence	High

16.UC-RRTS-CARMP:Corporate Administrator Request Man/Machine Power

Use_Case ID:UC-RRTS-CARMP:	Use-case Name: Corporate Administrator Request Man/Machine Power.
Description:	Corporate Administrator requests the Mayer for man/machine power
Pre - Conditions	1. Corporate Administrator first checks the man/machine power.
Success guarantee (post-conditions)	After checking the requirements Corporate Administrator request the mayer for new man/machine power.
Frequency of use:	High
Main success scenario (or basic flow)	1. Corporate Administrator opens the RRTS website home page and select the request tab. 2. Send request and click the submit button.

	3.Submit the form and gets " <u>successfully send</u> " from the system
Frequency of occurrence	High

17.UC-RTTS-CASIMP: Corporate Administrator Sends Information about Man/Machine Power

Use_Case ID:UC-RTTS-CASIMP:	Use-case Name: Corporate Administrator Sends Information about Man/Machine Power
Description:	Corporate Administrator sends the information about man/machine power to the supervisor
Pre - Conditions	1.Corporate Administrator first checks the man/machine power.
Success guarantee (post-conditions)	After checking the requirements Corporate Administrator sends information to the supervisor.
Frequency of use:	High
Main success scenario (or basic flow)	<p>1.Corporate Administrator opens the RTTS website home page and select the send tab.</p> <p>2.Send information and click the submit button.</p> <p>3.Submit the form and gets "<u>successfully send</u>" from the system</p>
Frequency of occurrence	High

18.UC-RTTS-CAVCS: Corporate Administrator View Complaint Status

Use_Case ID:UC-RTTS-CAVCS:	Use-case Name: Corporate Administrator View Complaint Status
----------------------------	---

Description:	Corporate Administrator Views the complaint request status to know whether it is in process/closed/opened.
Pre - Conditions	1. Corporate Administrator must have unique complaint id about the complaint request
Success guarantee (post-conditions)	After entering the complaint id, he comes to know the status of the complaint and the employee details, the person who is going to resolve the problem.
Frequency of use:	High
Main success scenario (or basic flow)	<p>1. Corporate Administrator opens the RRTS website home page and select the view request status tab.</p> <p>2. Enters the given complaint id and clicks on submit button.</p> <p>3. A web page has been opened with full details of complaint details.</p>
Extensions (or alternate flows)	<p>If Corporate Administrator enters invalid complaint id.</p> <p>b. System asks the Supervisor to enter the valid complaint id.</p>
Frequency of occurrence	High

19. UC-RRTS-MVCS: Mayer View Complaint Status

Use_Case ID: UC-RRTS-MVCS:	Use-case Name: Mayer View Complaint Status
Description:	Mayer Views the complaint request status to know whether it is in process/closed/opened.
Pre - Conditions	1. Mayer must have unique complaint id about the

	complaint request
Success guarentee (post-conditions)	After entering the complaint id,he comes to know the status of the complaint and the employee details,the person who is going to resolve the problem.
Frequency of use:	High
Main success scenario (or basic flow)	1.Mayer opens the RRTS website home page and select the view request status tab. 2.Enters the given complaint id and clicks on submit button. 3.A web page has been opened with ful details of complaint details.
Extensions (or alternate flows)	If Mayer enters invalid complaint id. b. System asks the Super visor to enter the valid complaint id.
Frequency of occurrence	High

20.UC-RRTS-MAR: Mayer Approve Requests

Use_Case ID:UC-RRTS-MAR:	Use-case Name: Mayer Approve Requests
Description:	Mayer Approve the requests which is dends by Corporate Administrator.
Pre - Conditions	1.Mayer must have view the requsets.
Success guarentee (post-conditions)	After approve the request Corporate Administrator gets a message with approved requests.
Frequency of use:	High
Main success scenario	1.Mayer opens the RRTS website home page and

(or basic flow)	<p>select the approve request status tab.</p> <p>2. Enters the approve request id and clicks on submit button.</p> <p>3. A web page has been opened with approved message.</p>
Extensions (or alternate flows)	<p>If Mayer enters invalid complaint id.</p> <p>b. System asks the Supervisor to enter the valid complaint id.</p>
Frequency of occurrence	High

21.UC-RRTS-MVR:Mayer View Requests

Use_Case ID:UC-RRTS-MVR:	Use-case Name: Mayer View Requests.
Description:	Mayer Views the request regarding man/machine power given by the Corporate Administrator.
Pre - Conditions	1.Mayer has to get request from the Corporate Administrator and approve the requests.
Success guarantee (post-conditions)	After checking the requests Corporate Mayer sends approved message to Corporate Administrator.
Frequency of use:	High
Main success scenario (or basic flow)	<p>1.Mayer opens the RRTS website home page and select the view request tab.</p> <p>2.Gets a requested id searching for it in the system.</p> <p>3. Clicks on sends link and send the information to the supervisor.</p> <p>4.Submit the form and gets "<u>successfully send</u>"</p>

	from the system
Frequency of occurrence	High

Non-Functional Requirements:

Reliability:

Resident should get appropriate information about his complaint

Usability:

This System should has resident friendly GUI. User can use it effectively.

Availability:

Resident should get information 24x7. Resident can access at any time with this system.

Accessibility:

This system support multi user accessing. Any resident can access the system from different places to use the system

Performance:

Resident should have fast access to get the information from the System. Residents retrieve the information from System database very quickly.

Security:

As it is a web based application it should be more secure in order to save confidential data from hackers.

Platform Compatibility:

This system has to work on any kind of operating system without modifying it.