

FACILITIES FEEDBACK MANAGEMENT

Software Requirement Specification

– TP HCM, May 2022 –

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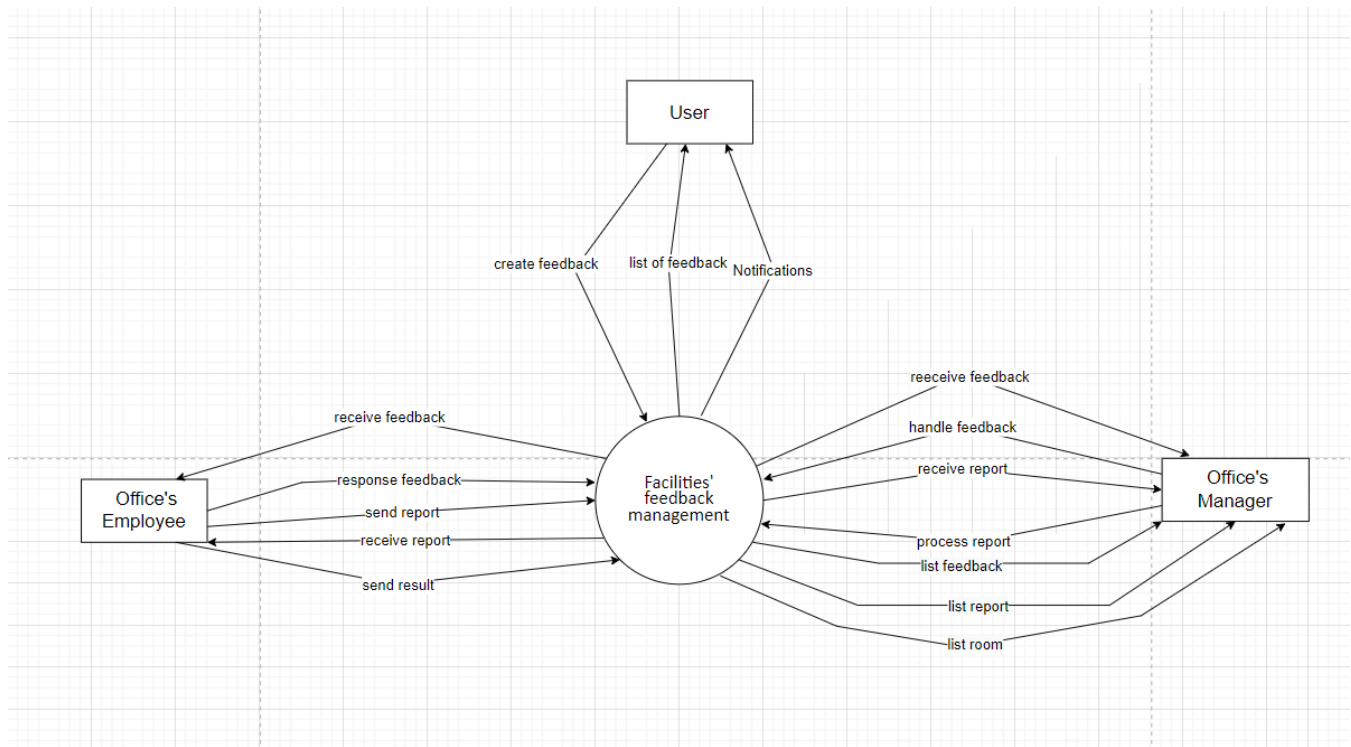
I. Overview

1. Introduction

For large-scale educational institutions across the country, especially FPT University, equipment management faces many difficulties when the amount of equipment is extremely large. Therefore, Facilities feedback management software was created specifically for the management of school facilities. This software is a place where FPT students and lecturers can create and send feedback on the situation of facilities in the school, then the school's management department will receive and coordinate down to the staff to deploy the inspection resolution for each response reflected. In addition, the interface is designed to be simple, convenient for users and ensures that the management and supervision of the school is optimised, complete and most detailed.

As follows:

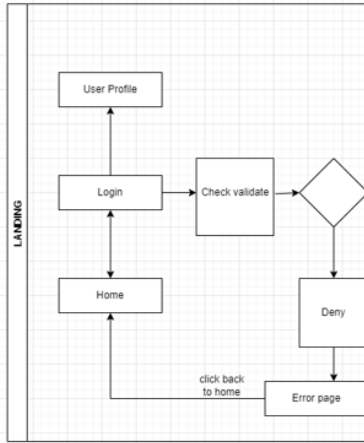
- The software will receive feedback about the user's facilities through the system.
- Then the feedback will be sent to the manager for review.
- If the response is not approved, it will be marked and a failure message will be sent to the user.
- In case the feedback is approved successfully, the manager will be responsible for sending that feedback to the appropriate departments for processing.
- When receiving a response from the manager, the department staff will process the user's request and then respond back. They will also send a report about the problem that the user mentioned and how to solve it for the manager.
- Finally, the user will receive a notification on how the school will deal with the feedback.



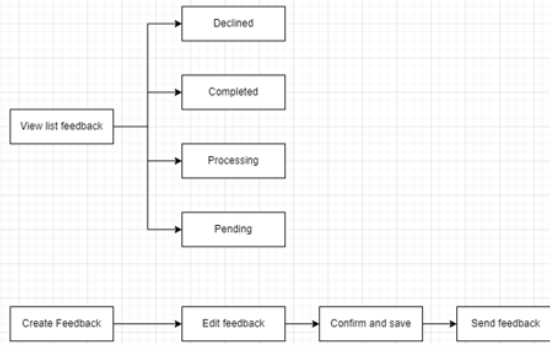
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Page Break

2. System Functions

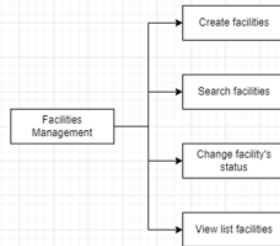
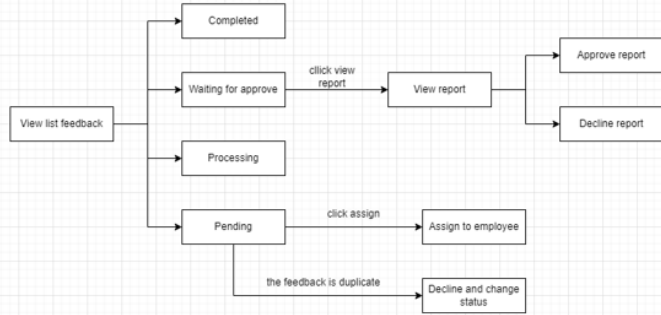
a. Screen Flow

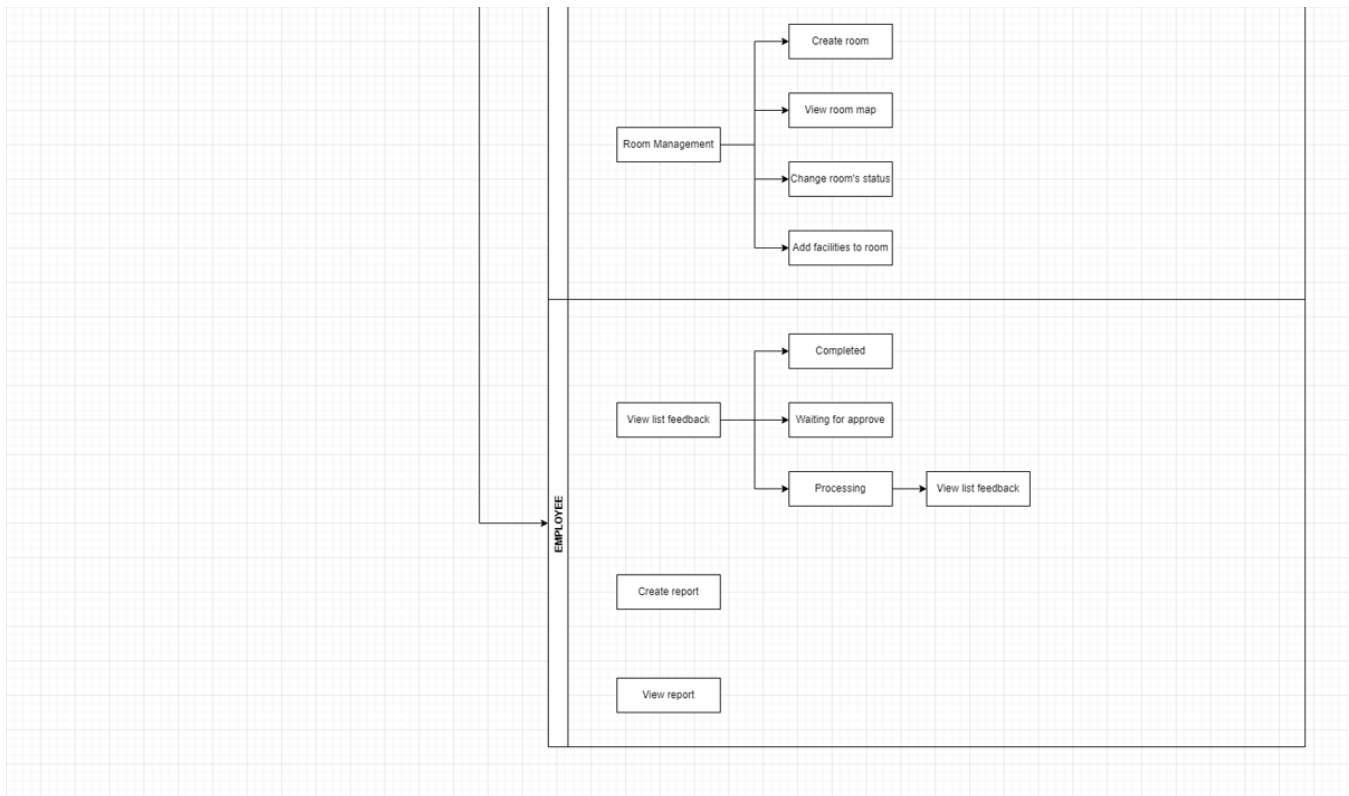


STUDENT / LECTURE



MANAGER





b. Screen Details

#	Feature	Screen	Description
1	Login	Login	Check login for users, employees, managers
2	Register	Login	Sign up new account
4	Feedback Management	Create feedback	Create a new feedback
5	Feedback Management	Pending	View feedback sent (status: pending)
6	Feedback Management	Processing	View feedback sent (status: processing)
7	Feedback Management	Completed	View feedback sent (status: completed)
8	Feedback Management	Pending	View and do action with feedback (sent by user)
9	Feedback Management	Waiting for approval	View feedback and report from employee
10	Feedback Management	Processing	View feedback assigned to employee

11	Feedback Management	Completed	View completed feedback
12	User Management	Users	Manage users (search, block, unblock,...)
13	User Management	Employees	Manage employees (search, change departments,...)
14	Feedback Handling	Processing	View, handle feedback and sent report to manager
15	Feedback Handling	Waiting for approval	View feedback and report sent (for approval)
16	Feedback Handling	Completed	View feedback and report completely approval
17	Facilities Management	Facilities	Create, view list, update, delete facilities,...
18	Room Management	Rooms	Add facilities, view room map of facilities, update status, remove facilities

c. User Authorization

Screen	User (US)	Manager (MN)	Employee (EM)	Guest
Home				x
Login				x
Register				x
Feedback Management	x	x	x	
Create feedback	x			
View list feedback	x	x	x	
View feedback's details	x	x	x	
Change status of feedback		x		
Delete feedback		x		
Report Management		x	x	
Create new report			x	
View report's details		x	x	
Change report status		x		
Change report's details			x	
View list report		x	x	
User Management		x		
View list of users		x		
View list of employees		x		
Search user		x		
Search employees		x		
Change user's status (reporters)		x		
Change employee's department		x		
Facilities Management		x		
Create new facility		x		
View storage		x		
Update facilities		x		
Remove facilities		x		
Room Management		x		
Create new room		x		

Add facilities to room		x		
View room map		x		
Update facilities in room		x		
Remove facilities in room		x		

In which:

- User (Student, Lecture): People login with FPT user email account will have this role
- Manager: People login with FPT manager email account will have this role
- Employee: People login with FPT employee email account will have this role
-

d. Non-Screen Functions

#	Feature	System Function	Description
1	User Classification	checkLogin	New users with @fpt.edu.vn email will be added into database with role "User (US)"

3. Common Requirements

II. Functional Requirements

1. Login

1.1. Login

- Function trigger: /login.jsp
- Function description: User can use two method to login: Login with username and password and Login with FPT email
- Screen layout:

1.2. Register / Sign up

- Function trigger: /sign-up.jsp
- Function description: User can register an account with username and password in case they don't have FPT email
- Screen layout:

2. Feedback Management

2.1. Create Feedback

- Function trigger: /user.jsp
- Function description: A feedback will be created by student or lecture
- Screen layout:

2.2. View list feedback

2.2.1. Student / Lecture

- Function trigger: /user.jsp
- Function description: Student and lecture will see a list of feedback they sent, were completed or still processing
- Screen layout:

2.2.2 Manager

- Function trigger: /manager.jsp
- Function description: Manager can see a list of feedback of reporters sent, and they can decide to handle them.
- Screen layout:

2.2.3. Employee

- Function trigger: /employee.jsp
- Function description: Employees can see a list of feedback which is assigned by the manager and they should handle them.
- Screen layout:

2.3. Change feedback's status

- Function trigger: /manager.jsp
- Function description: When the manager click the buttons: "Assign", "Approve", and "Decline" will change the feedback's status.
- Screen layout:

2.4. Delete feedback

- Function trigger: /manager.jsp
- Function description: delete reporter's feedback
- Screen layout:

3. Report Management

3.1. Create report

- Function trigger: /employee.jsp
- Function description: When the employees handle feedback successfully, they will create a report for the manager.
- Screen layout:

3.2. View report

- Function trigger: /manager.jsp
- Function description: The manager can see the details of the report: facilities fixed, price to fix, ...
- Screen layout:

3.3. Change feedback's status

4. User Management

4.1. View list of users

4.1.1. Reporters (Student / Lecture)

- Function trigger: /manager.jsp
- Function description: View list of reporters
- Screen layout:

4.1.2. Employees

- Function trigger: /manager.jsp
- Function description: View list of employees
- Screen layout:

4.2. Search users

4.2.1. Reporters (Student / Lecture)

- Function trigger: /manager.jsp
- Function description: Search with filters (by name, status, ...)
- Screen layout:

4.2.2. Employees

- Function trigger: /manager.jsp
- Function description: Search with filters (by name, status, rate, ...)
- Screen layout:

4.3. Change user's status

- Function trigger: /manager.jsp
- Function description: The manager can change the user's status to "block" or "active".
- Screen layout:

4.4. Change employee's department

- Function trigger: /manager.jsp
- Function description: The manager can change the employee's department.
- Screen layout:

5. Report Management

5.1. Create new report

- Function trigger: /employee.jsp
- Function description: A new report will be created by Employee.
- Screen layout:

5.2. View report's detail

- Function trigger: /manager.jsp and /employee.jsp
- Function description: Employees and managers can see the report's details.
- Screen layout:

5.3. View list report

- Function trigger: /manager.jsp and /employee.jsp
- Function description: Employees and Managers will see a list of reports.
- Screen layout:

5.4.Change report's details

- Function trigger: /report.jsp
- Function description: Employees can change their report's information.
- Screen layout:

5.5.Change report's status

- Function trigger: /report.jsp
- Function description: Manager can change the report's status.
- Screen layout:

5.6.Approve/Decline report

- Function trigger: /report.jsp
- Function description: Manager may decide to approve or decline each report.
- Screen layout:

6.Facilities Management

6.1.Create new facility

- Function trigger: /report.jsp
- Function description: A new facility will be created (added) by manager
- Screen layout:

6.2.View storage

- Function trigger: /report.jsp
- Function description: Manager can view the remaining number of each facility in storage .
- Screen layout:

