

# Vision Document

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## CS309-Object Oriented Analysis & Design

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## 1. Document Version

Version	Date	Description	Authors
V1.0	25/02/2019	Initial Vision Document	Muhammad Hamza

## 2. Introduction

### 2.1 Purpose

The purpose of this document is to collect, analyze and define the high level needs and features of FAST-NU Complaint Management System. It focuses on what is needed by the students, employees and why people need these functions. It also describes the design constraints that are considered when system is to be designed. The details that how these FAST-NU Complaint Management System will fulfill these needs in use-cases and supplementary specification.

### 2.2 Scope

This Vision Document applies to FAST-NU Complaint Management System (CMS), which will provide user a WEB Application. CMS will provide a way for students to submit their complaints to administration of University and support functions to track their complaints.

### 2.3 Definition, Acronyms, and Abbreviations

- CMS – FAST-NU Complaint Management System.
- Web App – A website to run CMS.
- University – FAST-NU.
- Student – FAST-NU Students.
- Admin – FAST-NU Admins.

## 3. Positioning

### 3.1 Business Overview

Students face a lot of issues right now to submit their complaints. And there is no proper way to manage the complaints submitted by students. Currently, complaints are submitted on paper. And students cannot track their complaints. Also, no record of complaints is managed. Many currently used CMS are costly, difficult to use. The CMS will provide an efficient, reliable and easy to use system. It intends to replace the existing manual method currently being used at University. It will allow student to track their complaints easily. It will maintain the record of complaints. It will definitely provide better and effective results then manual work.

### 3.2 Problem Statement

The problem	Difficulty in managing Complaints.
Affects	Students, Admins.
Impact	Easy to manage complaints, Less paperwork.
Successful Solution	A simple, easy to use WEB Application. The product will provide student a simple interface to submit, track the complaint. And Admins to manage the complaints.

### 3.3 Product Position Statement

For	<ul style="list-style-type: none"> <li>University Students</li> <li>Admins</li> </ul>
Who	<ul style="list-style-type: none"> <li>Student need a system to submit their complaints without the hassle of paperwork.</li> <li>Admin need a system to manage the complaint.</li> </ul>
The System(CMS)	Gives efficient method to track, manage and store the record to reduce the paper work and human labor.
Unlike	Manual Complaint Management
Our Product	FAST-NU Complaint Management System

## 4. Stakeholder and User Description

### 4.1 User Summary

Name	Description	Responsibilities
<b>Student</b>	Primary end user of application	Use application to submit and track the status of their complaints.
<b>Admins</b>	Primary end user of application	Use application to view and change the status of complaint's submitted by students.

### 4.2 User Environment

The application will be used by Students, admins. Providing the users, a user friendly interface. The people with basic computer skills can use the application. The system will be a WEB Application.

### 4.3 Stakeholders Profiles

#### 4.3.1 Student

<b>Description</b>	FAST-NU Student.
<b>Type</b>	Student With basic computer skills.
<b>Responsibilities</b>	Student can submit their complaints, track status of their complaints, view old complaints submitted by him.
<b>Success Criteria</b>	Student do not have to do paperwork to submit the complaint.
<b>Deliverables</b>	None
<b>Comments Issues</b>	None

## 4.3.2 Admin

<b>Description</b>	Admin of FAST-NU.
<b>Type</b>	Admin with one year experience and basic computer skills.
<b>Responsibilities</b>	Admin can view/manage submitted complaints. Change the status of complaints.
<b>Success Criteria</b>	Admin do not have to manage complaints on papers.
<b>Deliverables</b>	None
<b>Comments Issues</b>	None

## 4.4 Key Stakeholder or User Needs

Need	Priority	Concern	Proposed Solution
<b>Easy to Use</b>	High	Ability for users with basic computer skills to use the system without any inconvenience.	Provide interface with best User Experience.
<b>Perform operations quickly</b>	High	Ability to perform operations quickly.	Provide a good responsive system

## 5. Product Overview

## 5.1 Summary of Capabilities

Customer Benefit	Supporting Features
Reduce paperwork. Provide fast and efficient response to a user request that will definitely save time. It will improve work accuracy.	Admins don't have to search heavy files to search through complaint records. It will provide data quickly within seconds.

## 5.2 Assumptions and Dependencies

- The users have Basic Skills of Computer.
- The users know the English language, as the user interface will be provided in English.

## 6. Product Features

Following features will be performed by Admin

- System provides ID and Password for login and signup.
- System provides new password if the user forgets the password
- Admin is able to change the status of complaint through system.
- System is able to keep the record of all previous complaints submitted by students.
- Admin is able to view feedback submitted by students.

Following features will be performed by Admin

- System provides ID and Password for login and signup.
- System provides new password if the user forgets the password
- Student is able to submit the Complaint through system.
- Student is able to view the status of complaint through system.
- Student is able to give feedback
- Student is able to view his previous submitted complaints.

## 7. Constraints

- The users must have to enter their correct usernames and passwords to enter into the System.
- All the information must be store in the database.

## 8. Quality Ranges

### 7.1 Security

- The system should be secure.

### 7.2 Usability

- The system should be user friendly.

### 7.3 Maintainability

- The system shall be easy to maintain.

## 9. Other Product Requirements.

### 9.1 System Requirements

- The system must have a working internet connection, with web browser installed.

### 9.3 Performance Requirements

- The access time should be less than 1 minute.
- The information should be refreshed every one minutes.
- The system should be reliable. System should not crash

## 9 Licensing and Installation

### 10.1 User Guide

The User Guide describes the use of the system to Student. It describes the use of the WEB Based system.