

Politecnico di Milano

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Requirements Analysis and Specifications Document

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Purpose

This document represent the Requirement Analysis and Specification Document (RASD). The main goal of this document is to completely describe the system in terms of functional and non-functional requirements, analyse the real need of the customer to modelling the system, show the constraints and the limit of the software and simulate the typical use cases that will occur after the development. This document is intended to all developer and programmer who have to implement the requirements, to system analyst who want to integrate other sy¹stem with this one, and could be used as a contractual basis between the customer and the developer.

The problem: myTaxiService

Part I

The government of a large city aims at optimizing its taxi service. In particular, it wants to: i) simplify the access of passengers to the service, and ii) guarantee a fair management of taxi queues.

Passengers can request a taxi either through a web application or a mobile app. The system answers to the request by informing the passenger about the code of the incoming taxi and the waiting time.

Taxi drivers use a mobile application to inform the system about their availability and to confirm that they are going to take care of a certain call. The system guarantees a fair management of taxi queues. In particular, the city is divided in taxi zones (approximately 2 km2 each). Each zone is associated to a queue of taxis. The system automatically computes the distribution of taxis in the various zones based on the GPS information it receives from each taxi. When a taxi is available, its identifier is stored in the queue of taxis in the corresponding zone.

When a request arrives from a certain zone, the system forwards it to the first taxi queuing in that zone. If the taxi confirms, then the system will send a confirmation to the passenger. If not, then the system will forward the request to the second in the queue and will, at the same time, move the first taxi in the last position in the queue.

Besides the specific user interfaces for passengers and taxi drivers, the system offers also programmatic interfaces to enable the development of additional services (e.g., taxi sharing) on top of the basic one.

Part II

A user can reserve a taxi by specifying the origin and the destination of the ride. The reservation has to occur at least two hours before the ride. In this case, the system confirms the reservation to the user and allocates a taxi to the request 10 minutes before the meeting time with the user.

Part III

A user can enable the taxi sharing option. This means that he/she is ready to share a taxi with others if possible, thus sharing the cost of the ride. In this case the user is required to specify the destination of all rides which he/she wants to share with others. If others are willing to start a shared ride from the same zone going in the same direction, then the system arranges the route for the taxi driver, defines the fee for all persons sharing the taxi and informs the passengers and the taxi driver.

Glossary

User: is a person who is registered in the database of the application. He has acces to all the functions of the program that involves the requiring of a taxi, shared or not. He also has the possibility to save a list of preferred locations, that he can automatically choose when the System require from him an adress as starting position or destination.

Guest: is a person who is using the application but is not registered in the database. He has acces only to the registration functions.

User Information: all the information that concern a user; most of them have to be inserted during the registration (Name, Surname, tel. Number, email, password), some of them can be inserted at any time after the registration (such as the personals locations) and others are assigned by the system (for example the number of blank-calls).

Basic User Information:

Blank Call: we define Blank-call a call for a taxi where the client is not at the starting location when the taxi arrives with a maximum late of 10 minutes, or a call that the user cancel before 10 minutes.

Missed Call: we define Missed-call a call for a taxi where the client is not at the starting location when the taxi arrives (10+1) or more minutes late.

Partner: someone who share a run with a user

Pick-up place: the Adress where a user asks a taxi to come

Taxi Driver: a registered one

Goals

A user should be able to:

- Sign up to the system (starting as a guest)
- Log in to the system
- Call for a taxi that should pick him up ASAP
- Be informed by the system when a taxi driver accepts his call and of the estimated waiting time
- Make a reservation for a taxi on specified date and time
- Give his avilability for sharing a run
- Add, modify or delete a personal location

A taxi driver should be able to:

- accept or decline a call
- visualize the basic information about the user who is making a call
- visualize the price for a run

The system should provide a fair management of the calls and efficient and essential communication between drivers and users.

Domain properties

- A taxi can always reach a pick-up place and the users can only choose destinations reachable
- A zone can't remain without at least one available taxi
- A taxi driver that accepts a call will take it.
- Gps information and maps are always updated.

Assumptions

- Two or more users can share a taxi only if their pick up place are in the same zone.
- The taxi drivers have a device on-board to communicate with the system, that shows them the incoming calls and permits them to accept or refuse
- Every taxi has a gps-signal that can always give their position to the system

Requirements

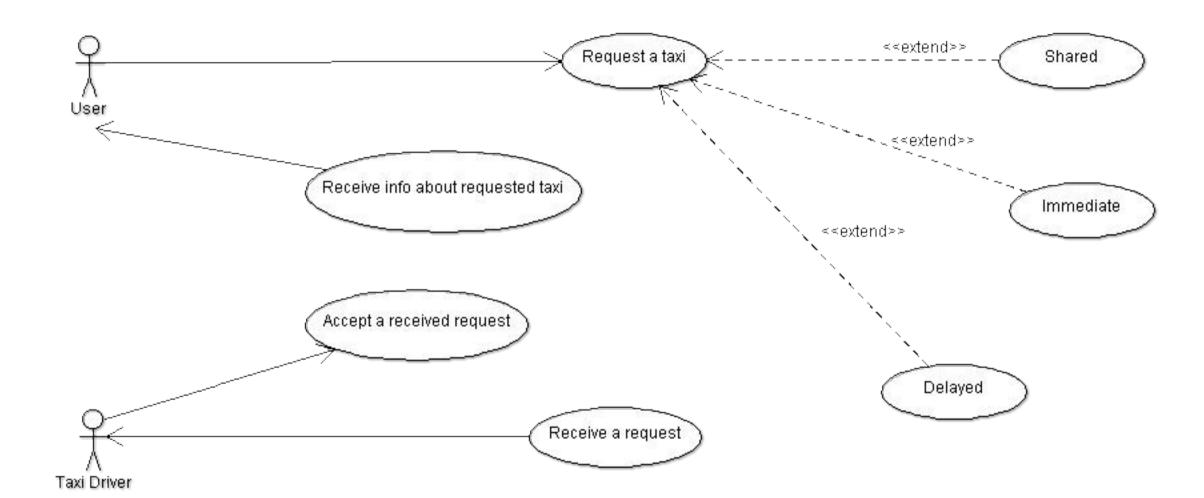
- Registration of a person to the system
 - the system has to provide a sign up functionality
- Modification of personal information
 - The system has to provide a function that allows a user to modify his personal information, except for the number of calls and blank calls
- Call for a taxi
 - the system has to provide a function to call for a taxi
 - the user should be able to visualize the estimated arrival time and confirm or not his call
 - the system has to manage the number of calls and blank calls of every user
- Make a reservation for a taxi to a specified date and time
 - the system has to provide a function to allow a user to call for a taxi in a specified date and time
 - the system has to call for the taxi 10 minutes before the specified time
- Give is avilability for sharing a run
 - the system has to provide a function to allow a user to declare his avilability for a taxi sharing
 - the system has to search for other users in the same zone that want to share a ride, and automatically inform the interested users and the taxi driver; then, if they accepts, has to calculate the cost of the ride.
- Create, modify delete personal location
 - The system must provide a function to allow a user to create a new personal location
 - The system has to provide a function to allow a user to modify a personal location
 - The system has to provide a function to allow a user to delete a personal location.
- Visualization of ride information
 - the system has to provide a function that allows a user to visualize the information about his actual ride (basicaly the cost calculated by the taximeter)
- Accept or decline a call
 - The system has to forward the calls to the first taxi of the queue
 - The system has to provide a function to allow a taxi driver to accept or decline a call when he receives it
 - If a call is declined, the system has to move the taxi driver that

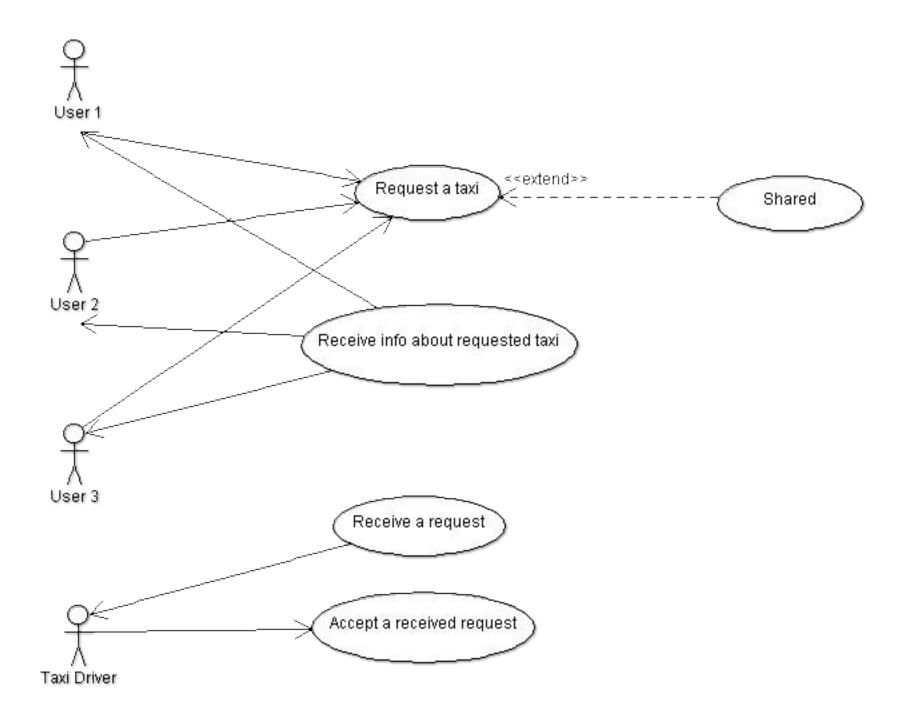
declined it at the end of the queue and send the call to the new first in the queue

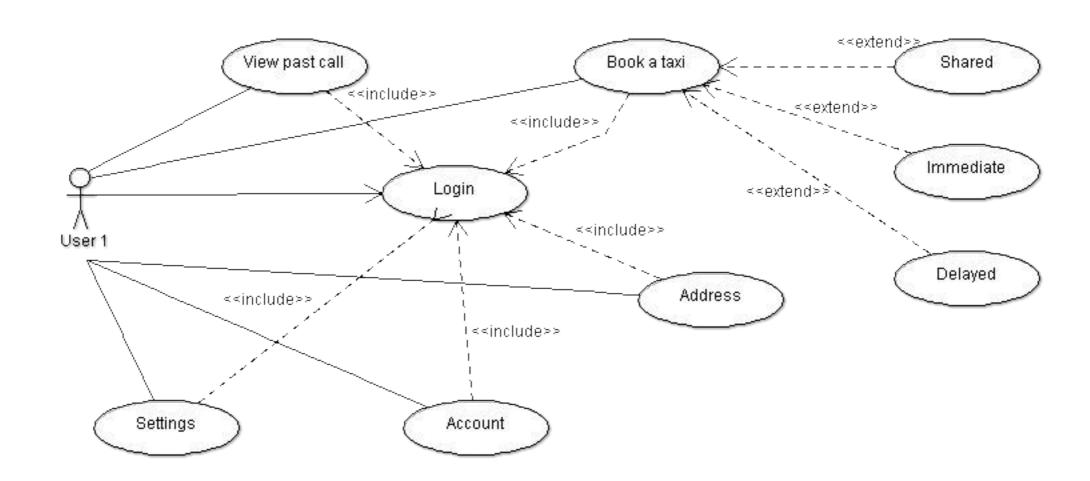
- Visualize the basic information about a user who is making a call
 - the system has to provide a function to allow a taxi driver to visualize the basic information of a user that is making a call
- Signal a blank call
 - the system has to provide a function to allow a taxi driver to signal a blank call
 - the system has to put the taxi back in te queue and update the blank calls attribute of the user

Functional requirements

- Guest can
 - sign up
- User can
 - log in
 - log out
 - modify his personal information except for the number of calls and blank calls
 - create a new personal location
 - modify an existing personal location
 - delete an existing personal location
 - do an immediate call for a taxi (shared or not)
 - do a delayed call for a taxì
 - visualize the ride information
- Taxi driver can
 - receive notifications for the calls
 - visualize the basic information of a user that is making a call
 - accept a call
 - decline a call
 - signal a blank call







First Use Case

Name	Taxi request		
Actors	User, Taxi Driver		
Entry conditions	User have to be logged in and must be in the reservation page		
Flow of events	 The user request a taxi in his actual position The system send the request and the user's basic information to the first available taxi driver in the zone The taxi driver accepts the request. The system send to the user the expected waiting time and the code of the incoming taxi, and place the taxi driver in "waiting" state the user confirms the request within 1 minute the system removes the taxi driver form the queue and give to him/her confirmation The taxi driver goes to pick up the user and brings him/her to the destination. The taxi driver informs the system about his/her availability. 		
Exit conditions	•The System put the taxi driver in the last position of his/her actual zone's queue		
Exceptions	 The taxi driver doesn't accept the call. In this case the system forwards the request to the second in the queue and move the first taxi in the last position in the queue. The user does not confirm his request after receiving notification of the expected arrival time. In this case the system put the taxi driver in "available" state. The user is not in the pick up place when the taxi arrives. See the dedicated use case. 		

Second Use Case

Name Delayed Taxi request Actors User, Taxi Driver

User have to be logged in and must be in the reservation

Entry conditions page

The user requests the taxi specifying the time and the

Flow of events position

The system register the request and 10 minutes before the scheduled departure send the request's and the user's basic

information to the first taxi driver in the zone

The taxi driver accepts the request

The system removes the taxi driver from the queue and send

to the user the reminder of the incoming taxi and the

expected waiting time

The taxi driver goes to pic up the user and brings him/her to

the destination

The taxi driver informs the system about his/her availability

The System put the taxi driver in the last position of his/her

Exit conditions actual zone's queue

The taxi driver doesn't accept the call. In this case the

system forwards the request to the second in the gueue and

Exceptions move the first taxi in the last position in the queue

The user is not in the pick up place when the taxi arrives.

See the dedicated use case

Third Use Case

Name Failed pick up Actors Taxi Driver, user

User have requests a taxi but he/she isn't in the pick up

Entry conditions place when the taxi arrives

Flow of events The taxi driver sends the "failed pick up" signal

The system sends a notification to the user that informs him/

her of his reputation will be decreased

The system decreases the user's reputation

Exit conditions The system places the taxi driver at the top of the queue

andhis/her state to "available" and sends him/her a

notification

Fourth Use Case

Name Shared taxi request

Actors Taxi Driver, user1, user2, user 3, taximeter

User1, user 2 and user 3 have requests a taxi in the same zone, have the sharing option active and must to go in the

Entry conditions same direction

Flow of events

the system sends a request with the users' basic

information to the first available taxi driver in the zone

The taxi driver accepts the request

The system sends to the users the expected waiting time and the code of the incoming taxi, and places the taxi driver

in "waiting" state

The users confirm the request within 1 minute

The system removes the taxi driver from the queue and

gives him/her the confirmation

The taxi driver goes to the pick up the users and bring the

user 1 to his/her destination

The taxi driver sends to the system the signal that taxi is

arrived at the first destination

The system reads the fee from the taximeter and divides it by the number of users in the taxi and saves the payed

ammount

The taxi arrives at the next destinations and the taxi driver

sends to the system the signals that taxi is arrived

The system reads the fee from the taximeter, subtracts the already payed ammount and divides the result by the

number of users in the taxi

The taxi driver informs the system about his/her

availability.

The System put the taxi driver in the last position of his/her

itions actual zone's queue

The taxi driver doesn't accept the call. In this case the

system forwards the request to the second in the queue and

move the first taxi in the last position in the queue.

One or more of the users but not all does not confirm his request after receiving notification of the expected arrival time. In this case the system notifies the taxi driver that

that user refused the call

All the users does not confirm the request after receiving notification of the expected arrival time. In this case the

system put the taxi driver in "available" state.

One or more users ar not at the pick up place when the taxi

arrives. See the dedicated use case.

Exit conditions

Exceptions

Fifth Use Case

Name User registration

Actors User

Entry conditions User is not registered yet Flow of events The user open the app

The user click on "sing up" button

The user fill the form where has to specify:

with the "user information"

The user click on "register" button

The system show the "book a taxi" page

Exit conditions Registration successfully done

Username already taken: when the user click on register

the page will resfresh with a message that says "username

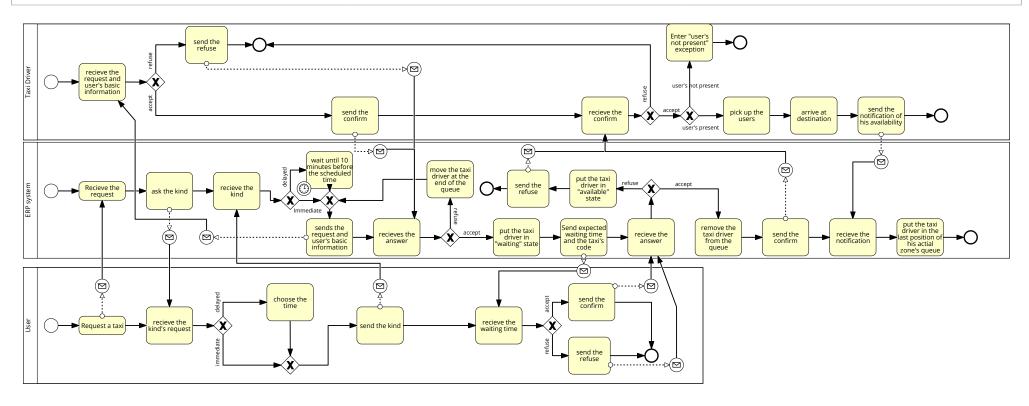
Exceptions already taken"

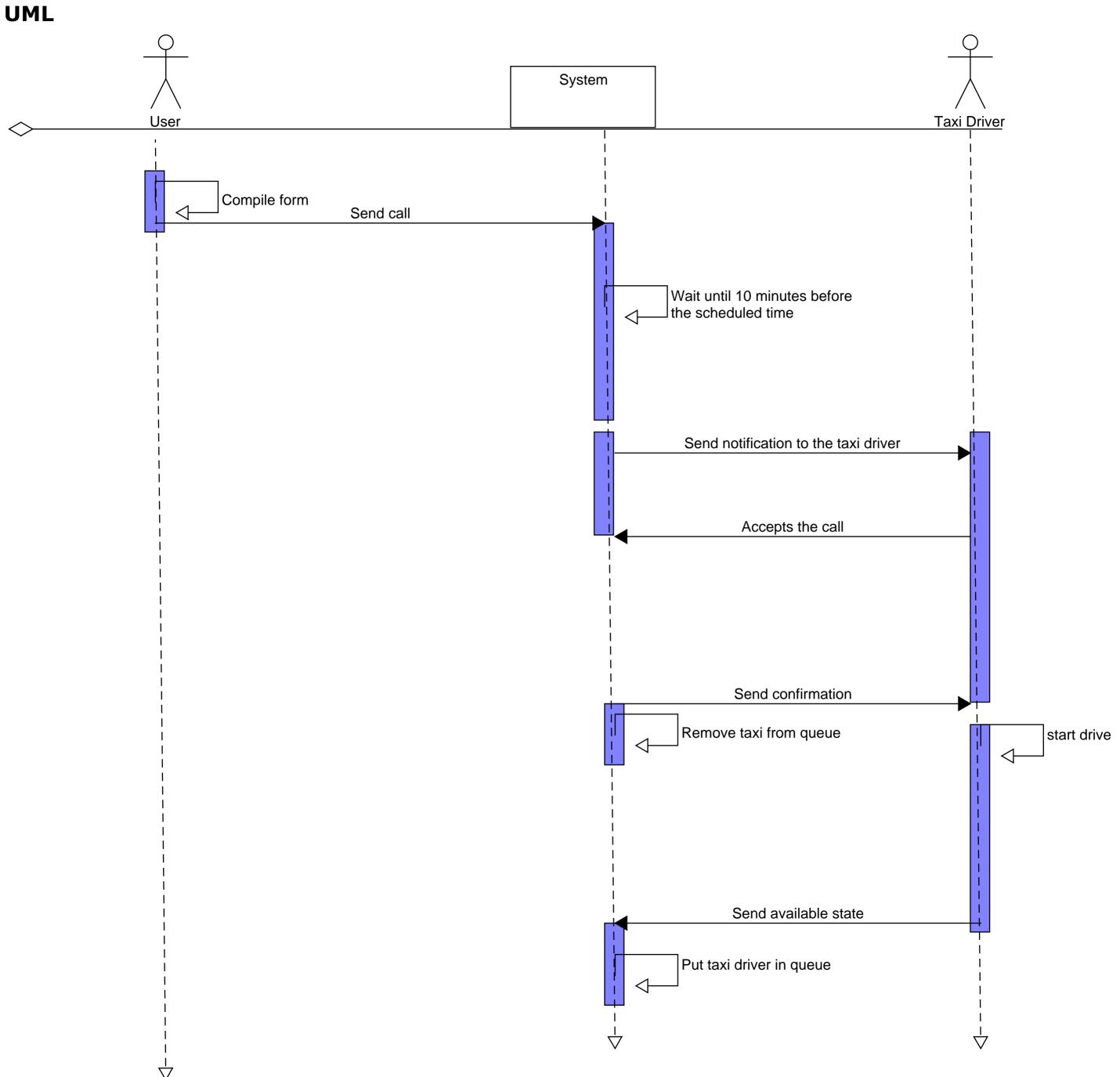
Not all field are filled: when the user click on register the page will refresh and the empty fields will be outlined in red

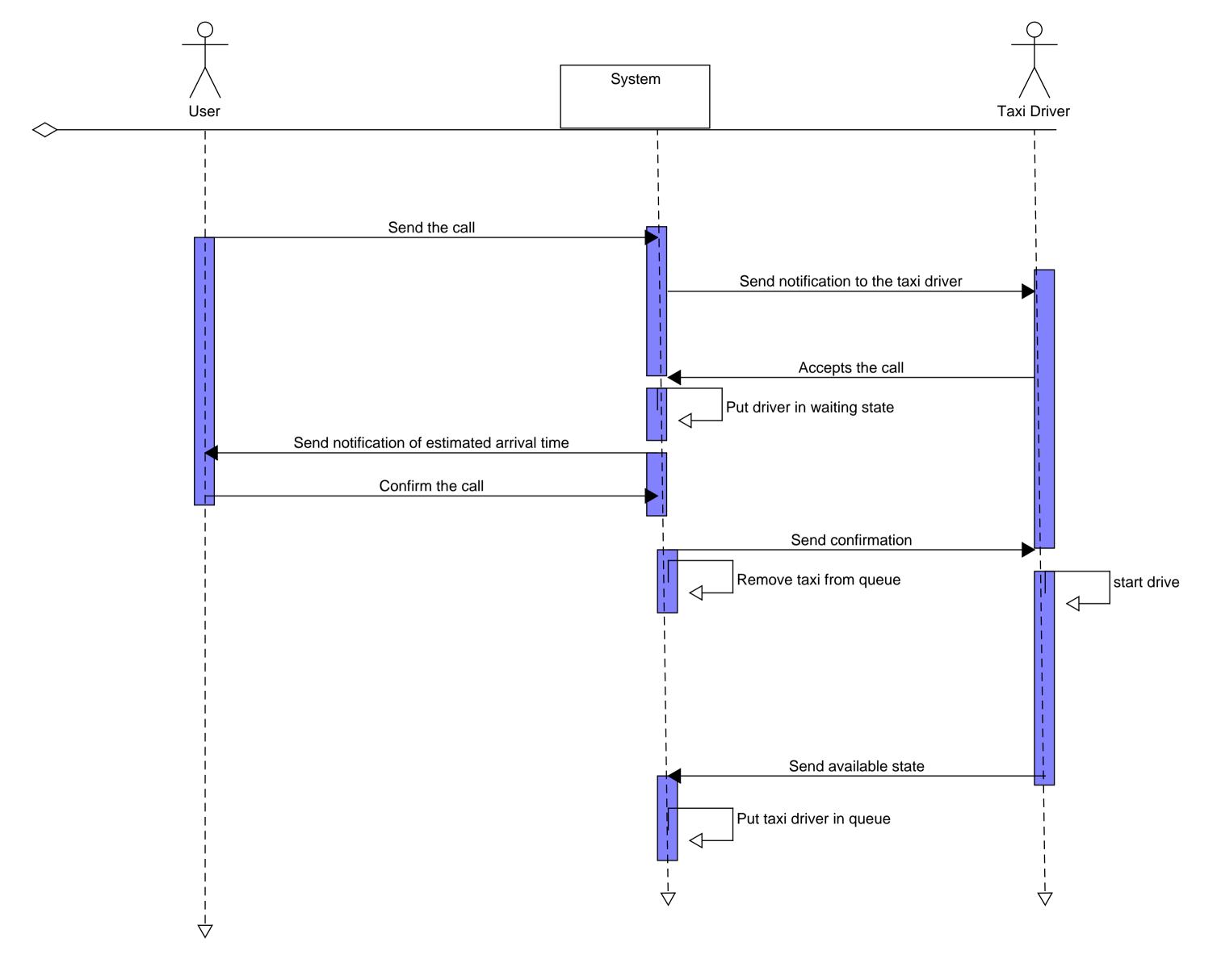
The user click "back" after "sing up" the system will show the homepage and the registration will be discharged

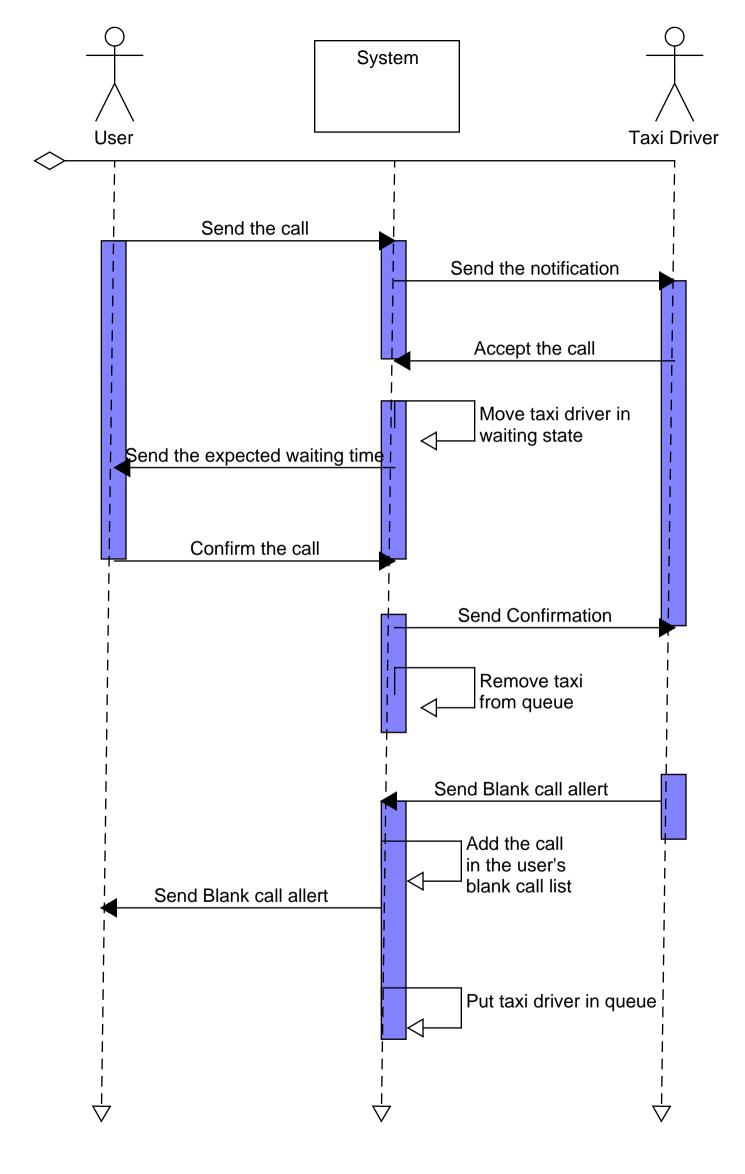
Taxi request

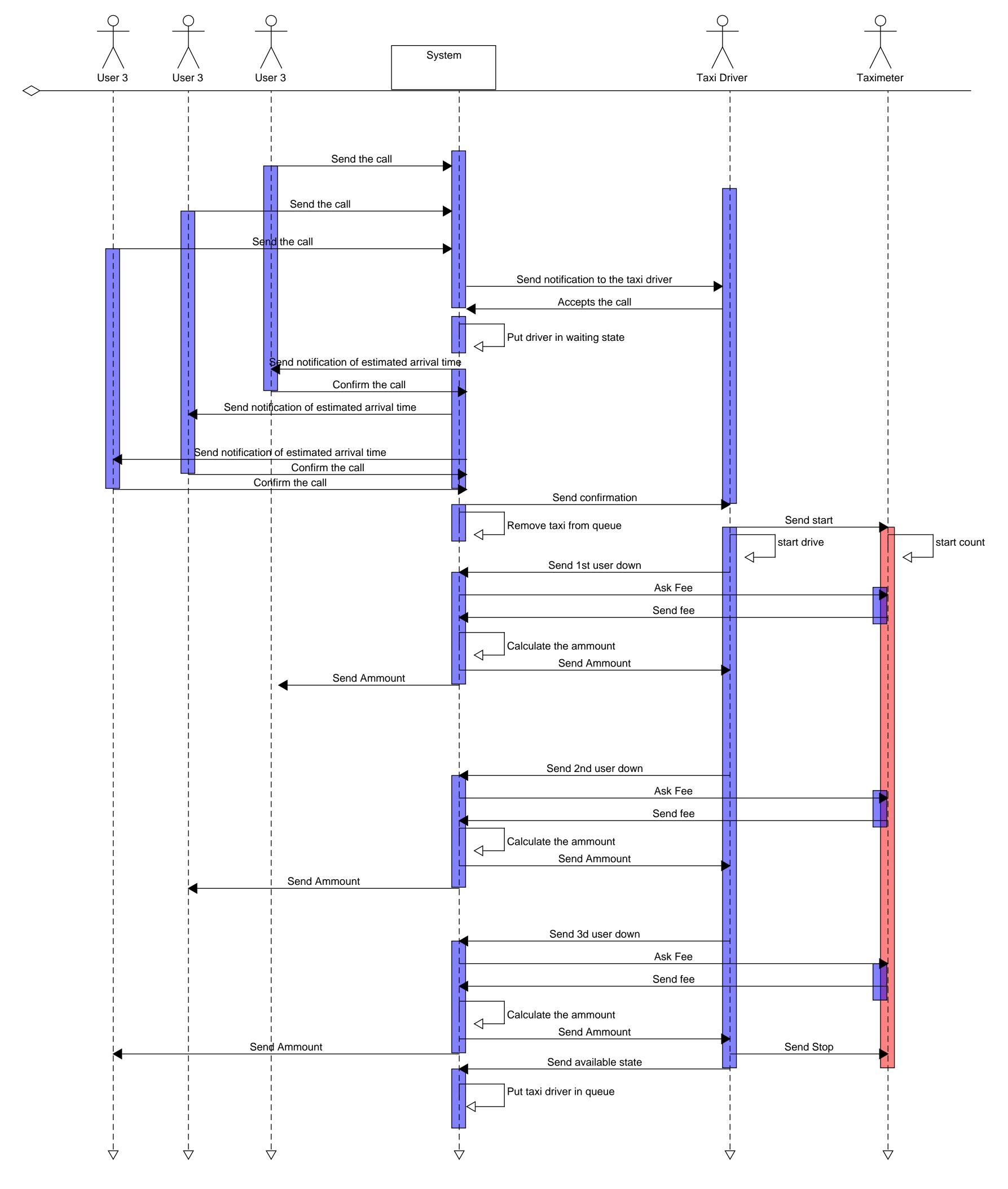


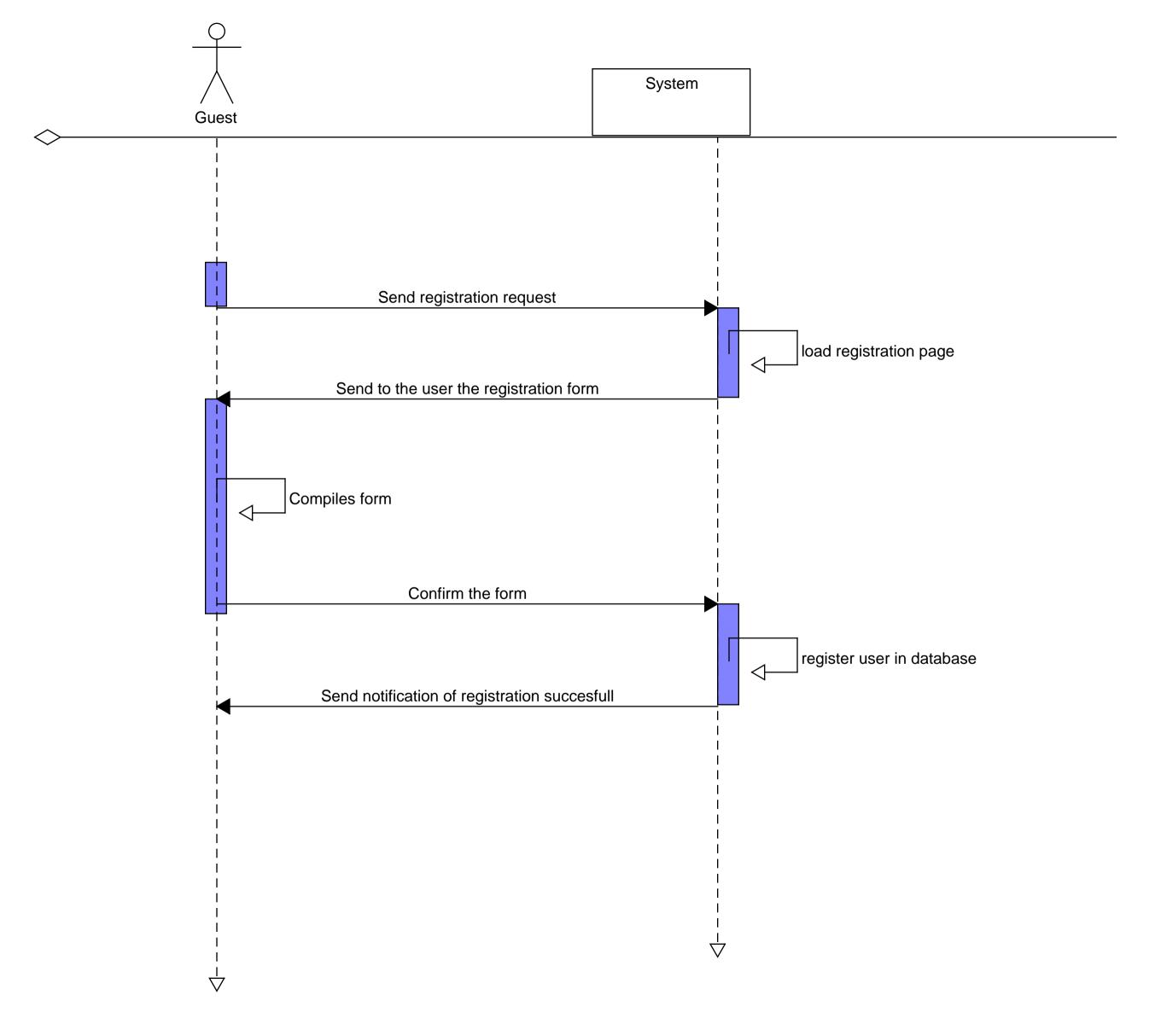












Scenarios

Martin is in town center and he needs a taxi to come back home. So he log in the application and click on the button "call for a taxi", and he choose an immediate call. Then he decides to use his actual position as pick up address. The system use the gps signal of the mobile phone to find out his position and send the call to the first taxi driver in the gueue of the corresponding zone. The taxi driver receives a notification of the incoming call, and he sees that the caller is named Martin Muller and he has 2 past calls, and none of them is blank. So he decides to accept the call, and click on the "accept" button on his device. The system calculates that the taxi will need approximately 6 minutes to reach the pick up place, and send a notification to Martin with this estimated arriving time. Martin can wait the 6 minutes so he decides to confirm the call, pressing the button on the application. The system removes the taxi driver from the gueue and send to him a notification of the confirmed call. So he drives to the pick up place and then he brings the user to his final destination. Finally, he press the button "available" on his device to signal to the system that the ride is completed and he can accept new passengers again. The system use the gps signal of the taxi to find out the new Zone of the taxi, and then put the driver at the end of the corrisponding queue.

Silvia has just bought a flight ticket for next Monday, 9th of November, and she realizes that she will need a taxi to reach the airport. So, after logging in the application, she decide to reserve a taxi for that day. She press the button "call a taxi" and then she chooses the option "Delayed call". In the next view she have to write the date and time of the call, and she decides to ask for the taxi on Monday, obviusly, at 1:00 PM. Then she has to put in the pick up address, and she choose in her personal locations the location "Home", that she had already put in the system after signing up. So the location contains her home address. Then she has to put in the destination address, and she does it manually. Then she confirms the call. The system waits until monday at 12:50 PM, and then it sends an incoming call to the first taxi in the queue of the zone that contains the pick up address. In this case, no confirmation from the user is necessary. So the first taxi driver, named Jhon, decides to accept the call, that is automatically confirmed by the system, which removes Jhon from the queue. He starts from his position and reach the pick up address, waiting for Silvia to come in. She arrives few minutes after 13, and they can finally go to the Airport. When the taxi arrives there, he click on the "available" button on his device and the system puts him in the gueue of the zone he reached with this ride.

Teo Gazz has just send an immediate call for a taxi in his actual position: he just finished work and he wants to go home. So Jenny, the taxi driver who received the call and accepted it, is coming to the pick up place he chose. Unfortunately, a Teo's coworker comes out form the office, searching for him: there is a huge problem in the office and he needs him to resolve it. So Teo runs back to the office with him, forgetting to cancel the call. So when Jenny arrives a the pick up place, noone is there. She waits 10 minutes, the she tries to call Teo: she saw his number in the call's information. But noone is answering: Teo is too busy now to care aboute the phone ringing. So Jenny has no choice. She signals a blank call to the System, that put the last call of Teo in the list of his blank calls. Then the system automatically free jenny and puts her back into the queue of the zone, at the first place.

Al, Jon and Jack want to go dance on Saturday evening, they don't know each other but they know that if they activate the sharing option using myTaxiService during their taxi request they can save some money, so Al request a taxi at 23.00 and accept the 15 min waiting time, Jon request a taxi at 23.05 and Jack at 23.10.

They are all in the same city zone and want to go dance at Alcatraz, so the **myTaxiService** app calculate the best path for the taxi driver that will pass to pick up Jon at 23.10, Al at 23.15 and Jack at 23.16 and then will go to the destination.

Once they arrive the taxi driver signals to the **myTaxiService** app that all the passengers will get off the taxi and the **myTaxiService** app reads the fee from the taximeters and divides it by 3 so everyone know how much have to pay.

Fredrick sees an AD at the taxi stop that says "Download now **myTaxiService**, the easiest and fastest way to book a taxi" so he decides to browse the store and download the app.

Once he opens it the app asks him to sing in or sing up. Fredrick doesn't have an account so he click on sing up button and the app ask him to complete a form in which he has to declare his personal information.

The system accepts his registration and Fredrick can visualize the homepage of the app where he could book a taxi immediately, but looking at the app menu he sees that he can save his Favourite destinations and decide to save his house's and work's address so when he will book a taxi he can simply choose one of these as book location without turn on his GPS or insert the full address every time.

Taxi app: Taxi driver

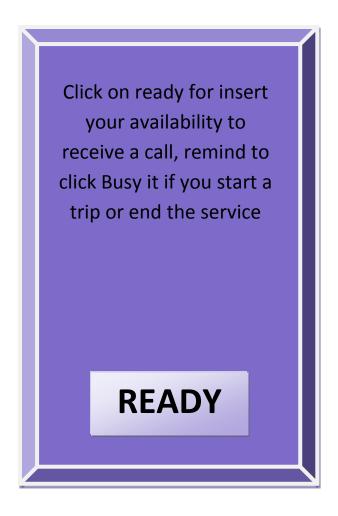
Unique Taxi code provided by the system

Password cannot be saved

Further implementations: change password



The caption of command Ready will be Busy after click







Taxi app: User

In the first tab I have choosen Access, instead of New Registration

Further implementations: save password





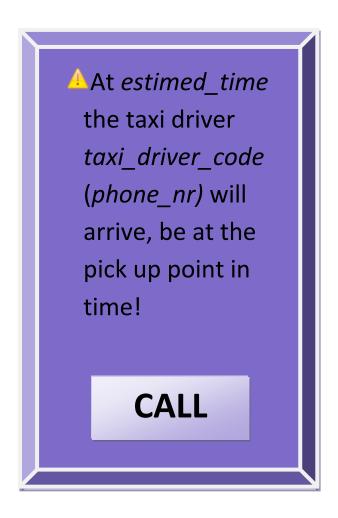


In share a taxi, after chosen an address, system load the tab Arrive to, that have the same structure In favorite address I can select from a list In current location, after connect with GPS, I can see the map (like google maps)

In new address I can choose a new address



After the end of the booking process: the taxi driver accept the call and I accept the estimed time



ALLOY

```
abstract sig Person{
    }
sig Taxi_driver extends Person{
    incoming:lone Call }
sig User extends Person{
    location: set Location,
    past_call:set Call,
   blank_call:set Call}
abstract sig Call{
    }
sig Delayed_call extends Call{
    caller:one User,
    start: one Address,
    destination: one Address
    }
sig Immediate_call extends Call{
    caller:one User,
    start: one Address
    }
sig Shared_call extends Call{
    start: some Address,
    destination: some Address,
    caller: some User}
sig Zone{
    address: some Address }
sig Queue {
    zone: one Zone,
    drivers: set Taxi_driver}
sig Location{
    address: one Address}
sig Address{
    }
//FACTS
fact OneDriverPerCall{
    //ad ogni call deve corrispondere un tassista se attiva oppure essere un past call di un
    all c:Call | (lone t:Taxi_driver | t.incoming=c )
    all c:Call (some u:User | (no t:Taxi_driver | c=t.incoming <=> (c in u.past_call)))
fact BlankCalls {
    //le chiamate perse non possono essere più di quelle effettuate e devono essere
    contenute in quelle passate
    all u:User | (all c: Call | (c in u.blank_call implies c in u.past_call))}
```

```
fact MaxOneActiveCall {
    //un utente può avere solo una chiamata attiva
   all u:User, i1:Immediate_call, i2:Immediate_call | ((i1!=i2) implies (i1.caller=u
    implies (i2.caller != u or i2 in u.past_call)))
    all u:User, s1:Shared_call, s2:Shared_call | ((s1!=s2) implies (u in s1.caller implies
    (u not in s2.caller or s2 in u.past_call)))
    all u:User, s:Shared_call, i:Immediate_call | ((u in s.caller implies (u != i.caller or
    i in u.past_call))and (u = i.caller implies (u not in s.caller or s in u.past_call)))
fact DestinationNotStart {
    //una destinazione non può essere la partenza
   all i:Delayed_call | i.start!=i.destination
fact NotEmptyQueue{
    //in ogni coda deve contenere almeno un tassista
   all q:Queue | (some t:Taxi_driver | t in q.drivers)
fact NumberAdressesShared{
    //partenze e arrivi al massimo uguali al numero di utenti
    all c:Shared_call | (#c.start <=#c.caller && #c.destination<=#c.caller)}</pre>
fact SameStartZone{
    //tutti gli utenti devono partire dalla stessa zona
   all c:Shared_call (one z:Zone | c.start in z.address)
fact QueueInZone {
    //ogni zona deve avere una e una sola queue
   all z:Zone | (one q:Queue | q.zone=z)
fact OnlyMyCalls {
   //ogni utente ha in lista solo le sue calls
   all u:User |(all c:Immediate_call|(c in u.past_call implies c.caller=u))
   all u:User |(all c:Delayed_call|(c in u.past_call implies c.caller=u))
   all u:User | (all c:Shared_call | (c in u.past_call implies u in c.caller))
    }
fact OneQueuePerTaxi{
    //un tassista deve essere in una sola coda
   all t:Taxi_driver |(lone q:Queue |t in q.drivers)
fact LocationInUser{
    //una location di una chiamata deve essere nelle location dell'utente
   all l:Location | (one u:User | (1 in u.location))}
fact NoOrphanAddress{
    //non ci sono indirizzi senza zona
    all a:Address | (one z:Zone | (a in z.address))}
```

```
assert NoOrphanCalls {
    //controlla che non ci siano chiamate senza tassista o utente
    no c: Call | ((no u: User | c in u.past_call) && (no t: Taxi_driver | t.incoming=c))
check NoOrphanCalls
assert NoDifferentStart {
    //controlla che non ci siano utenti che partono da zone diverse
    all c : Shared_call, a1,a2 : Address | (a1 in c.start and a2 in c.start implies (one
    z:Zone | a1 in z.address and a2 in z.address))
}
check NoDifferentStart
assert MaxBlank {
    //controlla che le chiamate perse non siano maggiori di quelle effettuate
    all u:User | (#u.blank_call<=#u.past_call)}</pre>
check MaxBlank
//PREDICATES
//un mondo con tassisti non in coda
pred DriverNotinQUeue {
some t:Taxi_driver| (all q: Queue | t not in q.drivers)
some Location
some Immediate_call
run DriverNotinQUeue
//un mondo con utenti che chiamano ma non prendolo il taxi
pred UserNoRide{
all c:Call|(some u:User | c in u.blank_call)
run UserNoRide
//un mondo con almeno 2 utenti che chiamano un taxi condiviso
pred Sharing{
some c:Shared_call | #c.caller>1 and (no u:User | c in u.past_call)
run Sharing
//un mondo in cui un utente ha prenotato una chiamata da una zona preferita ad un'altra
pred Favorite {
one u:User | (some c:Delayed_call | ( c.start in u.location.address and c.destination in
u.location.address and c not in u.past_call))
run Favorite
//un mondo con 2 zone
pred TwoZones{
#Person>2
#Zone>1
```

```
run TwoZones

//partenza e arrivo in zone diverse
pred DifferentZone{
one c:Delayed_call | some z1,z2:Zone | (c.start in z1.address and c.destination in z2.address and z1!=z2)
}
run DifferentZone
```

ALLOY Tests

Executing "Check NoOrphanCalls" Solver=sat4j Bitwidth=0 MaxSeq=0 SkolemDepth=1 Symmetry=20

No counterexample found. Assertion may be valid. 3ms.

No counterexample found. Assertion may be valid. 2ms.

2413 vars. 192 primary vars. 3984 clauses. 10ms.

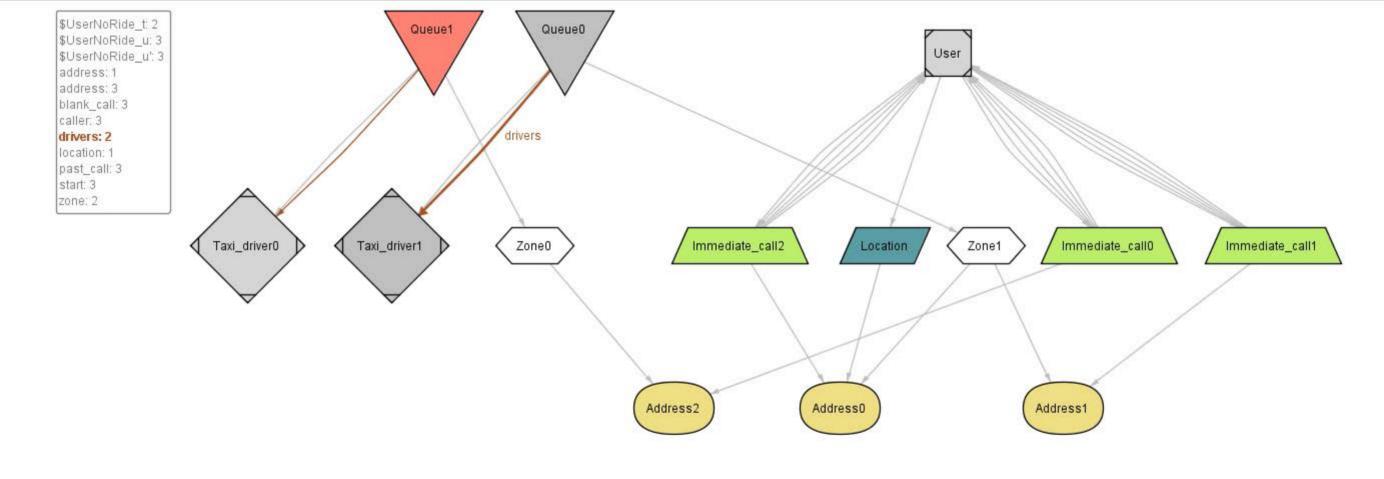
Executing "Check NoDifferentStart"

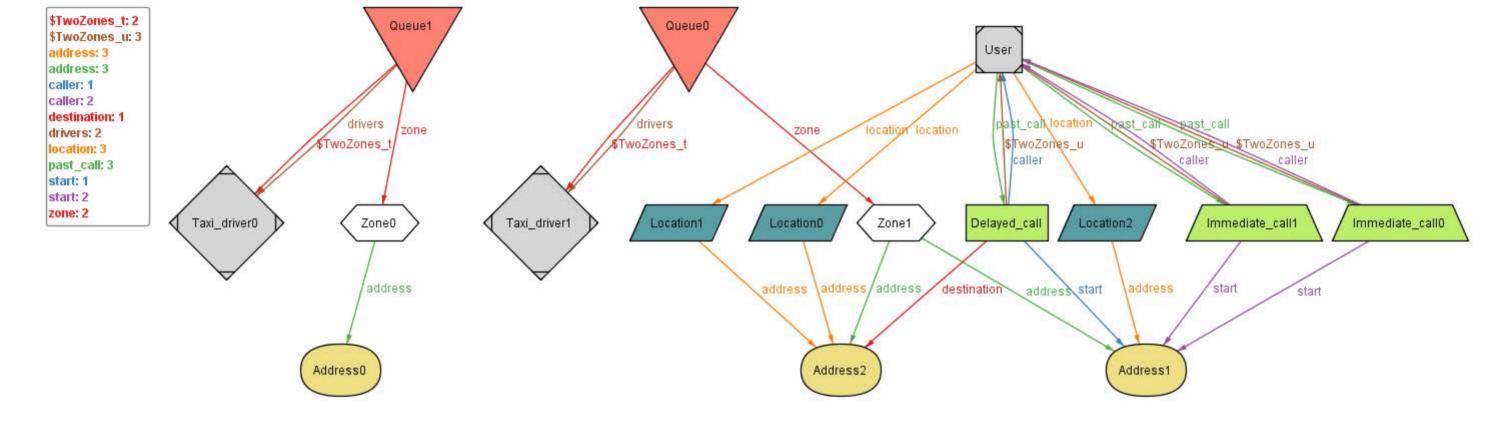
Solver=sat4j Bitwidth=0 MaxSeq=0 SkolemDepth=1 Symmetry=20 2438 vars, 198 primary vars, 4067 clauses, 8ms.

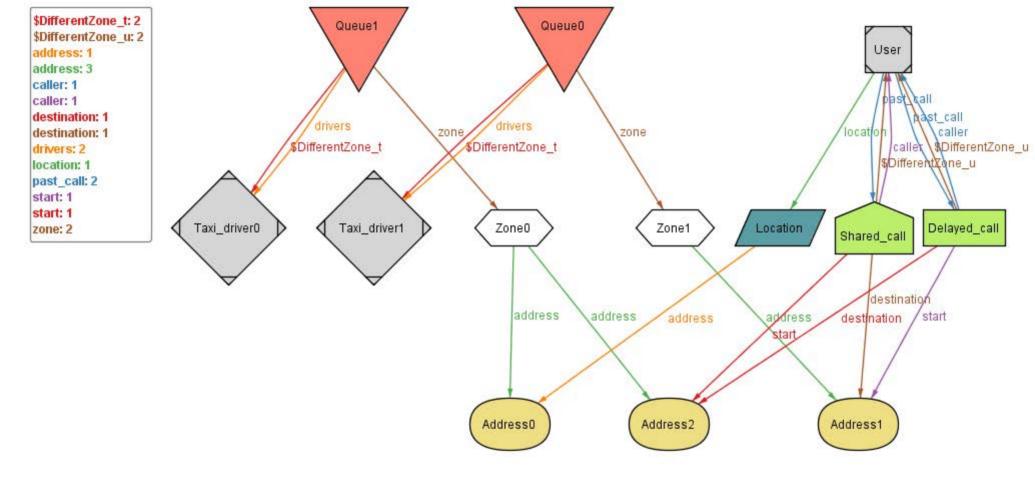
Executing "Check MaxBlank"

Solver=sat4j Bitwidth=0 MaxSeq=0 SkolemDepth=1 Symmetry=20 2412 vars. 192 primary vars. 4049 clauses. 9ms.

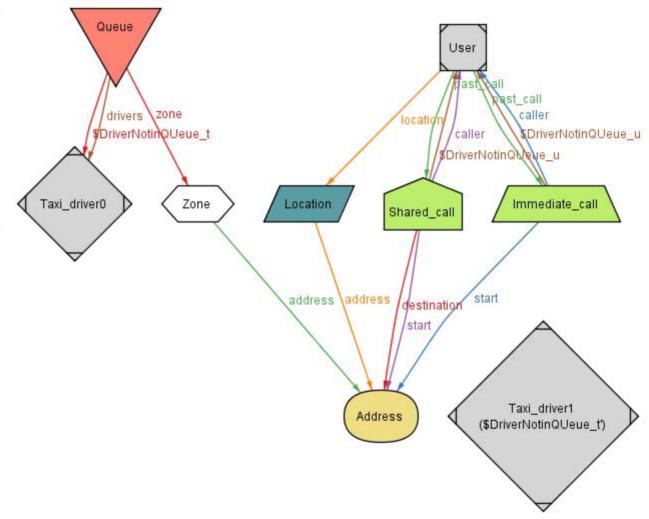
No counterexample found. Assertion may be valid. 2ms.

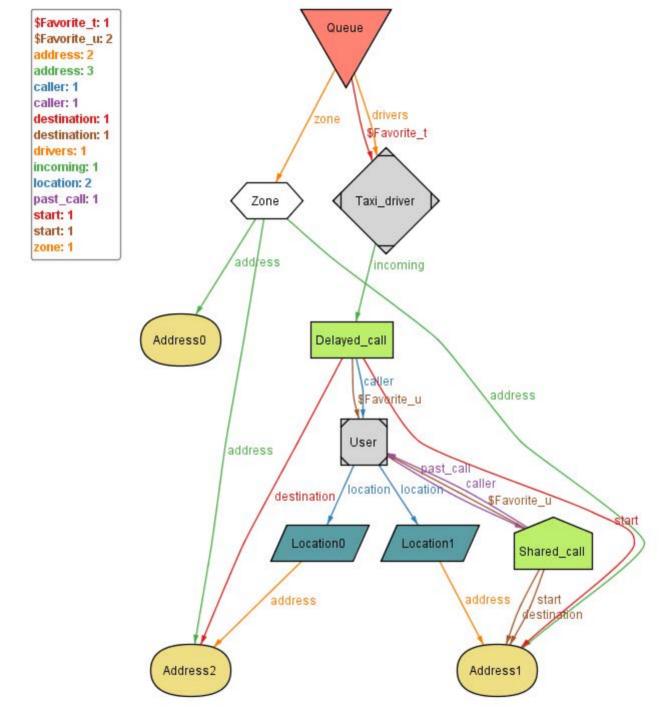


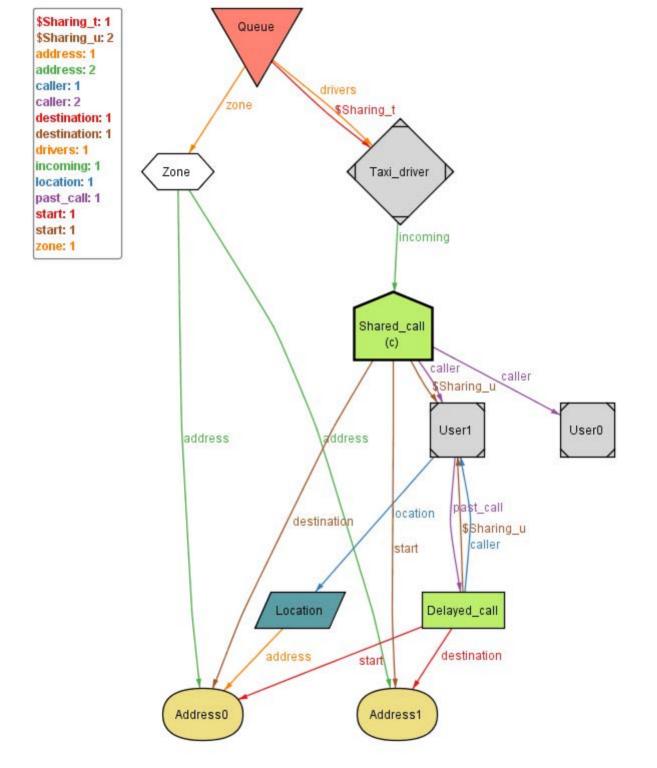












Tools

For prepare text for this RASD we had use Microsoft Office Suite and Open Office, Signavio for Sequence Diagram, Argo UML for Use Case, UMLet for UML, Alloy 4.1 for Alloy and tests, and Adobe Acrobat for mixed all.