Requirements Specification

CSC425 BSCS Integrated Project

Trident University International

Project: ServiceOrders

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# Project Proposal

The business process I would like to address with my project is a services web application. The sales/booking team would be able to input/update customer data as well as service orders for customers. Members of the services team will be able to view open service orders to retrieve customer information as well as location information using embedded Google Maps (although with the recent announcement of Microsoft’s partnership with TomTom, the integrated mapping tool might change). Upon completion of services, the services team will be able to update the service order and set the status to closed. Information about the customers and service orders will be maintained in a SQL database.

The project will be completed using ASP.NET MVC and my intent is to publish it to Microsoft Azure. Based on the timeline and cost, development through Alpha will be maintained locally with the first version published online being the Beta.

# Business Process Description

The business process that is being addressed by this project is the handling of customer service requests. This process is broken down into three phases:

Phase 1: Customers contact the service provider and request a service. Employees responsible for receiving customer requests document the requested service(s) and input customer information for new customers, or validate/update information for existing customers.

Phase 2: A service order is created and made available to the appropriate employee(s).

Phase 3: The employee is able to perform the service based on the information provided in the service order. The employee updates the status of the service order based on services rendered.

# Requirements List

## Functional Requirements

* 1. Requirements for Sales/Operations Team
     1. The user will be able to register for an account.
     2. The user will be able to log in with their username and password.
     3. The user will be able to view open service orders.
     4. The user will be able to modify existing service orders.
     5. The user will be able to add a new service order.
     6. The user will be able to search for previous customers.
     7. The user will be able to add a new customer.
  2. Requirements for the Service Team
     1. The user will be able to register for an account.
     2. The user will be able to log in with their username and password.
     3. The user will be able to view open service orders.
     4. The user will be able to modify existing service orders.
     5. The user will be able to locate customers using embedded map technology.
  3. Requirements for Customer Information (\* indicates a required field)
     1. \*Customer’s last name.
     2. \*Customer’s first name.
     3. Customer’s middle initial.
     4. \*Customer’s phone number.
     5. \*Customer’s email address.
     6. \*Customer’s physical address:
        1. \*Number and street.
        2. Apartment or room number.
        3. \*City.
        4. \*State.
        5. \*Postal Code
  4. Requirements for Service Order Information (\*indicates a required field)
     1. \*Customer reference.
     2. \*Date and time the service order was opened.
     3. \*Status of the service order.
     4. \*Description of service(s) requested.
     5. Date and time of updates to the service order.
     6. Description of service(s) provided.
     7. Embedded map will use the location provided by the customer reference.

1. Usability
   1. Graphical User Interface
      1. The system will present a unified appearance between pages.
2. Security
   1. Data Transfer
      1. The system will utilize Secure Socket Layer technology for all transactions.
   2. Data Storage
      1. Password entry will be obfuscated using special characters.
      2. Passwords will be stored as hashes.