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| BSHC4, BSHCE4, BSHBIS4, BSHBISE4 |
| Requirements Specification (RS) |
| SaFDesk |

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| Keith Kelly  10/21/2012 |

Requirements Specification (RS)

Document Control

Revision History

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Distribution List

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Related Documents

|  |  |
| --- | --- |
| **Title** | **Comments** |
| Title of Use Case Model |  |
| Title of Use Case Description |  |

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# Introduction

## Purpose

The purpose of this document is to set out the requirements for the development of SaFDesk, a Helpdesk management and Renewal notification platform.

The intended customers are companies who specialise in managing I.T infrastructure for a number of clients who currently do not use any Helpdesk software an currently do not have a formal renewal process.

## Project Scope

The scope of the project is to develop a …………….The system shall have a ……………

John Smyth was involved in discussions with John Ryan from AN Company Ltd. To elicit the following requirements

This section also details any constraints that were placed upon the requirements elicitation process, such as schedules, costs, or the software engineering environment used to develop requirements.

## Definitions, Acronyms, and Abbreviations

AD Another Definition

……..

# User Requirements Definition

This section describes the set of objectives and requirements for the system from the customer’s perspective. What are the clients saying they want?

# Requirements Specification

All requirements should be verifiable. For example, experienced controllers shall be able to use all the system functions after a total of two hours training. After this training, the average number of errors made by experienced users shall not exceed two per day.

## Functional requirements

This section lists the functional requirements in **ranked order**. Functional requirements describe the possible effects of a software system, in other words, what the system must accomplish. Other kinds of requirements (such as interface requirements, performance requirements, or reliability requirements) describe how the system accomplishes its functional requirements. Each functional requirement should be specified in a format similar to the following:

Short, imperative sentence stating highest ranked functional requirement.

### Use Case Diagram

Each requirement should be uniquely identified with a sequence number or a meaningful tag of some kind.

The Use Case Diagram provides an overview of all functional requirements.

### Requirement 1 <name of requirement in a few words>

The heading of this section should read, e.g., “Requirement 1: User registration” or “Requirements 1: Participant takes test”

#### Description & Priority

A description of the requirement and its priority. Describes how essential this requirement is to the overall system.

#### Use Case

Each requirement should be uniquely identified with a sequence number or a meaningful tag of some kind.

**Scope**

The scope of this use case is to …….

**Description**

This use case describes the ………..

**Use Case Diagram**

Diagram should highlight actors and uses cases……..

**Flow Description**

**Precondition**

The system is in initialisation mode……..

**Activation**

This use case starts when an <Actor>…………

**Main flow**

1. The system identifies the ………….
2. The <Actor> …………...(See A1)
3. The system …………..(See E1)
4. The <Actor> ………….

**Alternate flow**

A1 : <title of A1>

1. The system …………..
2. The <Actor> ………….
3. The use case continues at position 3 of the main flow

**Exceptional flow**

E1 : <title of E1>

1. The system …………..
2. The <Actor> ………….
3. The use case continues at position 4 of the main flow

**Termination**

The system presents the next ……….

**Post condition**

The system goes into a wait state

### Requirement 2 <name of requirement in a few words>

#### Description & Priority

A description of the requirement and its priority. Describes how essential this requirement is to the overall system.

#### Use Case

Each requirement should be uniquely identified with a sequence number or a meaningful tag of some kind.

**Scope**

The scope of this use case is to …….

**Description**

This use case describes the ………..

**Use Case Diagram**

Diagram should highlight actors and uses cases……..

**Flow Description**

**Precondition**

The system is in initialisation mode……..

**Activation**

This use case starts when an <Actor>…………

**Main flow**

1. The system identifies the ………….
2. The <Actor> …………...(See A1)
3. The system …………..(See E1)
4. The <Actor> ………….

**Alternate flow**

A1 : <title of A1>

1. The system …………..
2. The <Actor> ………….
3. The use case continues at position 3 of the main flow

**Exceptional flow**

E1 : <title of E1>

1. The system …………..
2. The <Actor> ………….
3. The use case continues at position 4 of the main flow

**Termination**

The system presents the next ……….

**Post condition**

The system goes into a wait state

**List further functional requirements here, using the same structure as for Requirements 1 & 2. Most systems would have at least five main functional requirements.**

## Non-Functional Requirements

Specifies any other particular non-functional attributes required by the system. Examples are provided below. **Remove the requirement headings that are not appropriate to your project.**

### Performance/Response time requirement

### Availability requirement

### Recover requirement

### Robustness requirement

### Security requirement

### Reliability requirement

### Maintainability requirement

### Portability requirement

### Extendibility requirement

### Reusability requirement

### Resource utilization requirement

# Interface requirements

This section describes how the software interfaces with other software products or users for input or output. Examples of such interfaces include APIs, web services, shared memory, data streams, and so forth. Most systems would have a GUI. Add more subsections for other interfaces as reuired.

## GUI

Include mock-ups of the key pages or stages of the system. Explain how they are linked. Explain how you addressed above requirements in the design. It is important that the mock-ups are in line with the functional requirements above, e.g., if one of your requirements is “user registration” then one of the screens listed in this section should show a registration page.

## Application Programming Interfaces (API)

Explain which interfaces your system offers or which are used by your system. Examples include Google maps and Weka.

# System Architecture

Use a class diagram to outline the structure of the system. Explain briefly why you have chosen this architecture. You might want to use Visio or Rational Rose to create these.

# System Evolution

This section describes how the system could evolve over time.