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Chapter 1: Introduction

This chapter is a part of our Software Requirement Specification and Analysis for the project “Complain Box”. In this chapter, the center of our activity is the intended audience for this project.

1.1 Purpose

This document is the simple outline of the Software Requirement Specification and Analysis of our project for Software Project Lab – 2 titled as “Complain Box”. It contains functional, non – functional and supporting requirements and establishes a requirement – baseline for developing the system. The Software Requirement Specification holds the requirements that were collected from Dhaka South City Corporation Authority (DSCCA) and people living in Dhaka South City Corporation (DSCC). The Software Requirement Specification serves as a platform to forward user requirements to us and provides a common reference point for both our team and DSCCA.

1.2 Intended Audiences

Our Software Requirement Specification (SRS) is pinned for several audiences including DSCCA as well as our project supervisor, SPL – 2 coordinators and ours.

* DSCCA will use this SRS to verify that we have developed a product that the required
* Our supervisor will use this SRS to plan milestones and ensure that we are on the right track when developing the system
* We will use this SRS as a basis for creating the system design. We will continually refer back to this SRS to ensure that the system we are designing, will fulfill the requirements of DSCCA and the people living in DSCC
* We will also use this SRS as a basis for developing the system functionality and link the requirements defined in this SRS to the software that we will create to ensure that we have created a software that will fulfill all the requirements

1.3 Conclusion

We wish, this analysis of the audience will help us to focus on the users who will be using our analysis. This document will help each and every person related to this project to perceive the subject matter of the project.

Chapter 2: Inception

In this chapter, we succinctly discuss the Inception part of the SRS for our “Complain Box”.

2.1 Introduction

This is our first aspect of requirement engineering. In this stage, we tried to understand the problem, identified the people living in DSCC and DSCCA as our stakeholders and communicate with them.

For clear perception of the software requirements, we established a groundwork involving the following steps-

1. We listed the DSCCA and people living in DSCC as the stakeholder
2. We collected their multiple viewpoints
3. We worked towards collaboration
4. We broke down the ice and initiated communication with DSCCA and people living in the DSCC

2.1.1 Listing Down Stakeholders

To identify stakeholders, we consulted a number of people living in DSCC and DSCCA, asked them the following questions:

* Who will be using the product?
* What kind of features they want in the product?
* Whose work will be affected by this product?

We identified the following stakeholders for our project.

* People living in DSCC
* Dhaka South City Corporation Authority (DSCCA)

2.1.2 Recognizing Multiple Viewpoints

The list of stakeholders will contribute to the input when requirements are elicited. Every stakeholder has different views of the system and achieves different benefits when the system is developed.

Viewpoints of people living in Dhaka City Corporation:

* User friendly problem submission system
* User authentication system
* Complaining system to submit problem to DSCCA
* Facility to inform problem description to the authority
* Submitting problem within minimum time
* Easy environment for selecting problem category
* Environment for selecting photos or taking instance photo with phone category
* Viewing information about problem category

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Figure 1. 1 Blue figure

Figure 1. 2 Triangle figure