Developing a web application to facilitate time management and communication between support staff members.

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# Project Drivers

## The purpose of the project.

A charity runs a community-supported living project in the UK. And plan to replace their current paper-based scheduling and management system with a website.

This new system will allow managers to add or remove clients, support staff members and supported houses. To setup timetables and access appointment meeting notes. The manager will also have the facilities to create and change client support teams.

support staff members will be able to access their timetables. Their individual timetables will display which client they are to see and what time the appointment is for. They will be able to record when they started the support session, the support session ended and what was done. support staff members will also be able to send and receive messages related to a client they support and specify the importance of the message.

The system will handle potential problems like a client being assigned two or more key workers and timetable conflicts based around travel time and appointment availability between a client and support staff member. The system will also flag several set behavioural patterns e.g. a client is continually cancelling support or a client cancelling the support of a specific support staff member.

### Goals of the Project

#### Purpose:

To speed up and automate scheduling and improve messaging between support staff members.

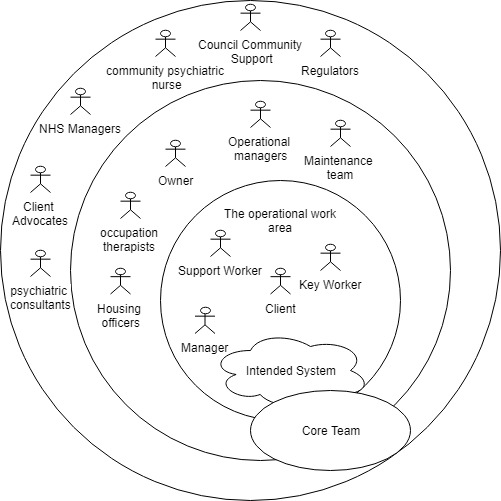
#### Advantage:

To cut down amount of time spend on paperwork. And improve communication between support staff members.

#### Measurement:

Reduction in support hours spent on paperwork by 50 percent. Improve response time to messages and alerts by 75 percent.

## The Stakeholders



### Users:

* **Managers** - Key users of the system.
  + User role

Manage assignment of support staff members, choosing key workers. creating timetables and managing the supported houses.

* + Subject-matter experience:

Managers will have extensive experience in mental health support.

* + Technological experience:

Novice.

* + Intellectual abilities:

Managers are generally experience and intelligent. Mental health care is constantly changing and evolving.

* + Attitude toward the job:

Managers will have years of experience in mental health. Which can be a stressful and difficult occupation. Most have a dedication to helping and supporting others.

* + What is it about their work that they most wish to improve?

Most managers wish to spend less time on paperwork. Especially as time on paperwork is counted as support hours for the client the paperwork relates too.

* **Support staff member** - Key users of the system.
  + User role:

Provide support to clients on their timetable. Monitor clients for deterioration in mental health and if necessary, report to key-worker or on-call.

* + Subject-matter experience:

support staff members can be relatively new and inexperience in mental health support.

Technological experience:

Novice.

* + Intellectual abilities:

support staff members do not require any specific levels of education. And can come from all back-grounds.

* + Attitude toward the job:

support staff members are generally new to metal health. Which can be a stressful and difficult occupation. It is common to have a high turnover of support staff members.

* + What is it about their work that they most wish to improve?

Most support staff members wish to spend less time on paperwork. Especially as time on paperwork is counted as support hours for the client the paperwork relates too. And most support staff members wish from a better system for handling information exchange between appointments.

* **Key Worker** - Key users of the system.
  + User role:

Manage a specific clients mental health. Be their main point of contact for other metal health services. And our responsible for their medication.

* + Subject-matter experience:

A Key Worker will have experience in mental health support. And training in specific mental health conditions.

* + Technological experience:

Novice.

* + Intellectual abilities:

Key Worker are generally experience and intelligent. Mental health care is constantly changing and evolving. And Key Workers are expected to stay aware of current mental health programs.

* + Attitude toward the job:

Key Workers are generally experienced and dedicated. Working in the metal health system can be a stressful and difficult occupation.

* + what is it about their work that they most wish to improve?

Most Key Workers wish to spend less time on paperwork. Especially as time on paperwork is counted as support hours for the client the paperwork relates too. Key Workers also spend a lot of time chasing up on information about the client they are responsible for from other support staff members.

* **Client** - Secondary user of the system.
  + Subject-matter experience:

Will not necessarily have any metal health knowledge or experience.

* + Technological experience:

novice.

* + Intellectual abilities:

Clients can come from all levels of education and intellectual capability.

* + What will the system improve for the user?

The ability for clients to access a timetable will allow them to stay aware of who is to see them and when. Also, the ability to access who their support staff members and key worker are and get contact information.

# Project Constraints

## Mandated Constraints

* Description: Completed by the 16 of August 2019.

Rationale: when the project must be completed with time to write up the EMA

* Description: The system will be accessible by the last five updates of Chrome, Firefox, Safari and Edge. Desktop and mobile versions.

Rationale: currently the most commonly used browsers.

Supporting Materials: Browser Statistics [WWW Document], n.d. URL <https://www.w3schools.com/browsers/> (accessed 2.11.19).

Fit Criterion: An agreed browser compatibility testing suit.

## Naming Conventions and Terminology

**Client**: a person with a mental health condition that has been given a care package by their local council.

**Timetable**: a collection of papers that hold the appointment times for a support staff member to meet and support a client. Is used to record when the support staff members arrived at the appointment what they did during the support session and when the support session finished and any observations. if the client rejected the support session then the reason is recorded. At the end of each week the timetable is given to a manager.

**Support Worker**: provides support to a client and monitors for deterioration.

**Key Worker**: takes responsibility for a specific client. Acts as a contact between NHS mental health teams and community support charity. A key worker can also act as a support worker for other clients. But not all support worker are key workers.

**Support Staff**. Used to refer to support workers or key workers.

**Manager**: manages timetables, supported houses, support staff members. And contact with local council.

**local council**. Local government that controls financing of support hours. Requires documentation of hours provided and how the time is in-line with the clients care plan.

**local council care plan.** this is the document created when a client is assessed and given support hours. It contains the reasons why the care hours where supplied and how they should be used.

**support charity care plan**. a plan of care related to a client created between the client the clients HNS mental health team and the support charity. The client may also have a care plan within the HNS mental health team that is separate from the support charity.

**Support team**. The support staff members and key worker assigned to support a specific client.

**support session.** The support hours spent supporting a client. a support staff member or a key worker provides this time.

**Support Hours.** The amount of time provided to a client per week. This includes admin hours and supported hours.

**forensic mental health**. Supporting people with mental health disorders and a history of criminal offending. Only trained Support Staff provide this support.

**General mental health**.Supporting people with general mental health conditions. No specific training required outside of experience with a specific condition.

**Learning Difficulty.** Supporting people with learning difficulties. Depending on the Learning difficulty specific training can be required.

## Relevant Facts and Assumptions

### Relevant Facts

* No more than 100 users will be connected to the system at any one time.

### Business Rules

* Support hours can range from 30 minutes to 2 hours.
* Supported houses are safety checked once per week.
* A client can only have one key worker.
* A support staff member can only act as a key worker for at most 3 clients.
* A client can only be accepted if there is a free room in a supported house.

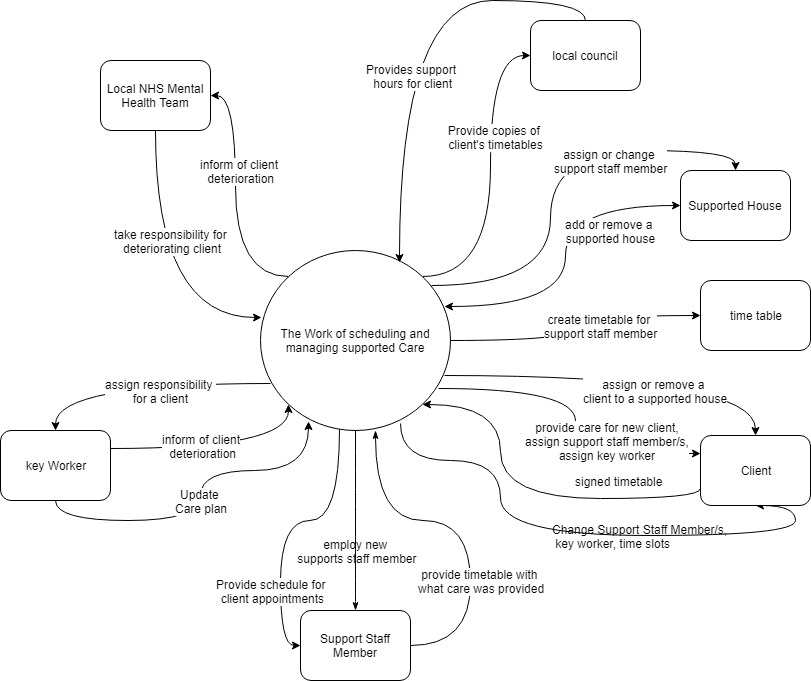
### Assumptions

* Clients will have access to the internet to make use of this system.
* All support staff will have modern mobile devices.
* All support staff walk between appointments.

# Functional Requirements

## The Scope of the Work

### The Current Situation

****

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Event Name** | **Input and output** | **Summary of BUS** |
| 1 | local council Provides support hours for client | Client care overall hours (in) | Record the hours a client has been given and the details of their needs. |
| 2 | Local Council receives signed timetables. | copies of client's timetables (out) | Provide copies of client's timetables to the local council. |
| 3 | Supported House assigned new support worker. | support worker assigns to a supported house (out) | Record the new support worker assigned to the supported house. |
| 4 | Add or remove Supported house. | New supported house added or removed (in/out) | Record details of the new supported house or remove details. |
| 5 | Create a timetable for a support staff member. | Print the timetable of a specific support staff member. (out) | Print a list of all clients the support staff member is meant to meet that week. With what day and time. |
| 6 | assign or remove a  client to a supported house | Record which supported house a client will be living. (in) | Record which supported house a client will be living is will be used for support worker meeting location. |
| 7 | provide care for a new client,  assign support staff member /s, assign the key worker | Record a new client and assign their support team. (out) | A new client is assigned a support team based on their needs. The support hours are broken down between this team. |
| 8 | Client signs timetable | A signed timetable. (in) | The client signs the timetable to show that he agrees with the time support started and ended and what they did for that time. |
| 9 | Change support staff member /s, key worker, time slots | Change members of a client’s support team. (out) | Make changes to the support team around a client or the client's support times. |
| 10 | a support staff member provides timetable with  what care was provided | A signed timetable. (in) | A signed timetable with the time's support started and ended and what the support staff member did with the clients for that time. |
| 11 | employ a new  support staff member | Record a new support staff member. (out) | A new support staff member is employed. |
| 12 | Provide a schedule for  client appointments | Provide a printed schedule for  client appointments. (out) | a printed schedule for  client appointments that week. |
| 13 | Keyworker updates Care plan | An updated care plan. (in) | An updated care plan for a specific client with new goals and needs. |
| 14 | Keyworker informs of client deterioration. | Record concerns about a specific client. (in) | The Keyworkerinforms of their concern related to a client they support. |
| 15 | A support staff member is assigned responsibility for a client as their key worker. | Record a specific support staff member as a client is one key worker. (out) | A support staff member is selected as a client’s key worker. |
| 16 | NHS mental health team take responsibility for deteriorating client | A record that an NHS mental health team has taken responsibility for deteriorating client | an NHS mental health team has taken responsibility for the deteriorating client. Through intensive team or sectioning. |
| 17 | inform NHS mental health team of client deterioration | inform NHS mental health team of concerns about a client. | The NHS mental health team is updated on a client that is deteriorating. |

### Specify Business Use Cases

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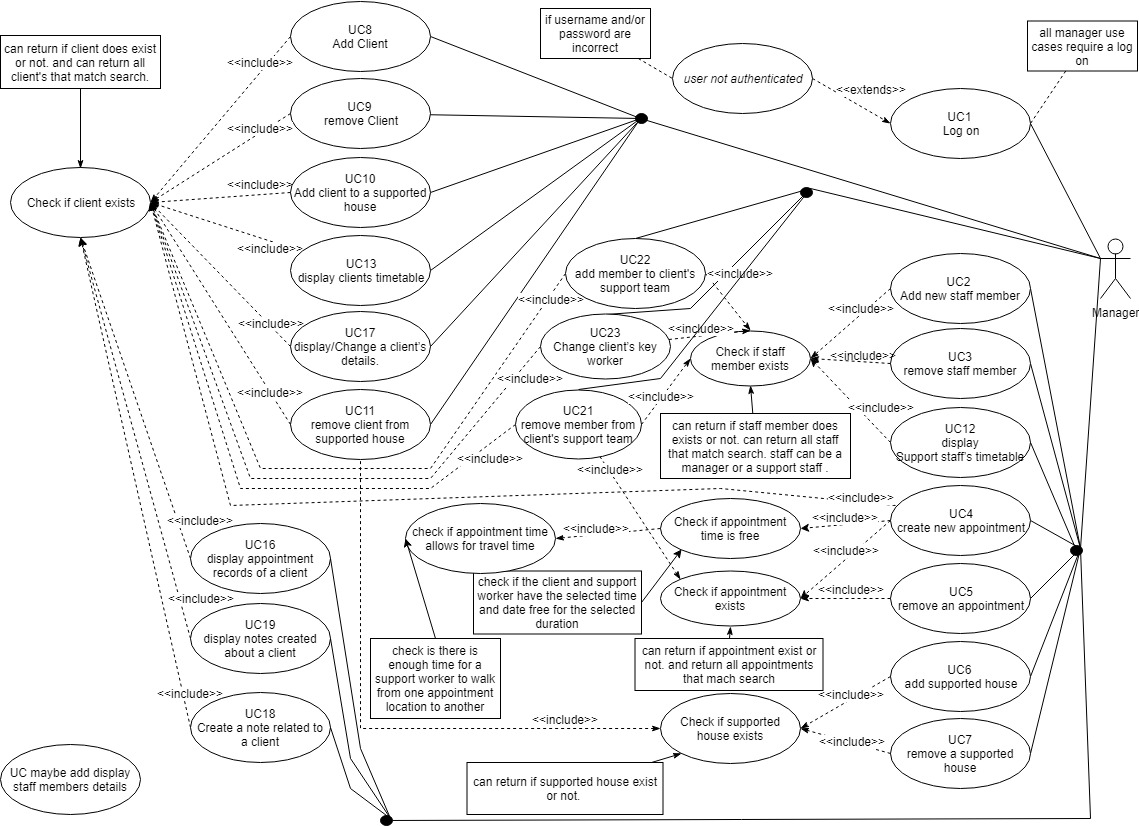
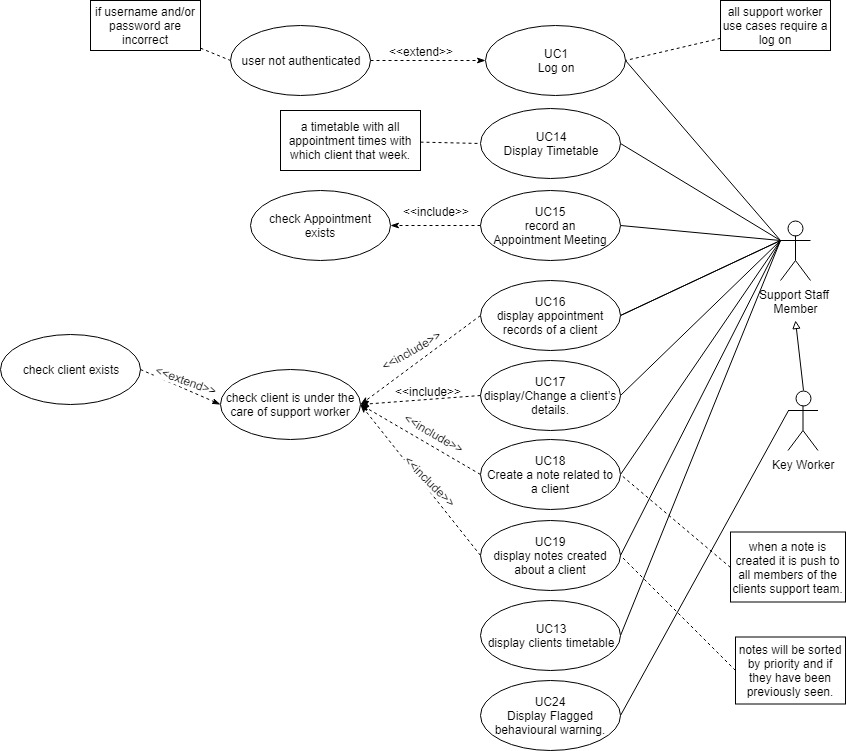
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## The Scope of the Product



### Product Use Case Table

|  |  |  |
| --- | --- | --- |
| PUC Number | PUC name | Actor(s) |
| 1 | *log-in* | Manager, Client and support staff member |
| 2 | *Add new staff member* | Manager |
| 3 | *remove staff member* | Manager |
| 4 | *create a new appointment* | Manager |
| 5 | *remove an appointment* | Manager |
| 6 | *add supported house* | Manager |
| 7 | *remove a supported house.* | Manager |
| 8 | *Add Client* | Manager |
| 9 | *remove Client* | Manager |
| 10 | *Add client to a supported house* | Manager |
| 11 | *remove a client from supported house* | Manager |
| 12 | *display Support staff’s timetable.* | Manager |
| 13 | *display client’s timetable.* | Manager and support staff member |
| 14 | *display timetable* | support staff member |
| 15 | *Record an Appointment Meeting.* | support staff member |
| 16 | *display appointment records of a client* | support staff member |
| 17 | *display a client’s details.* | Manager and support staff member |
| 18 | *Create a note related to a client* | support staff member |
| 19 | *display notes created about a client* | support staff member |
| 20 | *display support team information* | Client |
| 21 | *remove a member from the client's support team* | Manager |
| 22 | *add a member to client's support team* | Manager |
| 23 | *Change the client’s key worker* | Manager |
| 24 | *Display Flagged behavioural warning.* | support staff member |

### Individual Product Use Cases

#### **Identifier and Name**: UC1 log-in

**Initiator**: Manager, support staff member or client

**Goal**: the user is identified and logged-in into the system

**Precondition**: None (there are no conditions to be satisfied before this use case can

be carried out.)

**Postcondition**: the user is authenticated, and the dashboard is displayed

for the current user level.

**Assumptions**: the initiator is using a web browser to perform the use case.

**Main Success Scenario**

1. The initiator makes a request to login.
2. The initiator provides their username and password.
3. The system checks the username against the password.
4. The system accepts the username and password and informs the initiator.
5. The initiator is logged-in to the system at the user level (Manager, support staff member or client).

**Extensions**

3.a.1 *user not authenticated.* Inform the user that the username and/or password do not match

#### **Identifier and Name**: UC2 Add new staff member

**Initiator**: Manager

**Goal**: Add a new staff member to the system.

**Precondition**: The Manager is logged-in to the system.

**Postcondition**: A new staff member will be added to the system. with their,

First and last name, date of birth, sex, home address, national Insurance number, position (support staff member or manager) and area of experience. (general mental health, learning disabilities, forensic mental health).

**Assumptions**: The Manager is using a web browser to perform the use case.

**Main Success Scenario**

1. The manager makes a request to create a new staff member.
2. The manager inputs the support staff members first name, last name, date of birth, sex, home address, national Insurance number, position (support staff member or manager) and area of experience. (general mental health, learning disabilities, forensic mental health).
3. The system checks the First name, last name and date of birth number against current staff members.

A3.1 The system checks the national Insurance number against current staff members.

1. The new staff member is recorded, and a username and password are returned.
2. The manager provides the username and password to the staff member.

**Extensions**

3.a.1 *staff member already exists.* Manager is informed that a staff member record exists with the same First name, last name, date of birth, sex and national Insurance number.

#### **Identifier and Name**: UC3 remove staff member

**Initiator**: Manager

**Goal**: remove a member of staff (Manager or support staff member)

from the system.

**Precondition**: A manager account is logged-in. The member of staff to be removed

has no appointments or assign to any clients. A manager cannot

remove themselves.

**Postcondition**: the staff member will be removed from the system.

**Assumptions**: The Manager is using a web browser to perform the use case.

**Main Success Scenario**

1. The manager makes a request to remove a staff member.
2. The manager inputs the staff members first name, last name and date of birth

A2.1 The manager inputs the staff members national Insurance number.

1. The system checks the first name, last name and date of birth against current staff members.

A3.1 The system checks the national Insurance number against current

staff members

1. The system displays the first name, last name, date of birth, sex, home address, national Insurance number, position (support staff member or manager) and area of experience. (general mental health, learning disabilities, forensic mental health).

of the staff member that meets the provided information.

1. The manager confirms that is the correct staff member and requests their removal.
2. The system removes that staff member

**Extensions**

3.a.1 *no staff member exists.* the system informs the manager.

4.a.1 *multiple staff members found.* the system displays all matching staff members.

4.b.1 The manager selects the staff member to remove

#### **Identifier and Name**: UC4 create new appointment

**Initiator**: Manager

**Goal**: create an appointment between a support staff member and a client

on a specified day and at a specified time.

**Precondition**: A Manager account is logged-in. There must be an association

between the client and support staff member.

**Postcondition**: an association created between an appointment, support staff

member and a client on a specified day and at a specified time.

**Assumptions**: The Manager is using a web browser to perform the use case.

**Main Success Scenario**

1. The manager makes a request to create an appointment between a staff member and a client.
2. The manager inputs the client’s first name, last name and date of birth.
3. The system displays all clients that match the provided first name, last name and date of birth.
4. The manager selects the correct client.
5. The system displays all support staff members with an association to the client.
6. The manager selects the support staff member to create an appointment with.
7. The manager selects the day, time and length of the appointment.
8. The system checks that the client and support staff member are both free on the selected day and time.
9. The system checks that there is time for the support staff member to arrive from previous appointments to the new appointment on time.
10. The system records the new appointment and informs the manager.

**Extensions**

3.a.1 *no client exists.* the system informs the manager.

6.a.1 *no support staff member exists.* the system informs the manager.

8.a.1 *appointment time not available.* The system displays any alterative time slots on the selected day that are available and have travel time.

9.a.1 *not sufficient travel time.*  Inform the manager that travel time is not sufficient for selected time. The system displays any alterative time slots on the selected day that are available and have travel time.

#### **Identifier and Name**: UC5 remove an appointment

**Initiator**: Manager

**Goal**: remove an appointment between a client and support staff member.

**Precondition**: A Manager account is logged-in. the client and staff member exist and

are associated.

**Postcondition**: the appointment between a client and support staff is removed.

**Assumptions**: The Manager is using a web browser to perform the use case.

**Main Success Scenario**

1. The manager makes a request to remove an appointment.
2. The manager inputs the client’s first name, last name, date of birth and the day and time of the appointment.

A2.1 The manager inputs the support staff member’s first name, last name,

date of birth and the day and time of the appointment.

1. The system checks for the client’s appointment on the selected day and time.

A3.1 The system checks for a support staff member’s appointment on the selected

day and time.

1. The system displays the day, time and length of the selected appointment.
2. The manager confirms that is the correct appointment and requests its removal.
3. The system removes that appointment from both the client and staff member.

**Extensions**

3.a.1 *no appointment found.* the system informs the manager.

#### **Identifier and Name**: UC6 add supported house.

**Initiator**: Manager

**Goal**: record a new support house to the system.

**Precondition**: A Manager account is logged-in.

**Postcondition**: the new support house is added to the system.

**Assumptions**: The Manager is using a web browser to perform the use case.

**Main Success Scenario**

1. The manager makes a request to add a support house.
2. The manager inputs the address of the house, number of rooms, if gender restricted and if for specific conditions (general mental health, learning disabilities, forensic mental health) and a supported house name.
3. The system checks if there are already a supported house with that same address.
4. The system records the new support house with the provided information.
5. The system informs the manager that the new support house was successfully added.

**Extensions**

3.a.1 *supported house already exists.* the system informs the manager.

#### **Identifier and** **Name**: UC7 remove a supported house.

**Initiator**: Manager

**Goal**: remove a support house from the system.

**Precondition**: A Manager account is logged-in.the house has no assigned clients.

**Postcondition**: the record of a supported house is removed.

**Assumptions**: The Manager is using a web browser to perform the use case.

**Main Success Scenario**

1. The manager makes a request to remove a supported house.
2. The manager inputs the address of the house or support house name
3. The system checks if the supported house exists.
4. The system displays the support house that was found.
5. The manager checks the house and confirms the supported house removal.

**Extensions**

3.a.1 *supported house does not exist.*  the system informs the manager.

#### **Identifier and Name**: UC8 Add Client.

**Initiator**: Manager

**Goal**: adds a client to the system.

**Precondition**: A Manager account is logged-in.

**Postcondition**: a client record is added to the system.

**Assumptions**: The Manager is using a web browser to perform the use case.

**Main Success Scenario**

1. The manager makes a request to add a client to the system.
2. The manager inputs the clients first and last name, NHS number, Date of birth, next of kin and general condition (general mental health, learning disabilities, forensic mental health) and diagnosis if available.
3. The system checks if the client with the same first and last name, NHS number and Date of birth exist.
4. The system records the client with the supplied information. And informs the manager of completion

**Extensions**

3.a.1 *client already exists.*  the system informs the manager.

#### **Identifier and Name**: UC9 remove Client.

**Initiator**: Manager

**Goal**: remove a client from the system.

**Precondition**: A Manager account is logged-in.the client is not associated with any

support staff member supported house or appointment. Except for the support staff member associated as their key worker.

**Postcondition**: a client record is removed from the system.

**Assumptions**: The Manager is using a web browser to perform the use case.

**Main Success Scenario**

1. The manager makes a request to remove a client from the system.
2. The manager inputs clients first, last name and date of birth.
3. The system checks for clients with the selected same first, last name and date of birth.
4. The system displays any matching clients
5. The manager selects which client to remove.
6. The system removes the client. and informs the manager.

**Extensions**

3.a.1 no *client exists.*  the system informs the manager.

#### **Identifier and Name**: UC10 Add client to a supported house.

**Initiator**: Manager

**Goal**: add a client to a supported house.

**Precondition**: A Manager account is logged-in**.**

**Postcondition**: a record of a client being assigned to a support house created.

**Assumptions**: The Manager is using a web browser to perform the use case.

**Main Success Scenario**

1. The manager makes a request to add a client to a supported house.
2. The manager inputs the client’s first name, last name, date of birth.
3. The system checks that a client exists with the selected same first, last name and date of birth.
4. The system checks that the client is not already associated with a supported house.
5. The manager inputs the supported house name or address.
6. The system checks that the support house exists.
7. The system checks if the selected supported house has any free rooms.
8. The system displays to the user which rooms are free.
9. The manager chooses a free room.
10. The system creates the association between the client and supported house and the room.
11. The system displays a confirmation.

**Extensions**

3.a.1 *no* *client exists.*  the system informs the manager.

4.a.1 *client already in a support house.* The system informs the manager.

4.b.1 the system offers to remove the current supported house and replace it with a newly

Selected support house.

6.a.1 *supported house does not exist.* The system informs the manager.

7.a.1 *No free rooms*. The system informs the manager.

#### **Identifier and Name**: UC11 remove client from supported house.

**Initiator**: Manager

**Goal**: remove a client from a supported house.

**Precondition**: A Manager account is logged-in.

**Postcondition**: the association between a client and supported house is removed.

**Assumptions**: The Manager is using a web browser to perform the use case.

**Main Success Scenario**

1. The manager makes a request to remove a client from a supported house.
2. The manager inputs clients first name, last name and date of birth.
3. The system checks that the client exists with the selected same first, last name and date of birth.
4. The system checks which supported house the client is associated with.
5. The system displays the support house the client is associated with to the manager.
6. The manger confirms the removal.
7. The system removes the association records the room as free and confirm to the manager.

**Extensions**

3.a.1 *no* *client exists.*  the system informs the manager.

4.a.1 *client not associated with a supported house.* The system informs the manager.

#### **Identifier and Name**: UC12 display Support staff’s timetable.

**Initiator**: manager

**Goal**: display the timetable for a selected support staff member.

**Precondition**: A Manager account is logged-in.

**Postcondition**: the selected timetable is displayed to the manager.

**Assumptions**: The Manager is using a web browser to perform the use case.

**Main Success Scenario**

1. The manager makes a request to receive a support staff member’s timetable.
2. The manager inputs the support staff members first name, last name and date of birth.
3. The system checks that the support staff member exists with the selected same first, last name and date of birth.
4. The system retrieves appointments the selected support staff member is associated with.
5. The system displays the support staff member’s timetable with the day, time, client’s first name, last name and location.
6. The manager selects an appointment from the list to display the appointments details and recorded appointment meetings.
7. The system displays the selected appointment details along with all recorded appointment meetings.

**Extensions**

3.a.1 *no support staff member exists.*  the system informs the manager.

#### **Identifier and Name**: UC13 display client’s timetable.

**Initiator**: manager and support staff member

**Goal**: display the timetable for a selected client.

**Precondition**: the initiator must be logged-in. the support staff member must

be associated with the client (they must be part of their care team)

**Postcondition**: the selected timetable is displayed to the Initiator.

**Assumptions**: The Initiator is using a web browser to perform the use case.

**Main Success Scenario**

1. The Initiator makes a request to receive a client’s timetable.
2. The Initiator inputs the client’s first name, last name and date of birth.
3. The system checks that the client exists with the selected same first name, last name and date of birth.

A3.1 The system checks that the client exists with the selected same first name, last name and date of birth and is associated with the support staff member that is logged-in.

1. The system retrieves appointments the selected client is associated with.
2. The system displays the client’s timetable with the day, time, location and support staff member’s first and last name.

**Extensions**

3.a.1 *no client* *exists.*  the system informs the Initiator.

A3.1.a.1 *Support staff member not associated with client*. the system informs the Initiator

#### **Identifier and Name**: UC14 display timetable.

**Initiator**: support staff member or client

**Goal**: display the timetable for the logged-in support staff member or client.

**Precondition**: The Initiator must be logged-in**.**

**Postcondition**: The Initiator’s timetable is displayed.

**Assumptions**: The Initiator is using a web browser to perform the use case.

**Main Success Scenario**

1. The Initiator makes a request to receive their timetable.
2. The system retrieves appointments the Initiator is associated with.
3. The system displays the support staff member’s timetable with the day, time, client’s first name, last name and location.

A3.1 The system displays the logged-in client’s timetable with the day, time, support staff member’s first name, last name.

1. The logged-in support staff member can select an appointment from the list to display the appointments details and recorded appointment meetings.
2. The system displays the selected appointment details along with all recorded appointment meetings to the logged-in support staff member.

**Extensions**

2.a.1 *no appointments.*  the system informs the support staff member.

#### **Identifier and Name**: UC15 record an Appointment Meeting.

**Initiator**: Support Staff Member

**Goal**: record the date of the appointment meeting the time support started,

finished and what was done for the supported time.

**Precondition**: the support staff member must be logged-in**.** an association must exist

between a client, support staff member

and appointment.

**Postcondition**: a record the date of the appointment meeting the time support

started, finished and what was done for the supported time is created

and an associated with an appointment.

**Assumptions**: The Support Staff Member is using a web browser to perform the use

case.

**Main Success Scenario**

1. The support staff member makes a request to record an appointment meeting.
2. The system displays the support staff member’s timetable with the day, time, client’s first, last name and location.

A2.1 The support staff member selects the day of the appointment.

A2.2 The system displays all appointments for that support staff member on the selected day.

1. The support staff member selects the appointment they wish to make an appointment meeting record for.
2. The support staff member inputs the date of the meeting the time it started, finished and what was done for the supported time.
3. The system records the appointment meeting record and confirms to the support staff member.

**Extensions**

5.a.1 *Appointment meeting already recorded for that specific date and time*. The system inform the Support Staff Member.

#### **Identifier and Name**: UC16 display appointment meeting records of a client.

**Initiator**: Support Staff Member or Manager

**Goal**: display a specific appointment meeting record of a client.

**Precondition**: The Initiator must be logged-in**.** an association must

exist between a client and support staff member (the support staff

member must be part of the client’s support team.).

**Postcondition**: a specific appointment meeting record of a client is displayed.

**Assumptions**: The Initiator is using a web browser to perform the use

case.

**Main Success Scenario**

1. The Initiator makes a request to display a specific appointment meeting record.
2. The system displays all clients the supported staff member is associated with (all clients the support staff member is supporting).

A2.1 The Manager inputs the First name, Last name of the client they wish to see the meeting records of.

1. The Initiator selects the client they want.
2. The system displays all appointments of that client.
3. The Initiator selects the appointment they which to check.
4. The system displays all appointment meeting dates for that appointment.
5. The Initiator selects the appointment meeting they which to display.
6. The system displays that appointment meeting’s start time, finish time and what was done for the supported time.

**Extensions**

A2.1.a.1 *no client* *exists.*  the system informs the manager.

#### **Identifier and Name**: UC17 display/Change a client’s details.

**Initiator**: manager and support staff member

**Goal**: display the selected client’s details, first and last name, their

supported house, date of birth and general mental health.

(general mental health, learning disabilities, forensic mental health) and diagnosis if available.

**Precondition**: The Initiator must be logged-in. the support staff member must

be associated with the client (they must be part of their care team)

**Postcondition**: display the client’s details, first and last name, their supported house,

date of birth, NHS number and general mental health.

(general mental health, learning disabilities, forensic mental health)

and diagnosis if available

**Assumptions**: The Manager or support staff member is using a web browser to

perform the use case.

**Main Success Scenario**

1. The Initiator makes a request to receive a client’s details.
2. The Initiator inputs the client’s first name, last name and date of birth.
3. The system checks that the client exists with the selected same first name, last name and date of birth and if the Initiator is a support staff member there must be an association between the them and the client.
4. The system retrieves the client’s details.
5. The system displays the client’s details, first name, last name, their supported house, specific room, date of birth, NHS number and general mental health. (general mental health, learning disabilities, forensic mental health) and diagnosis if available.
6. The system allows the Manager to change the clients first name, last name, date of birth and general mental health. (general mental health, learning disabilities, forensic mental health) and diagnosis.

A6.1 if the support staff member is associated as the client’s key worker then the system will allow them to change the clients first name, last name, date of birth and general mental health. (general mental health, learning disabilities, forensic mental health) and diagnosis.

**Extensions**

3.a.1 *no client* *exists.*  the system informs the user.

3.b.1 *support staff member not associated*. The system informs the user.

3.c.1 *not authorised to access record*. The system informs the user.

#### **Identifier and Name**: UC18 Create a note related to a client.

**Initiator**: support staff member or Manager.

**Goal**: create a note about a client with a priority to be displayed to other

Members of the clients support team.

**Precondition**: The Initiator must be logged-in. a support staff member must be

associated with the client (they must be part of their care team).

**Postcondition**: A note is created about a client with a priority to be pushed to other

members of the client’s support team

**Assumptions**: The Initiator is using a web browser to perform the use case.

**Main Success Scenario**

1. The Initiator makes a request to create a note about a client.
2. The system retrieves all clients associated with the logged-in support staff member.

A2.1 The Manager inputs the First name, Last name of the client they wish to create a note for.

1. The Initiator selects the client to create a note about.
2. The Initiator inputs the note and selects a priority.
3. The system records the note, associates it with the client and pushes the note to all members of that client’s support team.
4. The system confirms this is the Initiator.

**Extensions**

A2.1.a.1 *no client* *exists.*  the system informs the manager.

#### **Identifier and Name**: UC19 display notes created about a client.

**Initiator**: support staff member or Manager

**Goal**: display notes about a client.

**Precondition**: The Initiator must be logged-in. the support staff member must be

associated with the client (they must be part of their care team)

**Postcondition**: all notes associated with a client are displayed

**Assumptions**: The Initiator is using a web browser to perform the use case.

**Main Success Scenario**

1. The Initiator makes a request display notes for a client.
2. The system retrieves all clients associated with the logged in support staff member.

A2.1 The Manager inputs the First name, Last name of the client they wish to create a note for.

1. The Initiator selects the client to display the notes of.
2. The system displays all note created about the selected client.
3. The Initiator selects how they wish the notes displayed (newest first, newest unread first or newest based on priority).

**Extensions**

A2.1.a.1 *no client* *exists.*  the system informs the manager.

#### **Identifier and Name**: UC20 display support team information.

**Initiator**: Client

**Goal**: display the logged-in clients support team details. The first and last

name of each support team member and their contact information.

**Precondition**: None (there are no conditions to be satisfied before this use case can

be carried out.)

**Postcondition**: display the logged in clients support team details. The first and last

name of each support team member and their contact information.

**Assumptions**: client is using a web browser to perform the use case.

**Main Success Scenario**

1. The client makes a request to receive the details of their support team.
2. The system retrieves the support staff members associated with the client.
3. The system displays each support staff members first and last name their contact information and which is the key worker.

**Extensions**

3.a.1 no *support staff member’s associated*. The system informs the user.

#### **Identifier and Name**: UC21 remove member from client's support team

**Initiator**: Manager

**Goal**: remove a member of a client’s support team.

**Precondition**: The manager must be logged-in. The client is associated with support

staff members.

**Postcondition**: support staff member(s) is removed from the client’s support team.

**Assumptions**: The Manager is using a web browser to perform the use case.

**Main Success Scenario**

1. The manager makes a request to remove a member of a client’s support team.
2. The manager inputs the First and last name, date of birth of the client.

A2.1 The manager inputs the First and last name, date of birth and NHS number.

1. The system checks the First and last name and date of birth against current clients.
2. The system displays all support staff members assigned to the client.
3. The manager selects the support staff member to be removed.
4. The system check that the selected support staff member has no appointments with the client.
5. The system removes the association between the client and support staff member.
6. The system informs the manager of completion.
7. The system asks if the manager which to remove more support staff members.

**Extensions**

2.a.1 *multiple clients found.* System displays all match clients.

2.b.1 manager selects the correct client.

3.a.1 *no client* *exists.*  the system informs the manager.

6.a.1 *appointments exist with client.* the system informs the manager.

6.b.1 the system asks if the support staff member should still be removed.

6.c.1 if yes, the system removes the appointments and continues.

#### **Identifier and Name**: UC22 add member to client's support team

**Initiator**: Manager

**Goal**: adda member of a client’s support team.

**Precondition**: Manger must be logged-in.

**Postcondition**: support staff member(s) is added to the client’s support team.

**Assumptions**: The Manager is using a web browser to perform the use case.

**Main Success Scenario**

1. The manager makes a request to add a member of a client’s support team.
2. The manager inputs the First and last name, date of birth of the client.
3. The system checks the First and last name and date of birth against current clients.
4. The system displays all eligible support staff members (support staff with the same area of experience. general mental health, learning disabilities or forensic mental health).
5. The manager selects the support staff member to be added.
6. The system creates the association between the client and support staff member.
7. The system informs the manager of completion.
8. The system asks if the manager which to add more support staff members.

**Extensions**

3.a.1 *no client* *exists.*  the system informs the manager.

*4.a.1* *no eligible support staff*. the system informs the manager.

#### Identifier and Name: UC23 Change client’s key worker

**Initiator**: Manager

**Goal**: change the support staff member that is assigned as the key worker

for a client.

**Precondition**: Manger must be logged-in.

**Postcondition**: the association between a client and key worker is added or replaced.

**Assumptions**: The Manager is using a web browser to perform the use case.

**Main Success Scenario**

1. The manager makes a request to Change/add client’s key worker.
2. The manager inputs the First and last name, date of birth of the client.
3. The system checks the First and last name and date of birth against current clients.
4. The system asks if the new key worker is part of the current support team.
5. If the manager say no. The system displays all eligible support staff members (support staff with the same area of experience. general mental health, learning disabilities or forensic mental health).

A5.1 If the manager says yes. The system displays the current support team of the

client.

1. The manager selects the support staff member to be added/changed.
2. The system checks the selected support staff member to become the new key worker is not associated with more than three clients.
3. If the client currently has a support staff member assigned as their key worker, the system will remove it.
4. The system creates the association between the client and selected support staff member and associates them as the key worker.

A9.a.1 The system assigns the selected clients associated support staff member as their key worker.

1. The system informs the manager of completion.

**Extensions**

3.a.1 *no client* *exists.*  the system informs the manager.

*5.a.1 no eligible support staff*. the system informs the manager.

*7*.a.1 *selected support staff member is associated with three clients as their key worker*. The system informs the manager

#### Identifier and Name: UC24 Display Flagged behavioural warning.

**Initiator**: System

**Goal**: inform a client’s key worker of a behavioural flag.

**Precondition**: support staff member must be logged-in. the support staff member

must be associated as the key worker of a client.

**Postcondition**: A warning is displayed on the support staff members device.

**Assumptions**: The support staff member is using a web browser to perform the use

case.

**Main Success Scenario**

1. When an appointment meeting note is created the system will check if the appointment is cancelled.
2. The system will check if the client has cancelled their last three appointments.

A2.1 The will check if the client has cancelled their last three appointments with a specific support staff member.

1. The system will inform the client’s key worker that the client has cancelled their last three appointments.

A3.1 The system will inform the client’s key worker that the client has cancelled their last three appointments with a specific support staff member.

## Functional Requirements

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## SFR1: UC1, Step 1

**Description:** The System shall allow a Manager, support staff member or client to authenticate themselves to the system.

**Fit Criterion:** The login Page shall be displayed.

## SFR2: UC1, Step 2

**Description:** The System shall accept a valid Username from the initiator.

**Fit Criterion:** The system shall accept a username that is under ten characters long (inclusive).

## SFR3: UC1, Step 2

**Description:** The System shall accept a valid password from the initiator.

**Fit Criterion:** The system shall accept a password that is under ten characters long (inclusive).

## SFR4: UC1, Step 3

**Description:** The System shall check the Username and password provided against the same username and password stored.

**Fit Criterion:** The system shall accept the Initiator as authenticated if they have provided a matching username and password.

## SFR5: UC1, Step 5

**Description:** The System shall accept the login request and informs that initiator.

**Fit Criterion:** The system shall display the logged-in dashboard based on the initiators authorisation (if they are a Manager, support staff member or client).

## SFR6: UC1, Step 3.a.1

**Description:** *user not authenticated*. The System shall reject login request if the username and password obtained from the initiator do not match any stored username and password pair.

**Fit Criterion:** The system shall display the login failed massage to the initiator.

## SFR7: UC2, Step 2

**Description:** The system shall accept a valid First and last name.

**Fit Criterion:** The system shall accept a first and last name that contains letters.

## SFR8: UC2, Step 2

**Description:** The system shall accept a valid date of birth.

**Fit Criterion:** The system shall accept a date of birth in the format DD/MM/YYYY that puts the support staff member or manager over the age of eighteen.

## SFR9: UC2, Step 2

**Description:** The system shall accept a valid sex.

**Fit Criterion:** The system shall accept a sex of male, female, Transgender or Do not identify as female, male, or transgender.

## SFR10: UC2, Step 2

**Description:** The system shall accept a valid home address.

**Fit Criterion:** The system shall accept a home address that exists (is a real address of a real residential property).

## SFR111: UC2, Step 2

**Description:** The system shall accept a valid national Insurance number.

**Fit Criterion:** The system shall accept a valid national Insurance number that exists (is a real national Insurance number).

## SFR12: UC2, Step 2

**Description:** The system shall accept a valid area of experience.

**Fit Criterion:** The system shall accept general mental health, learning disabilities or forensic mental health.

## SFR13: UC2, Step 3

**Description:** The system shall check the provided First name, last name, date of birth, sex and home address against the stored staff members.

**Fit Criterion:** The system shall check if any current staff member (support staff or manager) on record has the same First name, last name, date of birth, sex and home address as the perspective staff member.

## SFR14: UC2, Step 4

**Description:** The system shall record a new staff member with the details First name, last name, date of birth, sex, home address, national Insurance number and area of experience. (general mental health, learning disabilities, forensic mental health).

**Fit Criterion:** The system shall create a new record of a staff member with the provided First name, last name, date of birth, sex, home address, national Insurance number and area of experience. (general mental health, learning disabilities, forensic mental health).

## SFR15: UC2, Step 4

**Description:** The system shall create a new username in the form of first name plus last name and a password for the created staff member.

**Fit Criterion:** The system shall create a new username in the form of first name plus last name and a randomly generated password. To act as authentication for the staff member.

## SFR16: UC2, Step 4.a.1

**Description:** *Support staff member already exists.* The system shall display to the manager that a support staff member with the same first name, last name, date of birth, sex, home address and area of experience exists.

**Fit Criterion:** The system shall display that a staff member with the same First name, last name, date of birth, sex, home address and national Insurance number already exists and will not create a new record.

## SFR17: UC3, Step 3

**Description:** the system shall check first and last name and date of birth against stored staff members.

**Fit Criterion:** the system will match all record that have the same first name, last name and date of birth as they provided.

## SFR18: UC3, Step 4

**Description:** the system shall display the record of a staff member that matches the provided first name, last name and date of birth.

**Fit Criterion:** the system will display the first name, last name, date of birth, sex, home address, national Insurance number, position (support staff member or manager) and area of experience. (general mental health, learning disabilities, forensic mental health).

## SFR19: UC3, Step 6

**Description:** the system accepts a remove request and deletes the staff members record.

**Fit Criterion:** the system shall successfully remove the staff member’s record.

## SFR20: UC3, Step 3.a1

**Description:** *no staff member exists:* the system shall display to the manager that no staff members meets the provided first name, last name and date of birth.

**Fit Criterion:** no staff members exist that first name, last name and date of birth.

## SFR21: UC3, Step 4.a1

**Description:** *multiple staff members found*: the system shall display a list of all members that have match the provided first name, last name and date of birth.

**Fit Criterion:** the system shall correctly match all staff members that match the provided first name, last name and date of birth.

## SFR22: UC3, Step 4.b1

**Description:** the system shall allow the manger to select which staff member they will delete from the list of multiple staff members.

**Fit Criterion:** the system shall accept the input from the manager and display the chosen staff member.

## SFR23: UC4, Step 7

**Description:** the system shall accept a valid day from the manager.

**Fit Criterion:** the system shall accept Monday, Tuesday, Wednesday, Thursday, Friday, Saturday or Sunday from the manager.

## SFR24: UC4, Step 7

**Description:** the system shall accept a valid Time from the manager.

**Fit Criterion:** the system shall accept a time from 8am to 6pm inclusive.

## SFR25: UC4, Step 7

**Description:** the system shall accept a valid length of the appointment.

**Fit Criterion:** the system shall accept a length of the appointment from 30 minutes to 2 hours.

## SFR26: UC4, Step 8

**Description:** the system shall check that the client is free on the selected day and time.

**Fit Criterion:** the system shall correctly display if a client is free.

## SFR27: UC4, Step 8

**Description:** the system shall check that the support staff member is free on the selected day and time.

**Fit Criterion:** the system shall correctly display if a support staff member is free.

## SFR28: UC4, Step 9

**Description:** the system shall check that the support staff member has enough available time to walk from their last apartment to the new appointment.

**Fit Criterion:** the system shall correctly calculate the time needed to get from the support staff members last appointment to the new appointment and if this is possible.

## SFR29: UC4, Step 9

**Description:** the system shall create a new appointment on the selected day and time between the selected client and support staff member.

**Fit Criterion:** the system shall correctly record the new appointment the on the selected day and time between the selected client and support staff member.

## SFR30: UC4, Step 3.a.1

**Description:** *no client exists:*  the system shall inform that manager that no client exists with the provided First name, last name and date of birth.

**Fit Criterion:** the system shall correctly inform that manager that no client exists with the provided First name, last name and date of birth.

## SFR31: UC4, Step 8.a.1

**Description:** the system shall inform the manager of the appointment time not being available and display all available time slots on the selected day for the selected length including travel time.

**Fit Criterion:** the system shall correctly display all available time slots on the selected day for the selected length of appointment including travel time.

## SFR32: UC4, Step 9.a.1

**Description:** the system shall inform the manager of the appointment time not being available and display all available time slots on the selected day for the selected length including travel time.

**Fit Criterion:** the system shall correctly display all available time slots on the selected day for the selected length of appointment including travel time.

## SFR33: UC5, Step 3

**Description:** the system shall check the client/support staff members appointments on the selected day and time match the proved day and time.

**Fit Criterion:** the system shall correctly return if a matching appointment is found.

## SFR34: UC5, Step 4

**Description:** the system shall display the day, time and length of the selected appointment.

**Fit Criterion:** the system shall correctly display the day, time and length of the selected appointment.

## SFR36: UC5, Step 6

**Description:** the system shall remove the appointment between the client and support staff member on the selected day and time.

**Fit Criterion:** the system shall correctly remove the appointment from both the client and support staff member.

## SFR37: UC5, Step 3.a.1

**Description:** *no appointment found*. the system informs the manager that there is no appointment meet the provided details.

**Fit Criterion:** the system shall correctly inform them manager of that appointment not existing.

## SFR38: UC6, Step 2

**Description:** the system shall accept a valid number of rooms.

**Fit Criterion:** the system shall accept value greater than 0 for number of rooms.

## SFR39: UC6, Step 2

**Description:** the system shall accept a valid gender restricted response.

**Fit Criterion:** the system shall accept male only, female only or mixed.

## SFR40: UC6, Step 2

**Description:** the system shall accept a valid response to if for specific condition.

**Fit Criterion:** the system shall accept general mental health, learning disabilities, forensic mental health or mix mental health conditions.

## SFR41: UC6, Step 2

**Description:** the system shall accept a valid supported house name.

**Fit Criterion:** a valid supported house name can contain letters and number but no special characters.

## SFR42: UC6, Step 4

**Description:** the system shall create a new supported house record with the provide details.

**Fit Criterion:** The system shall currently record a new supported house with the provided details.

## SFR43: UC6, Step 3.a.1

**Description:** *supported house already exists.* the system shall inform the user that a supported house with the same provide details exists.

**Fit Criterion:** The system shall currently inform the user that supported house record exists with the provided details.

## SFR44: UC7, Step 2

**Description:** The manager inputs the address of the house or support house name.

**Fit Criterion:** The system shall accept a valid address or supported house name that can contain letters and number but no special characters.

## SFR45: UC7, Step 3.a.1

**Description:** *supported house does not exist.*  the system informs the manager.

**Fit Criterion:** The system shall correctly inform the manager that a support house matching provided address or support house name does not exists.

## SFR46: UC8, Step 2

**Description:** the system shall accept a valid NHS number.

**Fit Criterion:** a valid NHS number is accepted.

## SFR47: UC8, Step 2

**Description:** the system shall accept a valid next of kin.

**Fit Criterion:** a valid next of kin first and last name is accepted.

## SFR48: UC8, Step 3

**Description:** the system shall accept a valid next of kin.

**Fit Criterion:** a valid next of kin first and last name is accepted.

## SFR49: UC9, Step 5

**Description:** the system shall remove the client record from the system.

**Fit Criterion:** The system shall correctly remove the selected client record.

## SFR50: UC10, Step 7

**Description:** the system shall display any free room from the selected house.

**Fit Criterion:** The system shall display all rooms not associated with a client in the selected house.

## SFR51: UC10, Step 9

**Description:** the system will create an association between the supported house, client and the free room.

**Fit Criterion:** The system shall correctly record the selected client being assigned to the selected room on the selected supported house.

## SFR52: UC10, Step 4.a.1

**Description:** *client already in a support house.* The system shall inform the manager.

**Fit Criterion:** The system shall correctly inform the manager that the client is already associated with a room in a supported house.

## SFR53: UC10, Step 7.a.1

**Description:** the system informs the manager if the selected supported house has no free rooms.

**Fit Criterion:** The system shall correctly inform the manager if all rooms in a supported house have an associated client.

## SFR54: UC11, Step 7

**Description:** the system removes the association between a client the supported house and the room the client is associated with.

**Fit Criterion:** the system will correctly remove the client from the supported house’s room and make said room as free.

## SFR55: UC12, Step 4

**Description:** the system shall return all appointments that the selected support staff member is associated with.

**Fit Criterion:** the system will correctly return all the appointments that the supported staff member is associated with.

## SFR56: UC12, Step 5

**Description:** the system shall display for each day and each Client’s their First name, last name, and location of appointment.

**Fit Criterion:** the system will correctly display each day and each Client’s First name, last name, and location of appointment.

## SFR57: UC12, Step 7

**Description:** the system shall display the appointment details for a selected appointment. And all appointment meeting for that appointment.

**Fit Criterion:** the system will correctly display the appointment details and any appointment meetings.

## SFR58: UC15, Step 4

**Description:** the system shall accept a valid time started.

**Fit Criterion:** The system shall accept a valid time in the 24-hour format.

## SFR59: UC15, Step 4

**Description:** the system shall accept a valid time finished.

**Fit Criterion:** The system shall accept a valid time in the 24-hour format.

## SFR60: UC15, Step 4

**Description:** the system shall accept a valid input for the what was done.

**Fit Criterion:** The system shall accept a valid input for ‘the what was done’ category must have less than 400 words.

## SFR61: UC15, Step 5

**Description:** the system shall record the appointment meeting.

**Fit Criterion:** The system shall create an association between an appointment and appointment meeting. And associate the newly created appointment meeting with the client and support staff member.

## SFR62: UC17, Step 3

**Description:** the system shall check that a client exists with the selected first name, last name and date of birth.

**Fit Criterion:** The system shall correctly check if a client exists with the same provided details.

## SFR63: UC17, Step 3

**Description:** the system shall check if an association exists between the selected client and the logged-in support staff member.

**Fit Criterion:** The system shall correctly check if a client exists with the same provided details.

## SFR64: UC17, Step 5

**Description:** the system shall display the selected client’s first name, last name, their supported house, specific room, date of birth and general mental health. (general mental health, learning disabilities, forensic mental health) and diagnosis if available.

**Fit Criterion:** The system shall display the correct client’s first name, last name, their supported house, specific room, date of birth and general mental health. (general mental health, learning disabilities, forensic mental health) and diagnosis if available to the initiator.

## SFR65: UC17, Step 3.c.1

**Description:** *not authorised to access record*. The logged-in support staff member is not a member of the selected clients support team. The system informs the user.

**Fit Criterion:** The system shall correctly inform the user that there is no association between the selected client and logged-in support staff member.

## SFR66: UC18, Step 4

**Description:** the system shall accept a valid note.

**Fit Criterion:** The system shall accept a valid note of more than 1 word and less than 400 inclusive.

## SFR67: UC18, Step 4

**Description:** the system shall accept a valid priority.

**Fit Criterion:** The system shall accept a valid priority of 1 to 5. (1 being minor and 5 being important)

## SFR68: UC18, Step 5

**Description:** the system shall record the note and associate it with the client.

**Fit Criterion:** The system shall create an associated between the note, client and support staff member.

## SFR69: UC18, Step 5

**Description:** the system shall push the note to all members of that client’s support team.

**Fit Criterion:** The system shall display the note on each member of the client’s support team’s dashboard.

## SFR70: UC19, Step 2

**Description:** The system shall display all clients associated with the logged-in support staff member.

**Fit Criterion:** The system shall correctly display only the clients associated with the logged-in support staff member. No other client will be displayed.

## SFR71: UC19, Step 4

**Description:** The system shall display all notes about the specified client.

**Fit Criterion:** The system shall correctly display all notes created about the specified client.

## SFR72: UC19, Step 5

**Description:** The system shall arrange the notes by the date the message was created.

**Fit Criterion:** The system shall correctly arrange the notes by the date the message was created.

## SFR73: UC19, Step 5

**Description:** The system shall arrange the notes by New unread messages.

**Fit Criterion:** The system shall correctly arrange the notes by New unread messages.

## SFR74: UC19, Step 5

**Description:** The system shall arrange the notes by priority.

**Fit Criterion:** The system shall correctly arrange the notes by priority.

## SFR75: UC20, Step 2

**Description:** the system shall return all appointments that the logged-in client is associated with.

**Fit Criterion:** the system will correctly return all the appointments that the logged-in client is associated with.

## SFR76: UC20, Step 3

**Description:** the system shall display for each day and each support staff member’s First name, last name, and location of appointment.

**Fit Criterion:** the system will correctly display all associated appointments in the specified format.

## SFR77: UC20, Step 3.a.1

**Description:** the system shall inform the client that there are not associated appointments to them.

**Fit Criterion:** the system will correctly inform the client that they have no appointments recorded.

## SFR78: UC21, Step 6

**Description:** the system shall check if the support staff member has any appointments with the selected client.

**Fit Criterion:** the system will correctly return if the selected support staff member has any associations between itself, an appointment and client.

## SFR79: UC21, Step 7

**Description:** the system removes the selected support staff member from the selected clients support team.

**Fit Criterion:** the system shall correctly remove the association between the support staff member and the selected client.

## SFR80: UC21, Step 6.a.1

**Description:** the system shall inform the manager that an appointment exists between the selected support staff member and the selected client.

**Fit Criterion:** the system will correctly inform manager that their exists an association between a client, support staff member and appointment.

## SFR81: UC21, Step 6.b.1

**Description:** the system shall ask if the support staff member should still be removed.

**Fit Criterion:** the system will accept yes or no input from the Manager.

## SFR82: UC21, Step 6.c.1

**Description:** the system shall remove any appointment between the selected support staff member and client.

**Fit Criterion:** the system shall remove any associations between the selected support staff member, the selected client and appointments.

## SFR83: UC21, Step 6.c.1

**Description:** the system shall remove the selected support staff member from the client’s support team.

**Fit Criterion:** the system shall remove the association between the support staff member and the selected client.

## SFR84: UC22, Step 4

**Description:** The system displays all eligible support staff members (support staff with the same area of experience. general mental health, learning disabilities or forensic mental health).

**Fit Criterion:** the system shall correctly display eligible support staff members that match the client’s mental health category (general mental health, learning disabilities or forensic mental health).

## SFR85: UC22, Step 4.a.1

**Description:** *no eligible support staff*. the system informs the managerthat there are no eligible support staff member that match the client’s mental health category.

**Fit Criterion:** the system shall correctly inform the managerthat there are no eligible support staff member that match the client’s mental health category.

## SFR86: UC23, Step 4

**Description:** the system shall ask if the new key worker is part of the current support team.

**Fit Criterion:** The system shall accept ‘yes’ or ‘no’.

## SFR87: UC23, Step 5

**Description:** the system shall display all eligible support staff members. Based on the client’s mental health area. (general mental health, learning disabilities or forensic mental health).

**Fit Criterion:** the system will only display support staff members that match the area of experience (general mental health, learning disabilities or forensic mental health).

## SFR88: UC23, Step 7

**Description:** The system shall check if the selected support staff member has more than three clients they act as key workers for.

**Fit Criterion:** the system shall correctly check if the support staff member is associated as a key worker with three clients.

## SFR89: UC23, Step 7.a.1

**Description:** *selected support staff member is associated with three clients as their key worker*. The system informs the user that the selected support staff ember is not eligible to become a keyworker.

**Fit Criterion:** the system shall inform the user that the selected support staff member is not eligible and allow them to select another support staff member.

## SFR90: UC23, Step 8

**Description:** the system shall remove the assigned keyworker of the selected client.

**Fit Criterion:** the system will correctly remove the key worker association between a client and support staff member.

## SFR91: UC23, Step 9

**Description:** The system assigns a new support staff member and then assigns them as the key worker.

**Fit Criterion:** the system will correctly create a new association between a client and support staff member and then associate them as the client’s key worker.

## SFR92: UC23, Step A9.a.1

**Description:** The system assigns the selected support staff member who is currently part of the selected clients support team as their new key worker.

**Fit Criterion:** the system shall associate the selected support staff member as the key worker for the selected client.

## SFR93: UC24, Step 1

**Description:** when a support staff member records a new appointment meeting record. The system will check if the appointment was declined.

**Fit Criterion:** the system shall check of the appointment meeting is recorded as declined.

## SFR94: UC24, Step 2

**Description:** when a new appointment meeting is recorded as declined the system will check the last two appointment meeting records.

**Fit Criterion:** the system shall access the last two appointment meeting records for the client associated with the new appointment meeting record.

## SFR95: UC24, Step 2

**Description:** the system will check of the last two appointment meetings where also declined.

**Fit Criterion:** the system shall check if the last two appointments scheduled of the client are recorded as declined.

## SFR96: UC24, Step A2.1

**Description:** when a new appointment meeting is recorded as declined the system will check the last two appointment meeting records for each associated support staff member.

**Fit Criterion:** the system shall access the last two appointment meeting records for each support staff members associated with the client associated to the new appointment meeting record.

## SFR97: UC24, Step 3

**Description:** The system will inform the client’s key worker that the client has cancelled their last three appointments.

**Fit Criterion:** The system shall display a warning to the clients associated key worker that they have not accepted with last three appointments.

## SFR98: UC24, Step A3.1

**Description:** The system will inform the client’s key worker that the client has cancelled their last three appointments with a specific support staff member.

**Fit Criterion:** The system shall display a warning to the clients associated key worker that they have not accepted with last three appointments with a specific support staff member. The name of that support staff member will be displayed.

# Non-functional Requirements

## Look and feel requirements

#### LF1: The system shall conform to the charity’s already existing website.

Fit Criterion: The system shall be designed with a blue and white forms. A light grey horizontal menu bar. The charity logo in the upper left corner.

Applies: All use cases

#### LF2: the system shall have uncluttered forms on a mobile device.

Fit Criterion: the system shall be readable, have a text size of 12+ and any input from will be displayed vertically and on its own line.

Applies: All use cases

## Usability and humanity requirements.

#### U1a: The system shall be easy for a manager to use.

Fit Criterion: Managers shall be able to learn the system in 2 hours. All trained manager shall be able to create/remove a new client, manager, supported house or Support staff member in 5 minutes assuming that the information used is correct.

Managers shall be able setup or alter a client’s support team in 20 minutes, assuming that the information used is correct.

Managers shall be able to add/remove client appointments within 10 minutes assuming that the information used is correct.

Applies: UC1, UC2, UC3, UC12, UC4, UC5, UC6, UC7, UC22, UC23, UC21, UC8, UC9, UC10, UC13, UC17, UC11, UC16, UC19, UC18

#### U1b: The system shall be easy for a support staff member to use.

Fit Criterion: Support staff members shall be able to learn the system in 1 hour. All trained support staff members shall be able to, record an appointment meeting in 1 minute, Display client details in 30 seconds, create a client note in 1 minute, display notes relating to a client in 30 seconds.

Applies: UC1, UC14, UC15, UC16, UC17, UC18, UC19, UC13, UC24.

#### U1c: The system shall be easy for a client to use.

Fit Criterion: clients will be able to use the system with 10 minutes of training. Client shall be able to, display their timetable in 30 seconds, display a specific support staff member contact detail’s in 1 minute.

Applies: UC1, UC14, UC20.

#### U2: The system shall conform to the Equality Act 2010.

Fit Criterion: The system shall meet level AA of the Web Content Accessibility Guidelines (WCAG 2.1) as a minimum.

Applies: All use cases.

## Performance requirements.

#### P1: The system shall be able to handle a range of concurrent users.

Fit criterion: The system shall be able to handle up to 100 concurrent users.

Applies: all use cases

#### P2: The system shall be able to handle a range of clients.

Fit criterion: The system shall be able to handle up to 100 clients and their appointments.

Applies: all use cases

#### P3: The system shall respond to user inputs within 2 seconds.

Fit criterion: The system shall be able to respond to more than 50 per cent of users input in under 2 seconds. Assuming no controllable connectivity problems.

Applies: UC1, UC17, UC20, UC8, UC9, UC10, UC11, UC7, UC6, U3, UC2

#### P4: The system shall respond to complex user inputs within 5 seconds.

Fit criterion: The system shall be able to respond to more than 50 per cent of complex users input in under 5 seconds. Assuming no controllable connectivity problems.

Applies: UC13, UC21, UC23, UC23, UC16, UC19, UC18, UC14, UC12, UC15, UC16, UC13, CU4, UC5, UC24.

#### P5: The system shall have high availability.

Fit criterion: The system be availability of 99.9 per cent of the time for 24 hours a day, 7 days a week, with a period of unavailability lasting 20 minutes at most.

Applies: all use cases.

## Operational and environmental requirements.

#### O1: The system shall work on the last four releases of the five most popular browsers.

Fit criterion: the system shall function correctly on the last four releases of the five most popular browsers. Assuming that the device running the browser meets the minimum specification.

Applies: All use cases.

## Maintainability and support requirements.

#### M1: the system shall operate across a range of mobile phones.

Fit criterion: the system shall work on both android and IOS assuming the mobile phone meets the minimum specification and has a browser.

Applies: All use cases.

## Security requirements.

#### S1: only managers shall be able to access manger operations.

Fit criterion: no more than one break per year shall occur.

Applies: UC2, UC3, UC12, UC4, UC5, UC6, UC7, UC22, UC23, UC21, UC8, UC9, UC10, UC11.

#### S2: only support staff members or managers shall be able to access support staff member operations.

Fit criterion: no more than one break per year shall occur.

Applies: UC15, UC16, UC17, UC18, UC19, UC13, UC24.

#### S3: only support staff members, managers or clients shall be able to access client operations.

Fit criterion: no more than one break per year shall occur.

Applies: UC1, UC14, UC20.

#### S4: The system shall prevent incorrect data from being introduced.

Fit criterion: the system shall reject information in the specified format.

Applies: All use cases

#### S5: The system shall reveal private information only in compliance with the organization’s information policy.

Fit criterion: the system shall only show sensitive data to staff involved with that’s clients care.

Applies: All use cases

#### S6: The system shall protect private information in accordance with the relevant privacy laws.

Fit criterion: the system shall protect stored private data from malicious use.

Applies: All use cases

## Cultural requirements.

None.

## Legal requirements

#### L1: the system shall operate in accordance with UK law.

Fit criterion: the system shall be able to pass an audit by a legal compliance company.

Applies: All use cases

#### L2: The system shall be implemented so as to comply with the Data Protection Act.

Fit criterion: the system shall handle personal and sensitive data appropriately.

Applies: All use cases

# Project issues

## Open Issues

An investigation into whether a solution can be implemented around connectivity. Some of the support houses have bad reception. As a website will be used for the front-end it will be necessary to research ways of allowing an offline website to process and/or store information than is then uploaded when a connection is established.

## Off-the-shelf Solutions

Mobizio is a management system in use by several supported living charities. The main drawback of this system is a monthly service charge. Looking at the functionality of this system could help with the development of our software system.

## New problems

Introducing a scheduling system will affect the work of all support staff and managers. the time it takes for the staff to be training and start using the system will depend on its overall acceptation by staff and that is successfully replaces the paper system.

## Tasks

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **id** | **Task Name** | **Duration** | **start** | **finish** |
| 1 | read TM470 documentation | 1 week | 02-Feb | 09-Feb |
| 2 | **Begin requirements elicitation from support charity.** | 8 weeks | 10-Feb | 31-Mar |
| 3 | *Create requirements specification in line with the Volere template* |  |  |  |
| 4 | *Define Scope and priorities of functionality* |  |  |  |
| 5 | *get feedback from staff and refine.* |  |  |  |
| 6 | complete TMA01 | 1 week | 25-Feb | 04-Mar |
| 7 | send TMA01 | 0 days | 04-Mar | 04-Mar |
| 8 | **begin iteration for basic object representations and appointments recording.** | 11 days | 01-Apr | 12-Apr |
| 9 | *begin analysis and design e.g. system operations, behaviour and structural models* | 4 Days |  |  |
| 10 | *implement iteration* | 4 Days |  |  |
| 11 | *debug and change as needed.* | 3 Days |  |  |
| 12 | complete TMA02 | 1 week | 09-Apr | 16-Apr |
| 13 | send TMA02 | 0 days | 16-Apr | 16-Apr |
| 14 | **begin iteration for note system.** | 5 days | 12-Apr | 17-Apr |
| 15 | *begin analysis and design e.g. system operations, behaviour and structural models* | 2 days |  |  |
| 16 | *implement iteration* | 2 days |  |  |
| 17 | *debug and change as needed.* | 1 days |  |  |
| 18 | research serialization in java and database design | 4 days | 18-Apr | 22-Apr |
| 19 | implement a database to store java objects. | 3 days | 23-Apr | 26-Apr |
| 20 | implement serialization to current java classes and link to database. | 3 days | 27-Apr | 30-Apr |
| 21 | research HTML, CSS, JavaScript, restful and UI design | 2 weeks | 01-May | 15-May |
| 22 | research GDPR compliance, and web accessibility. | 3 days | 16-May | 19-May |
| 23 | create website wireframe and get feedback from staff on design | 3 days | 20-May | 23-May |
| 24 | **begin iteration for website design and restful links to Java back-end.** | 3 weeks | 24-May | 14-Jun |
| 25 | *begin analysis and design e.g. system operations, behaviour and structural models.* | 9 days |  |  |
| 26 | *implement iteration* | 8 days |  |  |
| 27 | *debug and change as needed.* | 4 days |  |  |
| 28 | **begin iteration for admin dashboard.** | 1 week | 15-Jun | 22-Jun |
| 29 | *begin analysis and design e.g. system operations, behaviour and structural models* | 4 days |  |  |
| 30 | *implement iteration* | 2 days |  |  |
| 31 | *debug and change as needed.* | 1 days |  |  |
| 32 | Holiday | 1 week | 24-Jun | 28-Jun |
| 33 | Complete TMA03 | 1 week | 29-Jun | 06-Jul |
| 34 | send TMA03 | 0 days | 09-Jul | 09-Jul |
| 35 | **begin iteration for timetable system.** | 1 week | 10-Jul | 17-Jul |
| 36 | *begin analysis and design e.g. system operations, behaviour and structural models* | 4 days |  |  |
| 37 | *implement iteration* | 2 days |  |  |
| 38 | *debug and change as needed.* | 1 days |  |  |
| 39 | **begin iteration for behavioural flagging and advisory system.** | 1 week | 18-Jul | 25-Jul |
| 40 | *begin analysis and design e.g. system operations, behaviour and structural models* | 3 days |  |  |
| 41 | *implement iteration* | 2 days |  |  |
| 42 | *debug and change as needed.* | 2 days |  |  |
| 43 | research graph route planning algorithm vs integrating google maps | 1 week | 26-Jul | 02-Aug |
| 44 | **begin iteration of travel time system** | 1 weeks | 03-Aug | 10-Aug |
| 46 | *begin analysis and design e.g. system operations, behaviour and structural models* | 2 Days |  |  |
| 47 | *implement iteration* | 3 Days |  |  |
| 48 | *debug and change as needed.* | 2 Days |  |  |
| 49 | get feedback from other staff on system make any needed changes and finalize the system. | 1 weeks | 11-Aug | 18-Aug |
| 50 | complete EMA | 3 weeks 6 days | 19-Aug | 15-Sep |
| 51 | send EMA | 0 days | 15-Sep | 15-Sep |

### Planning of the Development Phases

1. iteration for basic object representations and appointments

in this iteration the representation of supported house, manager, support staff members and clients will be created with the information they must encapsulate. Appointment will also be created with the required information for appointment recording.

Functional requirements included

Use case: UC2, UC3, UC4, UC5, UC6, UC7, UC8, UC9, UC10, UC11.

Non-functional requirements included

Use case: S1, S2, S3, S4, S5, S6, L2

1. iteration for website design and restful links to Java back-end.

in this iteration the website UI and database w will be designed and implemented. The website UI will be linked to the java back-end and database through Spring and restful architecture.

Use case: UC1, UC17, UC19, UC20.

Non-functional requirements included

Use case: S1, S2, S3, S4, S5, S6, L1, L2, O1, P4, P3, P2, P1, U1a, U1b, U1c, U2.

1. iteration for note system.

in this iteration the representation of a note will be designed. And the system necessary to send that note to support staff members with the correct permissions.

Use case: UC18, UC19.

Non-functional requirements included

Use case: S1, S2, S3, S4, S5, S6, L1, L2.

1. iteration for admin dashboard.

in this iteration functionality for administration of the system will be implemented. Manger use cases.

Use case: UC21, UC22, UC23.

Non-functional requirements included

Use case: S1, S2, S3, S4, S5, S6, U1a, U1b, U1c, U2.

1. iteration for timetable system.

in this iteration the timetable system will be implemented. Displaying and altering appointments for support staff and clients.

Use case: UC12, UC13, UC14, UC15, UC16.

Non-functional requirements included

Use case: S1, S2, S3, S4, S5, S6, U1a, U1b, U1c, U2.

1. iteration for behavioural flagging and advisory system.

in this iteration automated flagged will be designed and implemented.

Use case: UC24, UC22, UC23, UC4

Non-functional requirements included

Use case: S1, S2, S3, S4, S5, S6, L1, L2, O1, P4, P3, P2, P1, U1b, U2.

1. iteration of travel time system

in this iteration travel time between appointments will be implemented into the appointment system.

Use case: UC4

Non-functional requirements included

Use case: S1, S2, S3, S4, S5, S6, L1, L2, O1, P4, P3, P2, P1, U1a, U1b, U1c, U2.

## User documentation and training

User manuals will need to be created for the manager and staff members in the use of the system and their responsibility in is effectiveness.

## Waiting room

Expansion to maintaining and cleaning of supported houses.

Introduce housing staff and maintenance staff.

Expansion to medication control for supported clients.

Expansion to the scheduling of pool vehicles.

Expansion allowing the manager to create custom behavioural and advisory warnings.

a ‘created’ field to the note class