

myTaxiService

Requirements Analysis and Specifications Document

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November 6, 2015

Contents

| | | |
|----------|---|-----------|
| 1 | Introduction | 5 |
| 1.1 | Purpose | 5 |
| 1.2 | Scope | 5 |
| 1.2.1 | Goals | 5 |
| 1.3 | Glossary | 6 |
| 1.3.1 | Definitions | 6 |
| 1.3.2 | Acronyms | 6 |
| 1.3.3 | Abbreviations | 6 |
| 1.4 | References | 6 |
| 1.5 | Document Overview | 7 |
| 2 | Overall Description | 8 |
| 2.1 | Product Perspective | 8 |
| 2.1.1 | User interfaces | 8 |
| 2.1.2 | Hardware Interface | 8 |
| 2.1.3 | Software Interfaces | 9 |
| 2.1.4 | Communications Interfaces | 9 |
| 2.2 | User characteristics | 9 |
| 2.3 | Constraints | 9 |
| 2.4 | Domain properties | 9 |
| 2.5 | Assumptions | 10 |
| 2.6 | Apportioning of requirements | 10 |
| 3 | Specific requirements | 11 |
| 3.1 | Functional Requirements | 11 |
| 3.2 | Non Functional Requirements | 12 |
| 3.2.1 | Performance Requirements | 12 |
| 3.2.2 | Software System Attributes | 13 |
| 3.3 | External Interfaces | 13 |
| 3.3.1 | Clients' User Interfaces | 13 |
| 3.3.2 | Taxi Drivers' User Interfaces | 16 |
| 3.4 | The World and The Machine | 19 |
| 3.5 | Scenarios | 19 |
| 3.6 | UML and BPMN Models | 20 |
| 3.6.1 | Use Case Models | 20 |
| 3.6.2 | Use Case Descriptions | 21 |
| 3.6.3 | Use Case Sequence Diagrams | 29 |
| 3.6.4 | BPMN Diagrams | 36 |
| 3.6.5 | Class Diagram | 38 |
| 4 | Appendixes | 39 |
| 4.1 | Alloy | 39 |
| 4.1.1 | Signatures | 39 |
| 4.1.2 | Facts | 40 |
| 4.1.3 | Functions | 41 |
| 4.1.4 | Assertions | 41 |
| 4.1.5 | Predicates | 42 |
| 4.1.6 | Main | 43 |
| 4.1.7 | Output | 43 |
| 4.1.8 | Worlds | 44 |
| 4.2 | Software and Tools used | 47 |
| 4.3 | Hours of Work | 47 |

List of Figures

| | | |
|----|--|----|
| 1 | Clients Registration Mockup | 13 |
| 2 | Clients Login Mockup | 14 |
| 3 | Clients Taxi Call Mockup | 14 |
| 4 | Find Position Mockup | 15 |
| 5 | Clients Taxi Call Confirmation Mockup | 15 |
| 6 | Clients Ride Reservation Mockup | 16 |
| 7 | Taxi Drivers Registration Mockup | 16 |
| 8 | Taxi Driver Login Mockup | 17 |
| 9 | Taxi Drivers Change State Mockup | 17 |
| 10 | Taxi Drivers Incoming Call Mockup | 18 |
| 11 | Taxi Drivers Reservation Request | 18 |
| 12 | The World and The Machine Representation | 19 |
| 13 | Clients UML Use Case Diagrams | 20 |
| 14 | Taxi Drivers UML Use Case Diagrams | 20 |
| 15 | Client Registration UML Sequence Diagram | 29 |
| 16 | Taxi Driver UML Sequence Diagram | 30 |
| 17 | Login Sequence Diagram | 31 |
| 18 | Client Taxi Call UML Sequence Diagram | 32 |
| 19 | Client Call Confirmation UML Sequence Diagram | 32 |
| 20 | Client Ride Reservation and Driver accepts/declines UML Sequence Diagram | 33 |
| 21 | Taxi Driver Change Availability State UML Sequence Diagram | 34 |
| 22 | Taxi Driver Request Notification UML Sequence Diagram | 34 |
| 23 | Taxi Driver Request Evaluation UML Sequence Diagram | 35 |
| 24 | BPMN Taxi Call | 36 |
| 25 | BPMN Ride Reservation | 37 |
| 26 | UML Class Diagram | 38 |
| 27 | Alloy Output | 43 |
| 28 | Alloy Generic World | 44 |
| 29 | Alloy World with all the Taxi Drivers Available | 45 |
| 30 | Alloy World with a Taxi Driver in a rest | 46 |
| 31 | Alloy World with some Ride Reservations | 46 |

List of Tables

| | | |
|----|--|----|
| 1 | Use Case Description of Client Registration | 21 |
| 2 | Use Case Description of Taxi Driver Registration | 22 |
| 3 | Use Case Description of Client Log In | 22 |
| 4 | Use Case Description of Taxi Driver Log In | 23 |
| 5 | Use Case Description of a Taxi Call | 23 |
| 6 | Use Case Description of a Taxi Call Confirmation | 24 |
| 7 | Use Case Description of a Taxi Call Rejection | 24 |
| 8 | Use Case Description of a Ride Reservation | 24 |
| 9 | Use Case Description of a Client who deletes a Ride Reservation | 25 |
| 10 | Use Case Description of a Ride Reservation Confirmation | 25 |
| 11 | Use Case Description of a Ride Reservation Rejection | 25 |
| 12 | Use Case Description of Taxi Driver who changes their availability state | 26 |
| 13 | Use Case Description of Taxi Driver who receives a call notification | 26 |
| 14 | Use Case Description of Taxi Driver who decides to accept or decline a call request | 27 |
| 15 | Use Case Description of Taxi Driver who receives a call notification | 27 |
| 16 | Use Case Description of Taxi Driver who decides to accept or decline a Ride Reservation request | 28 |

1 Introduction

1.1 Purpose

This document is meant to describe a software solution for the *myTaxiService* problem. The document includes a description of the problem, functional and non-functional requirements and it is addressed to the IT department of the city administration.

1.2 Scope

The *myTaxiService* software focuses on helping the clients benefit from the service and ensures a fair management of taxi queues.

The software will:

- give the possibility to request a taxi either through a web application or a mobile app.
- compute the distribution of taxis in the various zones based on the GPS information it receives from each taxi.
- offer programmatic interfaces to enable the development of additional services.
- allow to book a taxi by specifying the origin and the destination of the ride.

1.2.1 Goals

- G1:** Allow clients to register an account in the system
- G2:** Allow taxi drivers to register an account in the system
- G3:** Allow clients to log in the mobile application or in the website
- G4:** Allow taxi drivers to log in the mobile application
- G5:** Allow clients to request a taxi
- G6:** Inform the passenger about the code of the incoming taxi
- G7:** Inform the passenger about the waiting time
- G8:** Inform the passenger about a possible call rejection
- G9:** Retrieve the position of each taxi from their mobile application using GPS
- G10:** Allow taxi drivers to set their state as *available* or *unavailable*
- G11:** Notify the taxi drivers about a client's request
- G12:** Allow taxi drivers to accept or decline a certain client's request
- G13:** Guarantee a fair management of taxi queues
- G14:** Allow a user to reserve a taxi by specifying the origin and the destination of the ride at least two hours before
- G15:** Allow a driver to accept a client reservation
- G16:** Confirm the reservation to the user
- G17:** Supply APIs for further implementation of additional services in the future

1.3 Glossary

1.3.1 Definitions

Client / Passenger / User : Is a person who signed up for this service and their interest is to call a taxi or reserve a ride.

Taxi Driver : Is a person who drives a taxi and would like to be called or reserved for a ride through this service.

1.3.2 Acronyms

API: Application Programming Interface

BPMN: Business Process Model and Notation

CPU: Central Processing Unit

GPS: Global Positioning System

HTTPS: Hyper Text Transfer Protocol over Secure Socket Layer

IEEE: Institute of Electrical and Electronics Engineers

IT: Information Technology

RAM: Random Access Memory

SSD: Solid State Drive

UML: Unified Modeling Language

1.3.3 Abbreviations

An : Assumption number n

Dn : Domain Property number n

Gn : Goal number n

Rn : Requirement number n

1.4 References

- "myTaxiDriver" Specification Document
- IEEE Std 830-1998 IEEE Recommended Practice for Software Requirements Specifications

1.5 Document Overview

- In section 2 many factors influencing the system and its requirements are explained without emphasizing specific requirements, but focusing on what lays behind the process of defining these requirements and making them easily understandable.
- In section 3 all the requirements mentioned before are carefully described: inputs and outputs of the system are accounted as well as the processes performed by the system from the reception of a given input to the resulting output. In order to make the requirements and the processes as clear as possible this section includes many models that may help the reader figuring out every important detail.
- In the appendix of the document it is possible to find an Alloy model of the system's structure with various demonstrations of how the specified requirements guarantee the desired behaviours and properties of the software.

2 Overall Description

2.1 Product Perspective

The software will consist in three different user interfaces: two different apps for the clients and the taxi drivers and one web application.

In order to make this working there will be a web server containing the application logic and a DBMS that stores all the data (such as users' credentials, taxi's positions, taxi's availability ...). Mobile applications, web application and the server communicate through the Internet.

The system will also provide programmatic interfaces for other new services. At the moment the city has not any similar system, so the application will be completely independent.

2.1.1 User interfaces

- Taxi Driver
 - Smartphone App on
 - * Android
 - * iOS
 - * Windows Phone
 - Web Browser (any operating system)
- Clients
 - Smartphone App on
 - * Android
 - * iOS
 - * Windows Phone
 - Web Browser (any operating system)

2.1.2 Hardware Interface

Client Side:

- Smartphone and Tablet
 - Android
 - * CPU: DualCore 1Ghz
 - * RAM: 700Mb
 - * GPS
 - iOS
 - * iPhone 4 or greater
 - * iPad 2 or greater
 - Windows Phone
 - * CPU: DualCore 1Ghz
 - * RAM: 512Mb
 - * GPS

- Web Browser (any operating system)
 - CPU: 1Ghz
 - RAM: 1Gb
 - GPS

Server Side:

- 4 Cores, 2.8-3.0 GHz each (2.8 GHz minimum speed)
- 4 GB RAM per core
- SSD, 100 GB

2.1.3 Software Interfaces

- Google Maps API V3
- Taxi drivers' licences database V1

2.1.4 Communications Interfaces

All the applications will use HTTPS protocol.

2.2 User characteristics

This application is conceived for every taxi driver in the city area and for adult clients (18+) with a compatible device which satisfies the specification listed in the previous section. There are no specific levels of education or expertise needed apart from a decent knowledge of English language.

2.3 Constraints

Interfaces to other applications: Google Maps will be integrated in the system in order to give clear information about a client position and allow the client to modify a wrong position calculated by their smartphone's GPS. Another important feature that this service will offer is the computation of an estimated waiting time for the taxi to reach the client.

Parallel Operations: The system is studied for a large city with an high usage of taxi service. So parallelism is very important because a lot of taxi calls may income in the same time and a lot of taxi drivers have to been indexed by the system.

Reliability requirements: In order to keep an high level of service the system must be reliable. Each call must reach a taxi driver and a response has to arrive to the user in a reasonable time (5 min).

2.4 Domain properties

D1: If a client requests a ride they will wait the taxi's arrival

D2: If a client makes a reservation for a certain time they will be punctual waiting for the ride

D3: If a driver accepts a reservation or a request they will actually try to reach the client location

2.5 Assumptions

- A1:** Possibility to gain access to the taxi driver's licences database of the city
- A2:** A client is able to make only one taxi request at once
- A3:** A client is not able to make two overlapped reservations
- A4:** If a request is rejected by all the taxi drivers in the queue the request will be discarded: it will not iterate the queue for a second time.
- A5:** As soon as the request is discarded the client will be notified and able to make a new call
- A6:** The system will not give the client any information regarding the cost of the ride
- A7:** If a client calls a taxi and the request is accepted the client will not be able to modify or erase the request.

In order to assure an efficient service it is necessary a slight modification to the customer request:

- A8:** When a customer reserves a taxi the system allocates the request to all registered driver
- A9:** If a driver accepts the request the system confirms the reservation to the user
- A10:** If no driver confirms the reservation in at most an hour since the request the system deletes the reservation and notifies the client
- A11:** A taxi reservation's origin must be located inside one of the zones of the city
- A12:** A client is able to cancel a reservation at least ten minutes before the ride.
- A13:** The system notifies the driver about the ride they accepted ten minutes before the hour of the appointment with the client

Assumptions A8, A9, A10, A13 were made in order to avoid the risk of having an empty queue or no driver who would accept the reservation only ten minutes before the fixed hour of the ride.

2.6 Apportioning of requirements

Reporting: A client may report the lack of service of a driver so that the city's government would be able to take action against the said driver. At the same time a driver may be able to report a client who misses fixed appointments, thus after few reclaims the client's account could be suspended or deactivated.

Payments: It would be interesting to give the client the possibility to pay the reservation service directly through the system, which could also provide an estimated price for the ride given the origin and the destination.

Taxi sharing: An user may be ready to share a taxi, so the application could mark their requests in order to allow other clients to participate in the ride if they have a similar starting point and a similar destination. Obviously the advantage would be the possibility to split the cost of the ride, which should be calculated by the system. The system should also compute the route for the taxi driver.

3 Specific requirements

3.1 Functional Requirements

- G1: R1:** Clients must provide a valid e-mail address. It will become the identifier for the account.
R2: Clients must provide their Name, Surname, Date of Birth and a valid Mobile Phone Number
R3: Clients must provide a password with a minimum length of 8 characters
R4: User cannot sign up twice
R5: Visitor can just see log in page and registration form
- G2: R1:** Taxi drivers must provide a valid e-mail address. It will become the identifier for the account.
R2: Taxi drivers must provide their Name, Surname and a valid Mobile Phone Number.
R3: Taxi drivers must provide a password with a minimum length of 8 characters.
R4: Taxi drivers must provide a valid license number which will be verified by the system.
R5: User cannot sign up twice.
R6: Visitor can just see log in page and registration form.
- G3: R1:** Users must be already registered to success login process.
R2: Users must provide their e-mail and password used during the registration process.
R3: If credentials are wrong, the system will reject the login.
R4: The service cannot be used before the login.
- G4: R1:** Taxi drivers must be already registered to success login process.
R2: Taxi drivers must provide their e-mail and password used during the registration process.
R3: If credentials are wrong, the system will reject the login.
- G5: R1:** Users must be already logged in the application.
R2: Users must provide their position.
R3: If the position cannot be retrieved from GPS, the user will have to write the address manually.
R4: If the position retrieved from GPS is not correct or sufficiently precise, the user will have to confirm the detected position or provide the correct one.
- G6: R1:** Users must be already logged in the application.
R2: A taxi driver in the area of the client must have accepted the request
- G7: R1:** Users must be already logged in the application.
R2: A taxi driver in the area of the client must have accepted the request
- G8: R1:** Users must be already logged in the application.
R2: No taxi driver in the area has accepted the client's request
- G9: R1:** Drivers must be already logged in the application.
R2: The application installed on the taxi driver's smartphone must be running in background.
R3: Taxi's current positions must be stored in the central DB with the last update time.
- G10: R1:** Drivers must be already logged in the application.
- G11: R1:** Drivers must be already logged in the application.
R2: Drivers' state must be set as *available*.
R3: Drivers must be in the same zone as the client.
R4: The Smartphone or Tablet must ring or vibrate and display a pop-up for the notification.

- G12: R1:** Drivers must be already logged in the application.
R2: Drivers' state must be set as *available*.
R3: Drivers' state will become *unavailable*.
R4: Drivers must be in the same zone as the client.
- G13: R1:** System considers the city divided in zones
R2: For each zone exists a queue of taxi drivers
R3: System assigns a driver to a zone basing its decision on their GPS position
R4: System adds a driver to a zone's queue if they are available
- G14: R1:** System receives taxi requests
R2: System forwards taxi request to the first driver of the queue of client's zone
R3: System sends a confirmation to the client if the driver accepts
R4: System forwards the request to the second driver in the queue if the first one declines
R5: System moves the first driver who has declined to the last position in the queue
- G15: R1:** Clients must be already logged in the application.
R2: Clients must specify a valid origin (see assumption A8).
R3: Clients must make a reservation at least two hours before the ride.
- G16: R1:** System receives a taxi reservation
R2: System forwards request to all the registered drivers
R3: System waits thirty minutes
R4: System stops waiting if a driver accepts the reservation
R5: System sends request's confirmation to the client if a driver has accepted the reservation
R6: System sends a rejection notification to the client if thirty minutes have passed and no driver has accepted the reservation
R7: System notifies the driver who has accepted the reservation ten minutes before the appointment with the client
- G17: R1:** Provide taxi's positions and availability state.

3.2 Non Functional Requirements

3.2.1 Performance Requirements

As already stated before, performance is an important point for this application and so is also necessary to give an idea of the big amount of users who will be serviced by the application. From a little analysis we have derived that *myTaxiService* has to handle at least 2 Millions of users on line at the same time.

The time of response must be less or equals to 1 second for at least 90% of transactions.

3.2.2 Software System Attributes

Reliability: The system is a work's provider for Taxi drivers and so it is important not to lose any opportunity.

Keeping this in mind a system of acknowledgment will be implemented and it will guarantee that all notifications will arrive to their proper destination.

Availability: This application may become a complete substitute of telephone taxi calls and so it is very important that it will always be available. To do so the system will be hosted on multiple servers in order to be resistant to some faults.]

Security: The security of the communications is guaranteed by the use of HTTPS with SSL encryption. Attacks are prevented thanks to a structure with more than one level of servers with always a firewall between them.

3.3 External Interfaces

In this section there is a set of mockups illustrating the most important screens of *myTaxiService*. These mockups are divided into two sections in order to divide the Clients Application from the Taxi Drivers Application.

What is presented is only a first idea of the applications that is useful for a better understanding of the whole system described in next sections.

3.3.1 Clients' User Interfaces

Here are shown mockups for the Client Application. In the project it is also planned a website for them which is not represented here but it will have the same features proposed for the mobile application.

The mockup shows a smartphone screen with the title "my Taxi Service" at the top. Below the title is a section titled "Registration". The form contains the following fields:

- e-mail: _____
This e-mail address will be your identifier
- First Name: _____
- Last Name: _____
- Date of Birth: ____ YYYY ____ MM ____ DD ____
- Phone: _____
- Password: _____

At the bottom of the form is a button labeled "Sign Up!".

Figure 1: Clients Registration Mockup:
This is the registration page for a client. All the fields must be filled in correctly in order to register to the service.



Figure 2: Clients Login Mockup:

This page is used to log in and use the application. This is necessary to use every feature of the application.

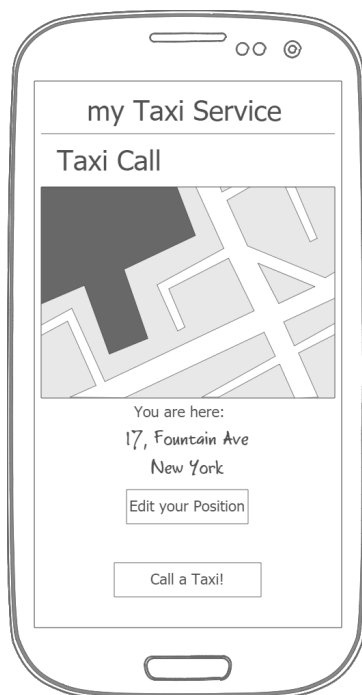


Figure 3: Clients Taxi Call Mockup:

Here is presented the page used for calling a taxi. The position retrieved from the GPS (if available) is displayed on the map and written below. The client can use the *Edit your Position* button in order to modify the place in which the taxi will arrive; to do this is provided a page like the which one described in Figure 4.



Figure 4: Find Position Mockup:

This page is used for searching a position. It is possible to type booth street names or places names (such as Hotels, Restaurants This utility is called from more than one point of our application: see for example Figure 3 or Figure 6.

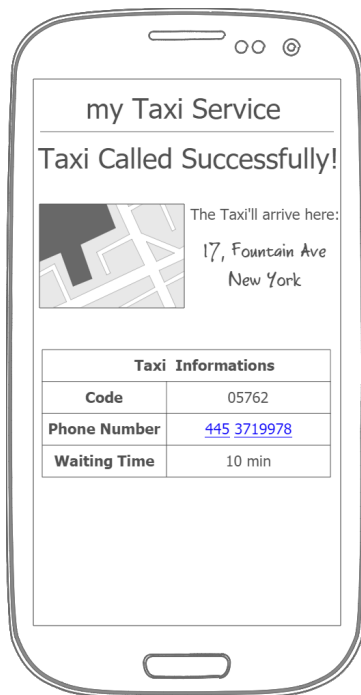


Figure 5: Clients Taxi Call Confirmation Mockup:

this is what is displayed when a call made by a client was successfully accepted by a taxi driver. This confirmation let the client to know the number of the taxi which will arrive, the taxi driver's phone number and an estimated waiting time.

my Taxi Service

Ride Reservation

Select Origin

Select Destination

Select Date

Select Time

Reserve a Ride!

Figure 6: Clients Ride Reservation Mockup:
This page is used to reserve a taxi ride from an origin to a destination specifying a Date and a Time. The two buttons *Select Origin* and *Select Destination* open the utility shown at Figure 4; the other two open respectively a simple date picker and a simple time picker.

3.3.2 Taxi Drivers' User Interfaces

The following mockups represent the key features of Taxi Drivers' Application.

my Taxi Service

Registration Taxi Drivers

e-mail: _____

This e-mail address will be your identifier

First Name: _____

Last Name: _____

License N°: _____

Phone: _____

Password: _____

Sign Up!

Figure 7: Taxi Drivers Registration Mockup:
This is the registration page for a taxi driver. All the fields must be filled in correctly in order to register to the service.

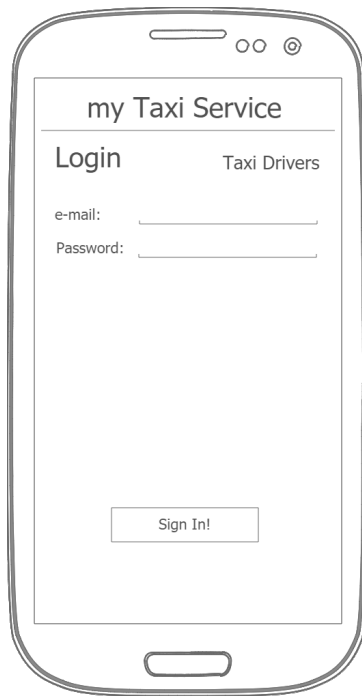


Figure 8: Taxi Driver Login Mockup:
This page is used to log in and use the application. This is necessary to use every feature of the application.

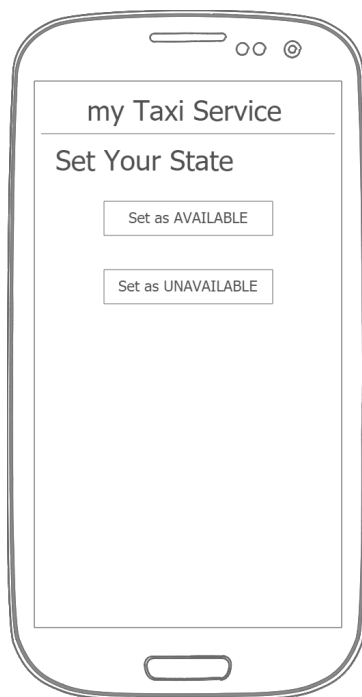


Figure 9: Taxi Drivers Change State Mockup:
This page is used by taxi drivers in order to set their availability state. To do this they have to click on *Set as AVAILABLE* or *Set as UNAVAILABLE* according to their real state. It is not necessary to use this feature when a taxi driver accepts a call; their state will be set as unavailable automatically.

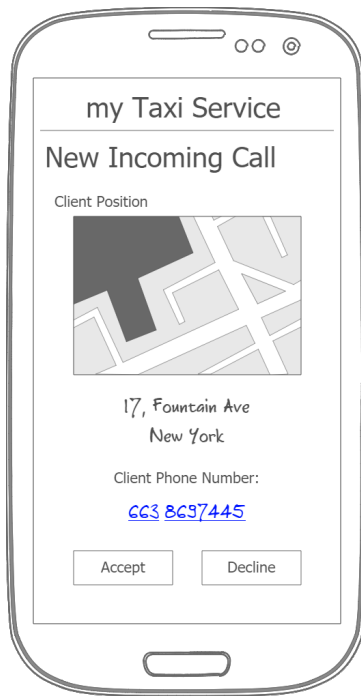


Figure 10: Taxi Drivers Incoming Call Mockup:
This page is shown when a clients makes a call and the system tries to assign that to a taxi driver. The taxi driver has to click on *Accept* or *Decline* before a timeout expires otherwise the effect is the same of *Decline* and the notification will arrive to the next taxi driver of the queue.

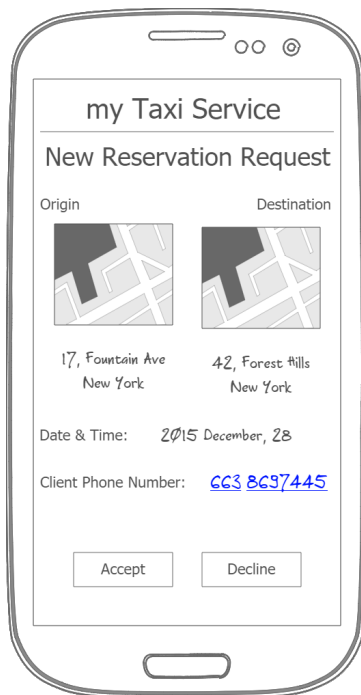


Figure 11: Taxi Drivers Reservation Request:
This page is shown when a clients makes a reservation request and the system tries to assign that to a taxi driver. The taxi driver has to click on *Accept* or *Decline* before a timeout expires otherwise the effect is the same of *Decline* and the notification will arrive to the next taxi driver of the system.

3.4 The World and The Machine

The model by M. Jackson & P. Zave is able to clearly schematize where the entities involved in the project are ideally located and which are the means of interaction between the world and the system at a first glance.

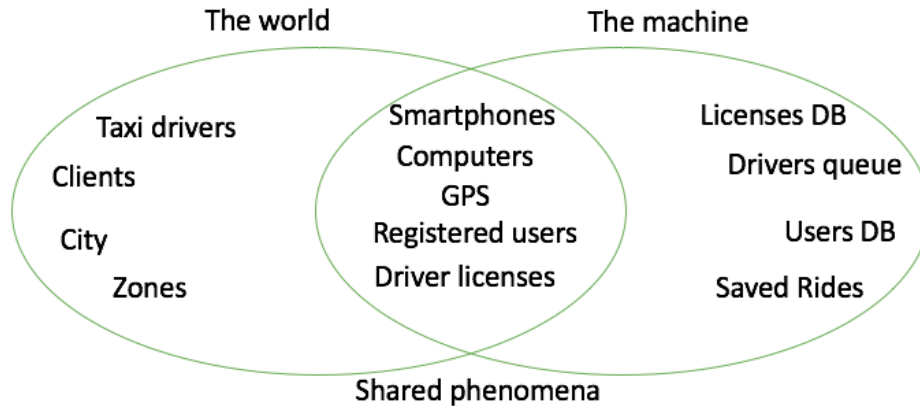


Figure 12: The World and The Machine Representation

3.5 Scenarios

- S1:** Goffredo is coming back from work and he notices an advertising billboard of a new app: *myTaxiService*. When he arrives home he fires up his computer and finds out that *myTaxiService* has also a website and he decides to create an account. He clicks on "Register" and fills out the necessary fields. Finally, he clicks "Confirm" and a message appears, communicating that the registration has been successfully performed.
- S2:** Amerigo has just arrived to the city by plane and he needs a taxi to reach his hotel. Amerigo lives in the city so he already has a registered account for *myTaxiService*. He therefore logs in the application and, after being located by the app, he confirms his position, calculated by the system, and requests a taxi. After a minute Amerigo's phone rings, in fact he has received a notification by "myTaxyService" app. Opening the app he finds the request's confirmation and the expected waiting time
- S3:** Galla Placidia has been trying the new app *myTaxiService* for a week and, as a taxi driver, she is very happy with it. It's been few minutes since her last ride, so she turns on her phone and opens the app to change her state to "Available" clicking on the proper button: now she is going to be notified if someone in her area asks for a ride.
- S4:** Arcimboldo is waiting at the taxi parking of the train station for a new request from "myTaxy-Service". When he hears the notification he opens the app which shows the client's address and position on the map. Arcimboldo quickly accepts the new request, starts the car and leaves the parking lot in order to reach his new client.
- S5:** Gianfilippa has been invited to an high school reunion out of town, but she does not have a car and the place is not reachable by the usual public means of transport. Luckily for her a few weeks ago she joined, mostly out of curiosity, *myTaxiService* and thus she has the possibility to book a custom taxi ride. The app asks her to choose an origin and then the destination. After choosing her home and the restaurant, Gianfilippa selects the hour and the date of the reunion and then forwards the reservation. Finally the application reminds her that she will shortly receive a confirmation.

3.6 UML and BPMN Models

3.6.1 Use Case Models

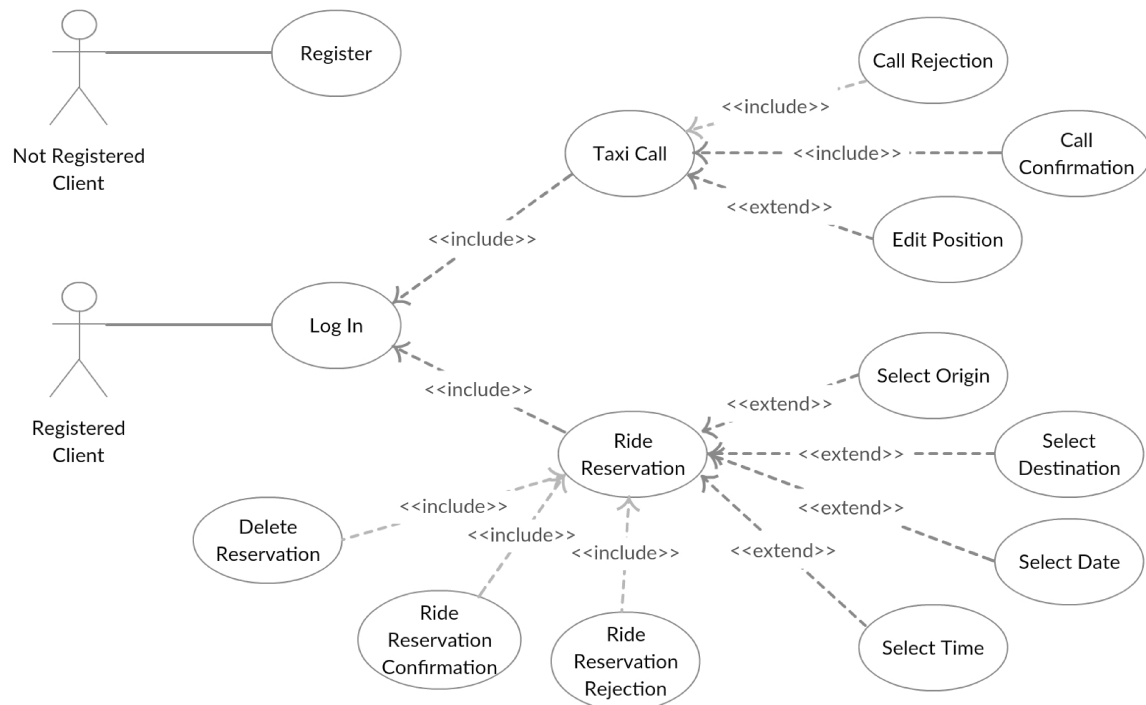


Figure 13: Clients UML Use Case Diagrams

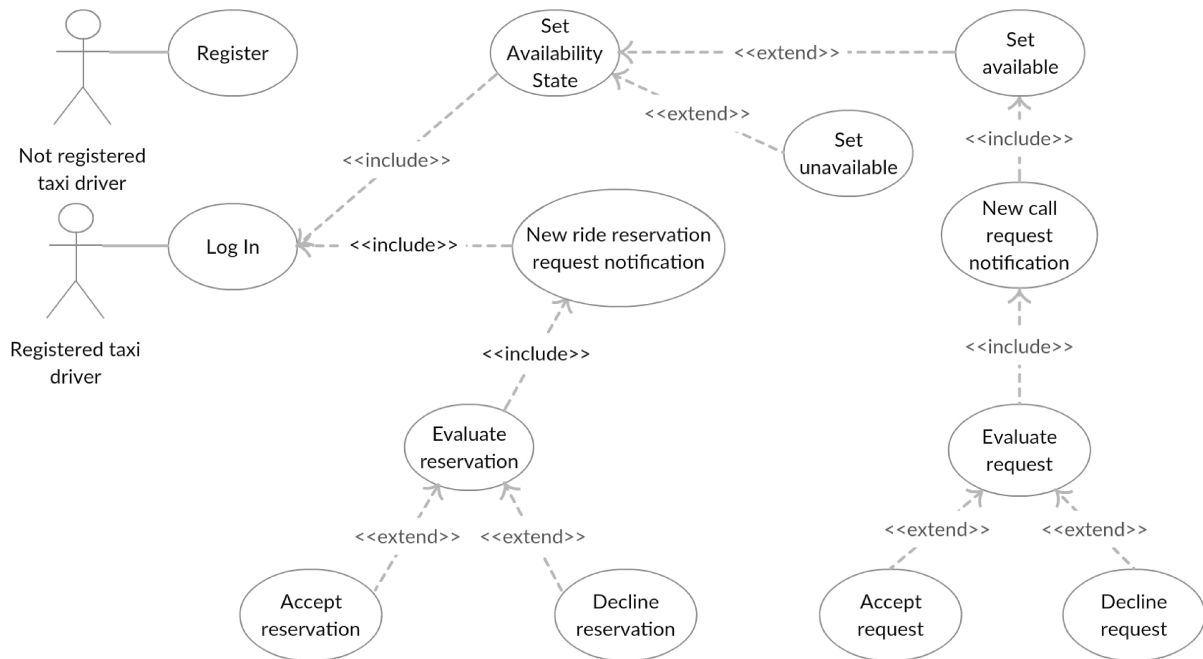


Figure 14: Taxi Drivers UML Use Case Diagrams

3.6.2 Use Case Descriptions

| <i>Client Registration</i> | |
|----------------------------|--|
| Actors | Not Registered Client |
| Entry Conditions | The Client is not registered to the service. |
| Flow of Events | <ol style="list-style-type: none">1. The client browses to the website or opens the mobile app2. The client clicks on the <i>REGISTER</i> button3. The client inputs the following data:<ol style="list-style-type: none">(a) e-mail address(b) First Name(c) Last Name(d) Date of birth(e) Phone Number(f) Password4. The client clicks on the <i>Sign Up!</i> button |
| Exit Conditions | Client is successfully registered and the login page will be shown. Now they can log in and using e-mail and password inserted before. |
| Exceptions | <p>An error will be shown if:</p> <ul style="list-style-type: none">• some field is empty• e-mail already in use• password is not long enough• date of birth identifies an underage person <p>The application will go back to the <i>point 3</i> of the <i>Flow of Events</i></p> |

Table 1: Use Case Description of Client Registration

| <i>Taxi Driver Registration</i> | |
|---------------------------------|--|
| Actors | Not Registered Taxi Driver |
| Entry Conditions | The Taxi Driver is not registered to the service. |
| Flow of Events | <ol style="list-style-type: none"> 1. The driver open the mobile app 2. The driver clicks on the <i>REGISTER</i> button 3. The driver inputs the following data: <ol style="list-style-type: none"> (a) e-mail address (b) First Name (c) Last Name (d) Phone Number (e) License Number (f) Password 4. The driver clicks on the <i>Sign Up!</i> button |
| Exit Conditions | <p>Taxi Driver is successfully registered and the login page will be shown.</p> <p>Now they can log in using e-mail and password inserted before.</p> |
| Exceptions | <p>An error will be shown if:</p> <ul style="list-style-type: none"> • e-mail already in use • password is not long enough • invalid license number <p>The application will go back to the <i>point 3</i> of the <i>Flow of Events</i></p> |

Table 2: Use Case Description of Taxi Driver Registration

| <i>Client Log in</i> | |
|-------------------------|--|
| Actors | Registered Client |
| Entry Conditions | The Client must be registered to the service. |
| Flow of Events | <ol style="list-style-type: none"> 1. The client browses to the website or open the mobile app 2. The client clicks on the <i>LOGIN</i> button 3. The client inputs the following data: <ol style="list-style-type: none"> (a) e-mail address (b) Password 4. The client clicks on the <i>Sign In!</i> button |
| Exit Conditions | <p>Client successfully logged in.</p> <p>Now they can use the service.</p> |
| Exceptions | <p>An error will be shown if:</p> <ul style="list-style-type: none"> • e-mail is wrong • password is wrong The client can try to log in again. <p>The client can try to log in again.</p> |

Table 3: Use Case Description of Client Log In

| <i>Taxi Driver Log in</i> | |
|---------------------------|---|
| Actors | Registered Taxi Driver |
| Entry Conditions | The Taxi Driver must be registered to the service. |
| Flow of Events | <ol style="list-style-type: none"> 1. The driver opens the mobile app 2. The driver clicks on the <i>LOGIN</i> button 3. The driver inputs the following data: <ol style="list-style-type: none"> (a) e-mail address (b) Password 4. The driver clicks on the <i>Sign In!</i> button |
| Exit Conditions | Driver successfully logged in. Now they can use the service. |
| Exceptions | <p>An error will be shown if:</p> <ul style="list-style-type: none"> • e-mail is wrong • password is wrong <p>The driver can try to log in again.</p> |

Table 4: Use Case Description of Taxi Driver Log In

| <i>Client makes a Taxi Call</i> | |
|---------------------------------|---|
| Actors | Registered Client |
| Entry Conditions | The Client must be logged into the website or the application. |
| Flow of Events | <ol style="list-style-type: none"> 1. The client clicks on the <i>Taxi Call</i> button in the menu 2. The app (or website) shows the current position of the user retrieved by the GPS 3. The client can modify the position 4. The client clicks on the <i>Call a Taxi!</i> button |
| Exit Conditions | The call is successfully forwarded to the system. |
| Exceptions | There are not exceptions for this use case. |

Table 5: Use Case Description of a Taxi Call

| <i>The client receives a Taxi Call Confirmation</i> | |
|---|--|
| Actors | Registered Client |
| Entry Conditions | The Client must be logged into the website or the application. |
| Flow of Events | <ol style="list-style-type: none"> 1. The client receives a notification 2. The app (or website) shows the number of the taxi which will arrive, the taxi driver's phone number and the waiting time |
| Exit Conditions | The call will arrive in the specified waiting time. |
| Exceptions | There are not exceptions for this use case. |

Table 6: Use Case Description of a Taxi Call Confirmation

| <i>The client receives a Taxi Call Rejection</i> | |
|--|--|
| Actors | Registered Client |
| Entry Conditions | The Client must be logged into the website or the application. |
| Flow of Events | <ol style="list-style-type: none"> 1. The client receives a notification 2. The app (or website) shows that their request was rejected |
| Exit Conditions | The client is able to make another call. |
| Exceptions | There are not exceptions for this use case. |

Table 7: Use Case Description of a Taxi Call Rejection

| <i>The client makes a Ride Reservation</i> | |
|--|---|
| Actors | Registered Client |
| Entry Conditions | The Client must be logged into the website or the application. |
| Flow of Events | <ol style="list-style-type: none"> 1. The client clicks on the <i>Ride Reservation</i> button in the menu 2. The client has to set the following parameters <ol style="list-style-type: none"> (a) Origin (b) Destination (c) Date (d) Time 3. The client clicks on the <i>Reserve a Ride!</i> button |
| Exit Conditions | The reservation request is forwarded to the system. |
| Exceptions | <p>An error will be shown if:</p> <ul style="list-style-type: none"> • the origin is out of the city • the date is in the past • the selected time is not at least two hours after the current time |

Table 8: Use Case Description of a Ride Reservation

| <i>The client deletes a Ride Reservation</i> | |
|--|--|
| Actors | Registered Client |
| Entry Conditions | The Client must be logged into the website or the application. |
| Flow of Events | <ol style="list-style-type: none"> 1. The client clicks on the <i>Your Reservations</i> button in the menu 2. The client clicks on the reservation who wants to delete from the list 3. The application shows the reservation's details 4. The client clicks on the <i>Delete</i> button |
| Exit Conditions | The reservation was successfully deleted. |
| Exceptions | The client cannot delete the reservation if the meeting time is sooner than ten minutes. |

Table 9: Use Case Description of a Client who deletes a Ride Reservation

| <i>The client receives a Ride Reservation Confirmation</i> | |
|--|--|
| Actors | Registered Client |
| Entry Conditions | The Client must be logged into the website or the application. |
| Flow of Events | <ol style="list-style-type: none"> 1. The client receives a notification 2. The app (or website) shows the number of the taxi which will arrive, the taxi driver's phone number, the place and the meeting time. |
| Exit Conditions | The taxi will arrive at the meeting place at the specified time. |
| Exceptions | There are not exceptions for this use case. |

Table 10: Use Case Description of a Ride Reservation Confirmation

| <i>The client receives a Ride Reservation Rejection</i> | |
|---|---|
| Actors | Registered Client |
| Entry Conditions | The Client must be logged into the website or the application. |
| Flow of Events | <ol style="list-style-type: none"> 1. The client receives a notification 2. The app (or website) shows that their ride request was rejected |
| Exit Conditions | The client is able to make another call or reservation. |
| Exceptions | There are not exceptions for this use case. |

Table 11: Use Case Description of a Ride Reservation Rejection

| <i>Taxi Driver changes their availability state</i> | |
|---|---|
| Actors | Registered Taxi Driver |
| Entry Conditions | The Taxi Driver must be logged into the application. |
| Flow of Events | <ol style="list-style-type: none"> 1. The driver opens the mobile app 2. The driver clicks on the <i>Change State</i> button 3. The driver taps on the button relative to their state: <ul style="list-style-type: none"> • <i>available</i> • <i>unavailable</i> |
| Exit Conditions | The availability state will be updated and the application will come back to the home. |
| Exceptions | Nothing will happen if the driver tries to select the same state in which they were before. |

Table 12: Use Case Description of Taxi Driver who changes their availability state

| <i>The Taxi Driver receives a new call request notification</i> | |
|---|---|
| Actors | Registered Taxi Driver |
| Entry Conditions | <ul style="list-style-type: none"> • The Taxi Driver must be logged into the application • The application must be opened or running in background • The Taxi Driver state must be <i>Available</i> |
| Flow of Events | <ol style="list-style-type: none"> 1. The driver smartphone rings or vibrates (according to user's settings) 2. The driver clicks on the notification 3. The app shows the details of the incoming call: <ul style="list-style-type: none"> • Client Position • Client Phone Number |
| Exit Conditions | The applications is showing the details and the taxi driver has to evaluate this request. |
| Exceptions | There are not exceptions for this use case. |

Table 13: Use Case Description of Taxi Driver who receives a call notification

| <i>The Taxi Driver evaluates a call request</i> | |
|---|--|
| Actors | Registered Taxi Driver |
| Entry Conditions | <ul style="list-style-type: none"> • The Taxi Driver must be logged into the application • The Taxi Driver must have received a request notification • The application must be opened on the call request |
| Flow of Events | <ol style="list-style-type: none"> 1. The driver smartphone shows the details of the incoming call 2. The Taxi Driver clicks on <i>Accept</i> button |
| Exit Conditions | The Taxi Driver has to go to take their client who has received the confirmation. |
| Exceptions | <p>If the taxi driver clicks on <i>Decline</i> or the timeout runs out, the request will pass to the next driver present in the queue.</p> <p>If the queue is ended, the client will receive a call rejection notification.</p> |

Table 14: Use Case Description of Taxi Driver who decides to accept or decline a call request

| <i>The Taxi Driver receives a new ride reservation request notification</i> | |
|---|--|
| Actors | Registered Taxi Driver |
| Entry Conditions | <ul style="list-style-type: none"> • The Taxi Driver must be logged into the application • The application must be opened or running in background |
| Flow of Events | <ol style="list-style-type: none"> 1. The driver smartphone rings or vibrates (according to user's settings) 2. The driver clicks on the notification 3. The app shows the details of the ride reservation request: <ul style="list-style-type: none"> • Origin • Destination • Date • Time • Client Phone Number |
| Exit Conditions | The applications is showing the details and the taxi driver has to evaluate this request. |
| Exceptions | There are not exceptions for this use case. |

Table 15: Use Case Description of Taxi Driver who receives a call notification

| <i>The Taxi Driver evaluates a Ride Reservation request</i> | |
|---|--|
| Actors | Registered Taxi Driver |
| Entry Conditions | <ul style="list-style-type: none"> • The Taxi Driver must be logged into the application • The Taxi Driver must have received a request notification • The application must be opened on the ride reservation request |
| Flow of Events | <ol style="list-style-type: none"> 1. The driver smartphone shows the details of the ride 2. The Taxi Driver clicks on <i>Accept</i> button |
| Exit Conditions | The Taxi Driver has to go to take their client who has received the confirmation. |
| Exceptions | <p>If the taxi driver clicks on <i>Decline</i> or the timeout runs out, the request will pass to the next driver in the system</p> <p>If all the taxi drivers have declined the request, a rejection will be sent to the client</p> |

Table 16: Use Case Description of Taxi Driver who decides to accept or decline a Ride Reservation request

3.6.3 Use Case Sequence Diagrams

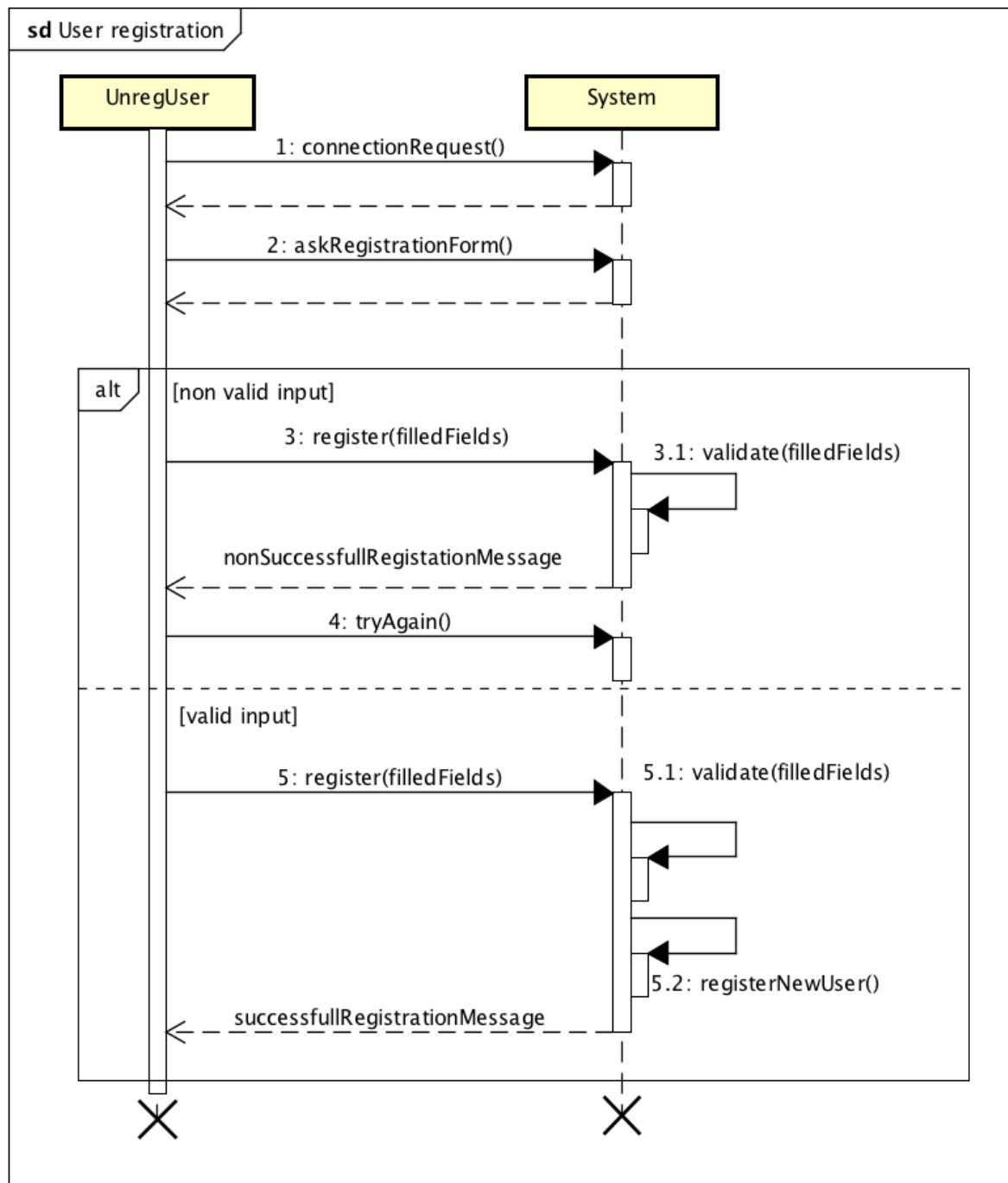


Figure 15: Client Registration UML Sequence Diagram

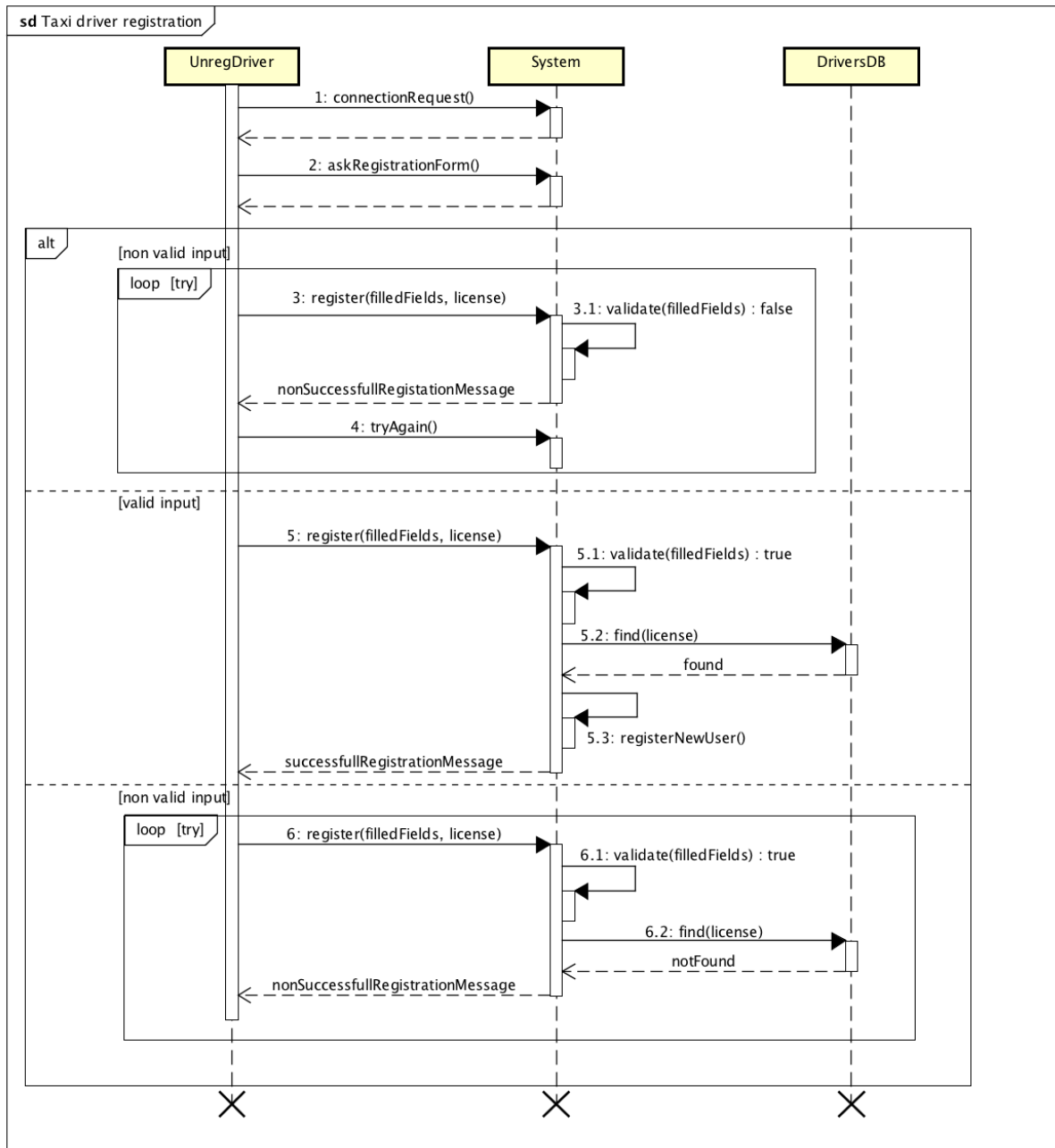


Figure 16: Taxi Driver UML Sequence Diagram

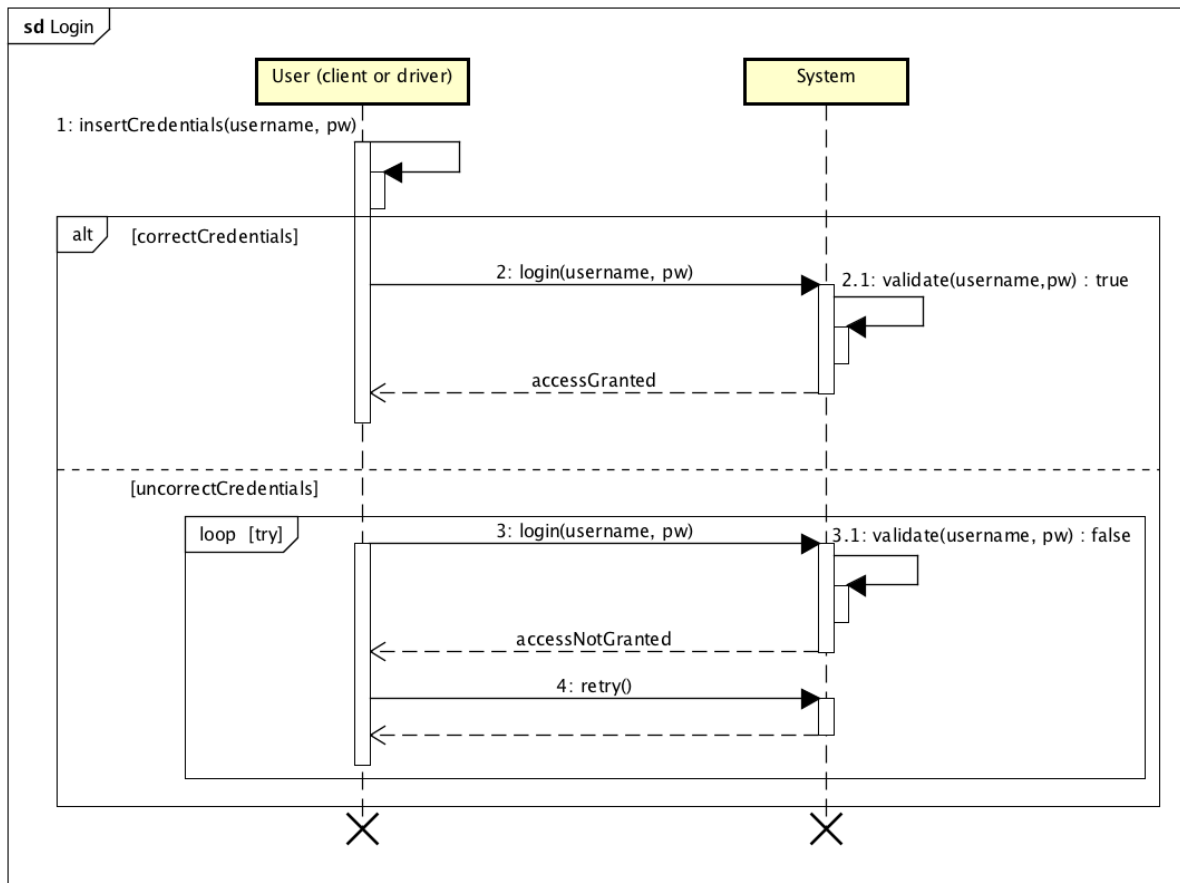


Figure 17: Login Sequence Diagram

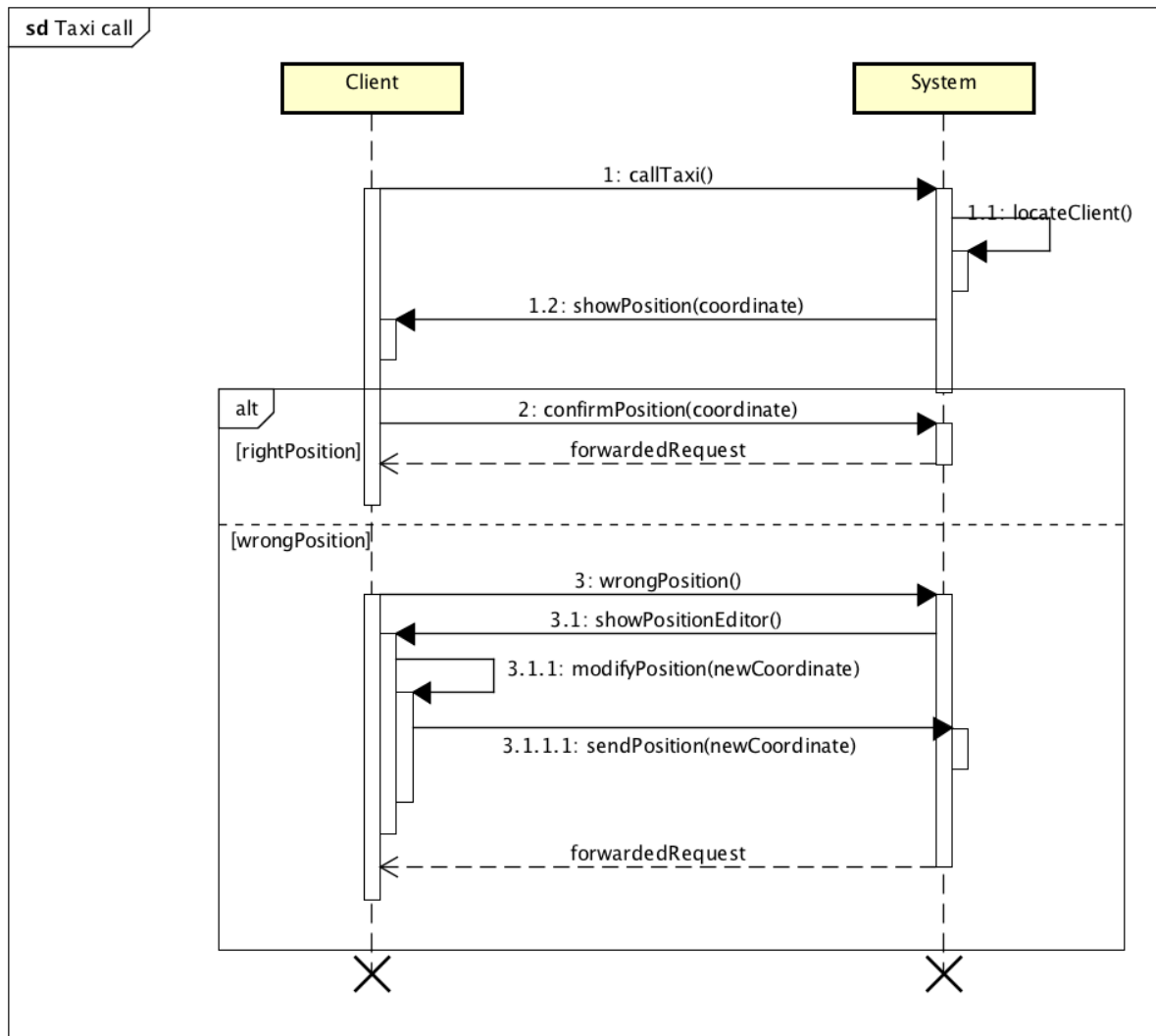


Figure 18: Client Taxi Call UML Sequence Diagram

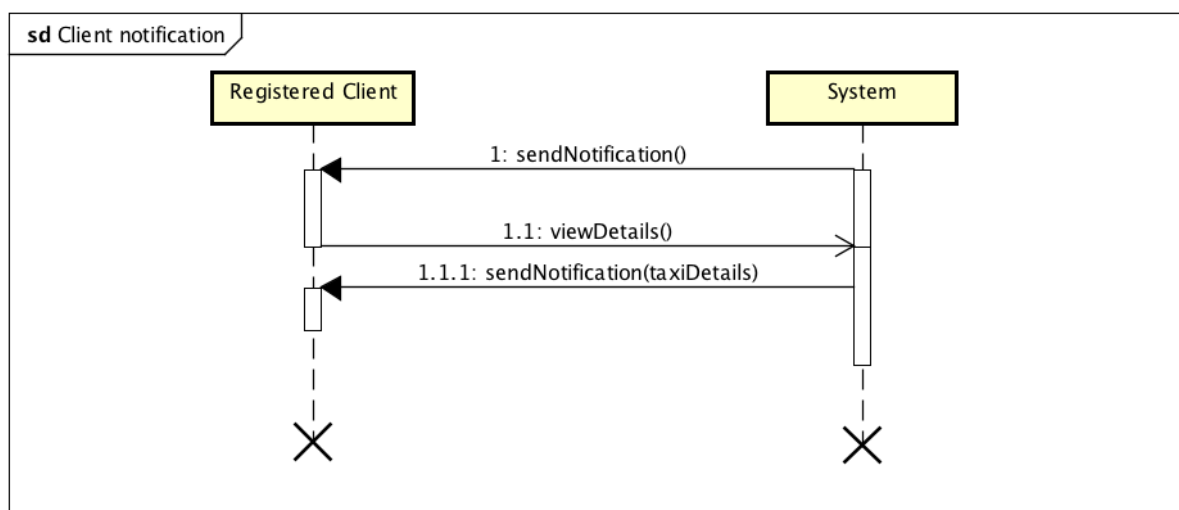


Figure 19: Client Call Confirmation UML Sequence Diagram

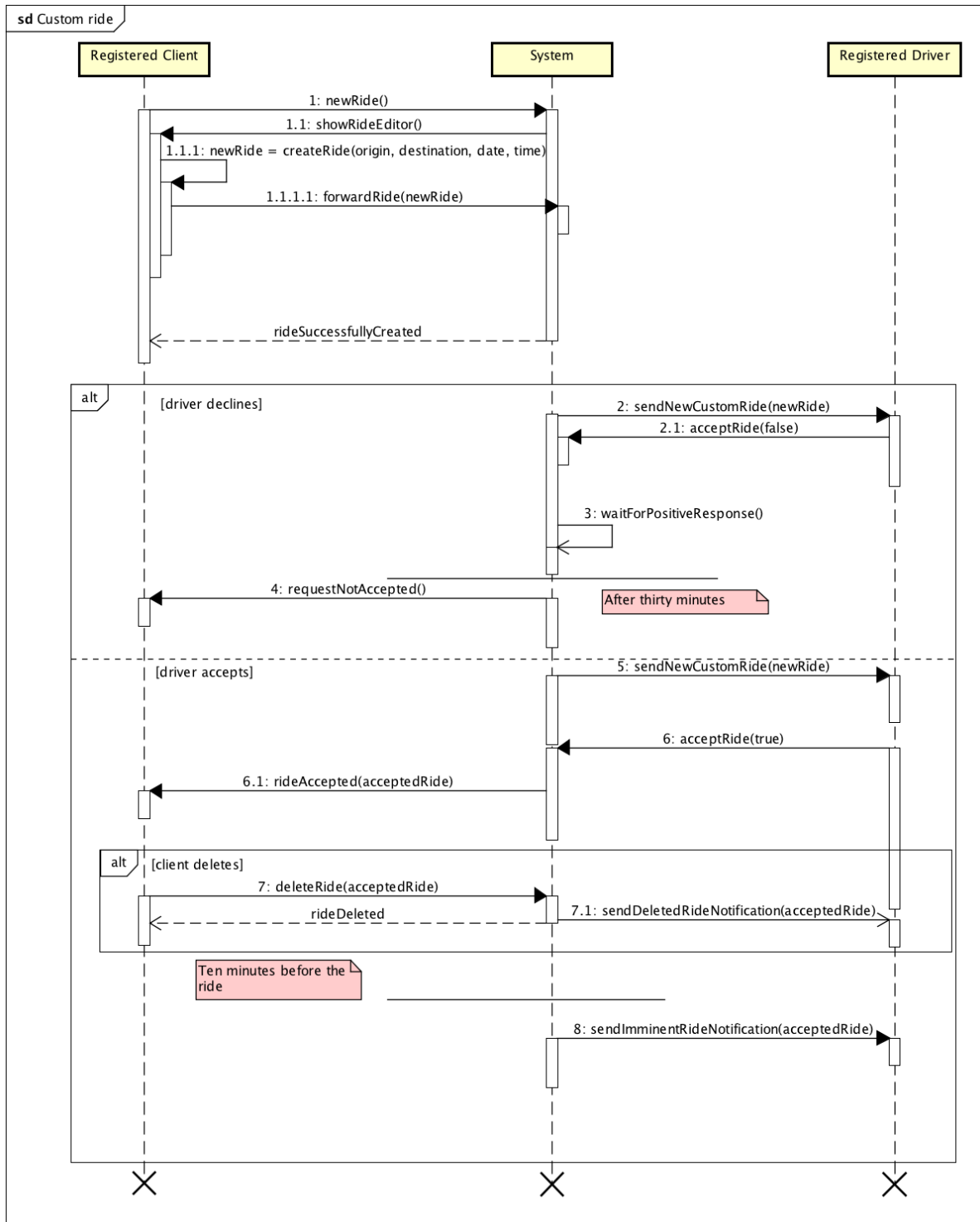


Figure 20: Client Ride Reservation and Driver accepts/declines UML Sequence Diagram

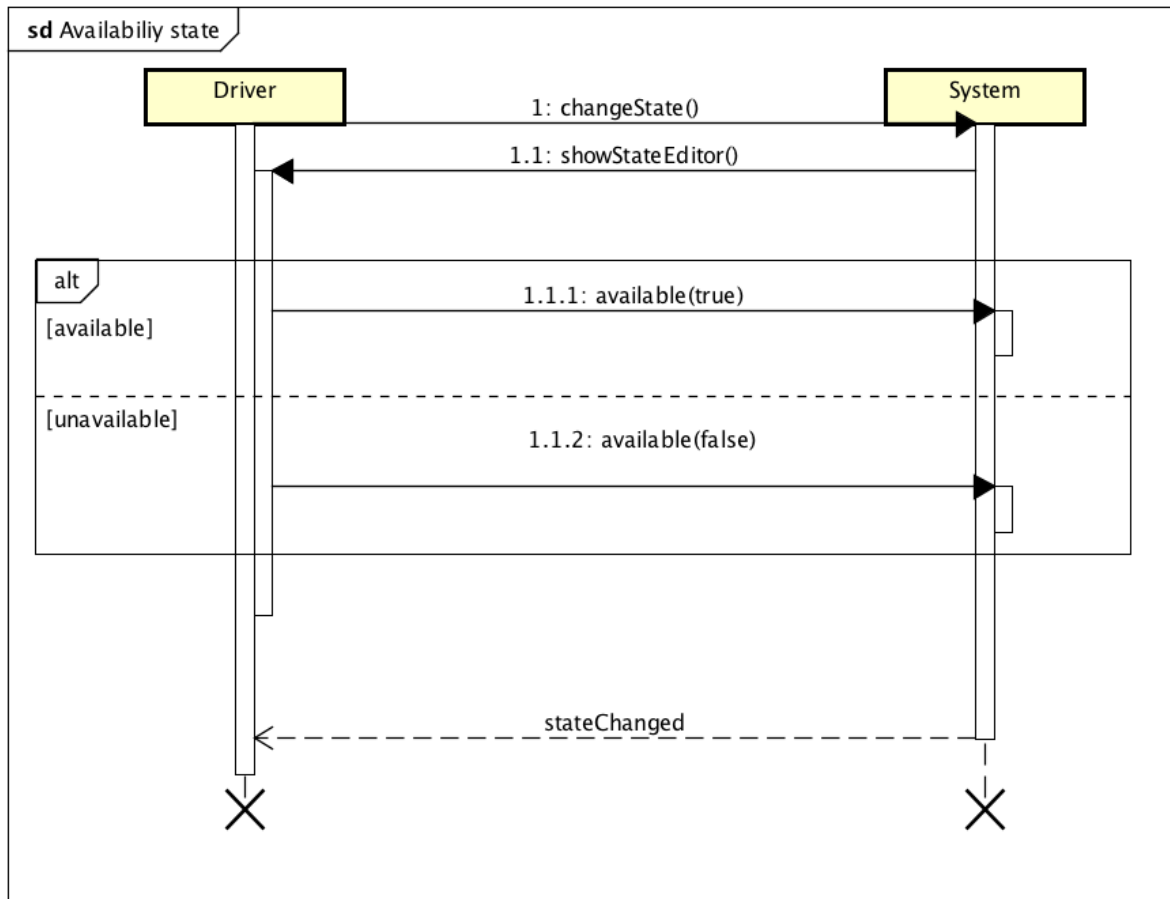


Figure 21: Taxi Driver Change Availability State UML Sequence Diagram

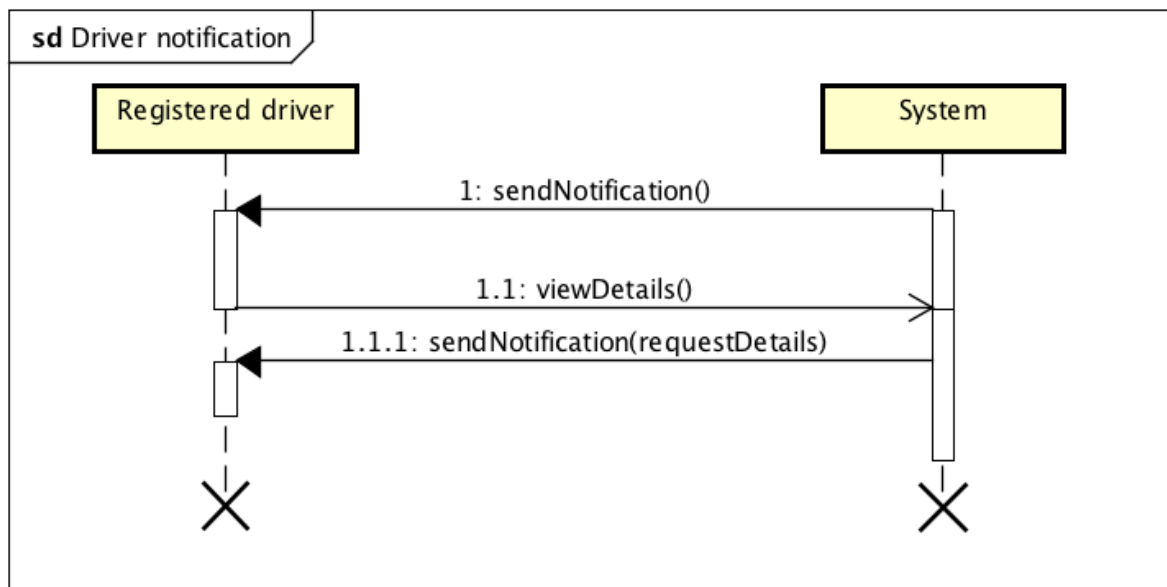


Figure 22: Taxi Driver Request Notification UML Sequence Diagram

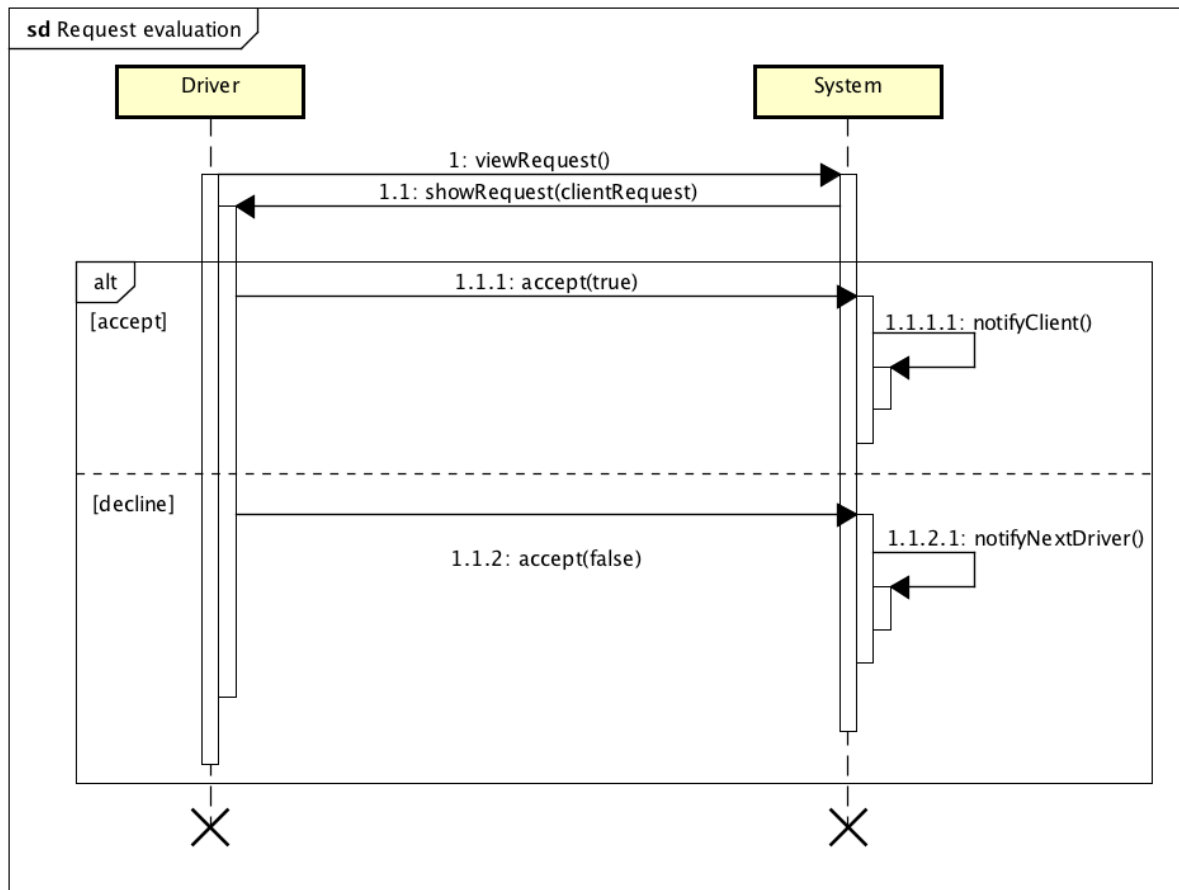


Figure 23: Taxi Driver Request Evaluation UML Sequence Diagram

3.6.4 BPMN Diagrams

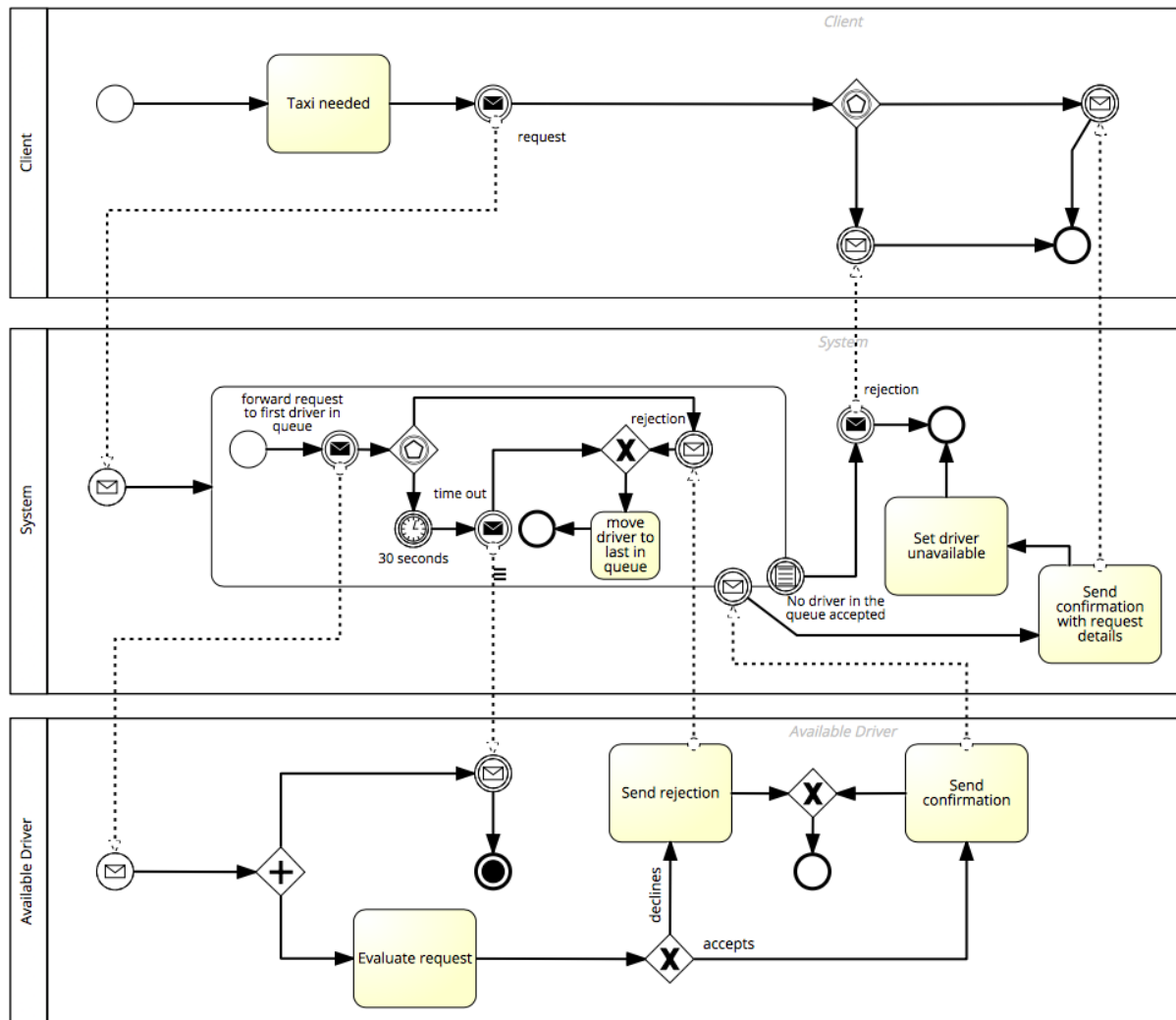


Figure 24: This is a BPMN diagram of the taxi's request process of *myTaxiService*

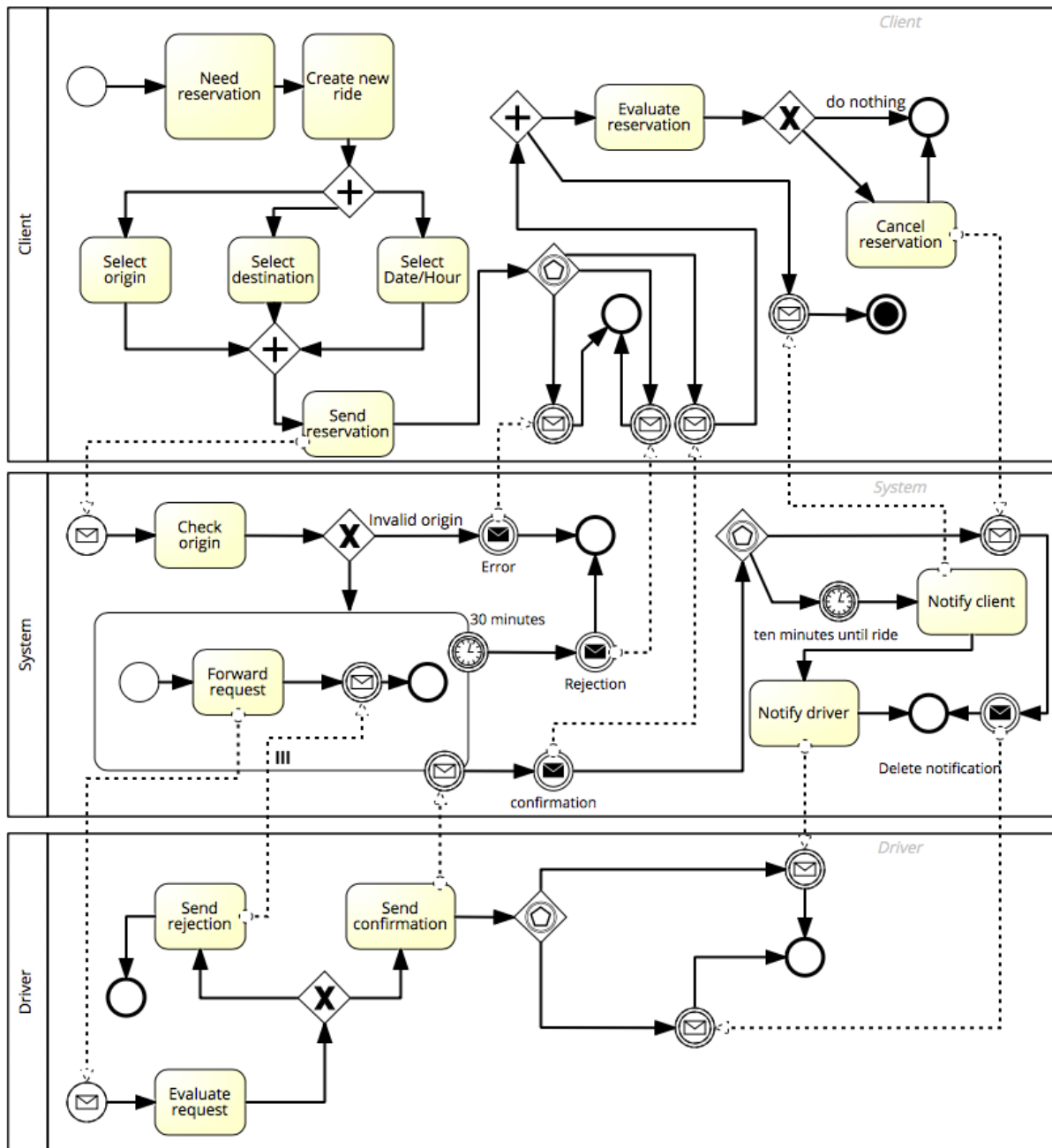


Figure 25: This is a BPMN diagram of the taxi's reservation process of *myTaxiService*

3.6.5 Class Diagram

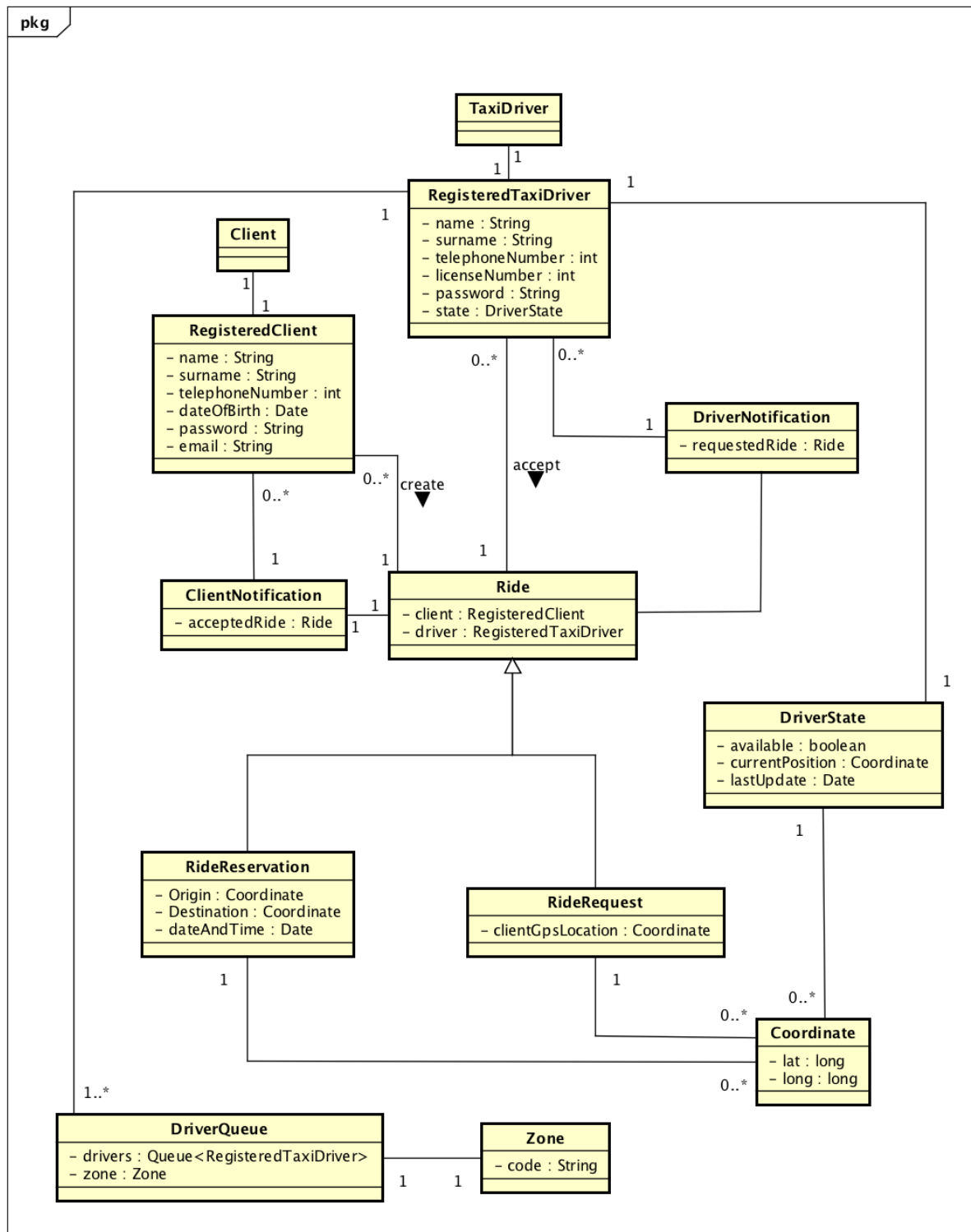


Figure 26: This is an high level class diagram of *myTaxiService*

4 Appendixes

4.1 Alloy

We have used the *Alloy Analyzer* in our project to make a formal definition of the most important properties of our system. In the following sections the model and the results derived using this tool are presented.

4.1.1 Signatures

Here are presented the signatures of our model. Some fields which have not a relevant importance in term of constraint were omitted in order to make the model as simpler as possible.

```
2 // Import boolean utility
3 open util/boolean
4 // Primitive String Type
5 sig Strings{}
6
7 // General user of the service
8 abstract sig User {
9     eMail: one Strings
10 }
11 // Taxi Driver
12 sig Driver extends User {
13     isAvailable: one Bool
14 }
15 // Client
16 sig Client extends User {}
17
18 // Taxi Drivers Queue
19 sig Queue {
20     root: lone Node
21 }
22 // Queue Element
23 sig Node {
24     ndriver: one Driver,
25     next: lone Node
26 }
27
28 // City Zone
29 sig Zone {
30     queue: one Queue,
31 }
32
33 // Taxi Call made by a Client
34 sig TaxiCall {
35     client: one Client
36 }
37 // Call Confirmation made by a Taxi Driver and related to a Taxi Call
38 sig CallConfirmation {
39     call: one TaxiCall,
40     cdriver: one Driver
41 }
42
43 // Ride Request made by a Client
44 sig RideRequest {
45     client: one Client
46 }
47 // Ride Confirmation made by a Taxi Driver and related to a Taxi Call
48 sig RideReservationConfirmation {
49     request: one RideRequest,
50     rdriver: one Driver
51 }
```

4.1.2 Facts

In this section the code represent all the constraints necessary to make the model consistent.

```
open signatures
2
// BEGIN: Definition of a generic Queue:
4 // A node cannot be connected to itself
fact nextNotReflexive {
6   no n:Node | n = n.next
}
8 // Cycles must not be present
fact nextNotCyclic {
10   no n:Node | n in n.^next
}
12 // Cannot exist a node not in a queue
fact allNodesBelongToAQueue {
14   all n: Node | one q: Queue | n in q.root.*next
}
16 // END

18 // All the available taxi drivers must be in one and only one queue
fact availableDriverInQueue {
20   all d: Driver | (one n: Node | d.isAvailable.isTrue implies d in n.ndriver) or d.
    isAvailable.isFalse
    all d: Driver, n: Node | d in n.ndriver implies d.isAvailable.isTrue
22 }

24 // A queue must own to a zone
fact queueMustBeInAZone {
26   all q:Queue | one z: Zone | q in z.queue
}
28

30 // A Taxi call can have at most a Call Confirmation
fact oneCallConfirmationPerTaxiCall {
    all c: TaxiCall, disj cc1,cc2: CallConfirmation | c in cc1.call implies not c in cc2.
    call
32 }

34 // A Client can make at most a Taxi Call at a time
fact oneTaxiCallPerClient {
36   all c: Client, disj c1,c2: TaxiCall | c in c1.client implies not c in c2.client
}
38

40 // A Taxi Driver can accept at most a Call at a time
fact oneCallConfirmationPerDriver {
    all d: Driver, disj cc1,cc2: CallConfirmation | d in cc1.cdriever implies d not in cc2.
    cdriever
42 }

44 // A Taxi Driver who accepts a Taxi Call must become "unavailable"
fact busyDriver{
46   all d: Driver, cc: CallConfirmation | d in cc.cdriever implies d.isAvailable.isFalse
}
48

50 // A Ride Request can have at most a Ride Reservation Confirmation
fact oneRideReservationConfirmationPerRideRequest {
    all rr: RideRequest, disj rc1,rc2: RideReservationConfirmation | rr in rc1.request
    implies not rr in rc2.request
52 }

54 // Two different Users cannot have the same e-mail address but with the same e-mail a
    driver must be registered as a client too.
fact noSameEMail{
56   all disj c1, c2: Client | not c1.eMail = c2.eMail
    all disj d1, d2: Driver | not d1.eMail = d2.eMail
58 }
```


4.1.3 Functions

The following code is a function used to write assertions in an easy way.

```
open signatures
2
// given a Queue, return all the drivers in this Queue
4 fun driversInQueue [q: Queue] : set Driver {
    q.root.*next.ndriver
6 }
```

4.1.4 Assertions

Here there are some assertions to be checked in order to verify the model.

```
open signatures
2 open functions
4 // Check that a driver belongs only to one zone
assert noDriverInTwoZones{
6     all d: Driver, disj z1, z2: Zone | d in driversInQueue [z1.queue] implies d not in
        driversInQueue [z2.queue]
}
8
// Check that in a queue there aren't unavailable drivers
10 assert noUnavailableDriverInAQueue{
    all d: Driver, z: Zone | d.isAvailable.isFalse implies d not in driversInQueue [z.
        queue]
12 }
14 // Check that each the available drivers belong to a zone
assert availableDriverInAZone {
16     all d: Driver | (one z: Zone | d.isAvailable.isTrue implies d in driversInQueue[z.
        queue]) or d.isAvailable.isFalse
    all d: Driver, z: Zone | d in driversInQueue[z.queue] implies d.isAvailable.isTrue
18 }
20 // Check that two clients have different e-mails
assert differentEMail {
22     no disj c1, c2: Client | c1.eMail = c2.eMail
}
```

4.1.5 Predicates

The code below is the declaration of some predicates.

```
open signatures
2
// Show generic big world
4 pred show {
}
6
// Show a generic world
8 pred showWorld1(){
  #Node = 3
10  #Driver = 4
  #CallConfirmation = 1
12  #TaxiCall = 2
  #Client = 3
14  #Zone = 2
  #RideRequest = 0
16 }

18 // Show a world with only available taxi driver
pred showWorld2 {
20  #Zone = 1
  #Driver = 5
22  #Client = 0
  #RideRequest = 0
24 }

26 // Show a world with no available taxi driver
pred showWorld3 {
28  some d: Driver | d.isAvailable.isFalse and not ( one cc: CallConfirmation | d in cc.
    cdriver ) and not ( one rr: RideReservationConfirmation | d in rr.rdriver )
}
30

// Show a world in which is enlightened the coexistence between Calls and Reservations
32 pred showWorld4 {
  #Zone = 1
34  #RideReservationConfirmation > 1
  #RideRequest > #RideReservationConfirmation
36  #CallConfirmation > 0
}
```

4.1.6 Main

This is the main code of the model.

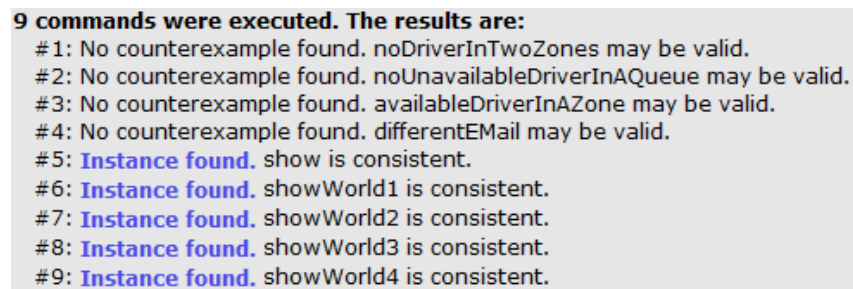
```
// Import all the parts of the model
2 open signatures
  open functions
4 open facts
  open assertions
6 open predicates

8 // Check the assertions
  check noDriverInTwoZones for 5
10 check noUnavailableDriverInAQueue for 5
  check availableDriverInAZone for 5
12 check differentEMail for 5

14 // Generate some Worlds
  run show for 20
16 run showWorld1 for 10
  run showWorld2 for 10
18 run showWorld3 for 10
  run showWorld4 for 10
```

4.1.7 Output

The following screenshot represents the output generated by the *Alloy Analyzer* starting from the code presented in the previous sections. It shows that the model is consistent.



9 commands were executed. The results are:

- #1: No counterexample found. noDriverInTwoZones may be valid.
- #2: No counterexample found. noUnavailableDriverInAQueue may be valid.
- #3: No counterexample found. availableDriverInAZone may be valid.
- #4: No counterexample found. differentEMail may be valid.
- #5: **Instance found.** show is consistent.
- #6: **Instance found.** showWorld1 is consistent.
- #7: **Instance found.** showWorld2 is consistent.
- #8: **Instance found.** showWorld3 is consistent.
- #9: **Instance found.** showWorld4 is consistent.

Figure 27: Alloy Output

4.1.8 Worlds

The images in this section represent some *Worlds* generated with *Alloy Analyzer*. These *Worlds* show some configurations of our system.

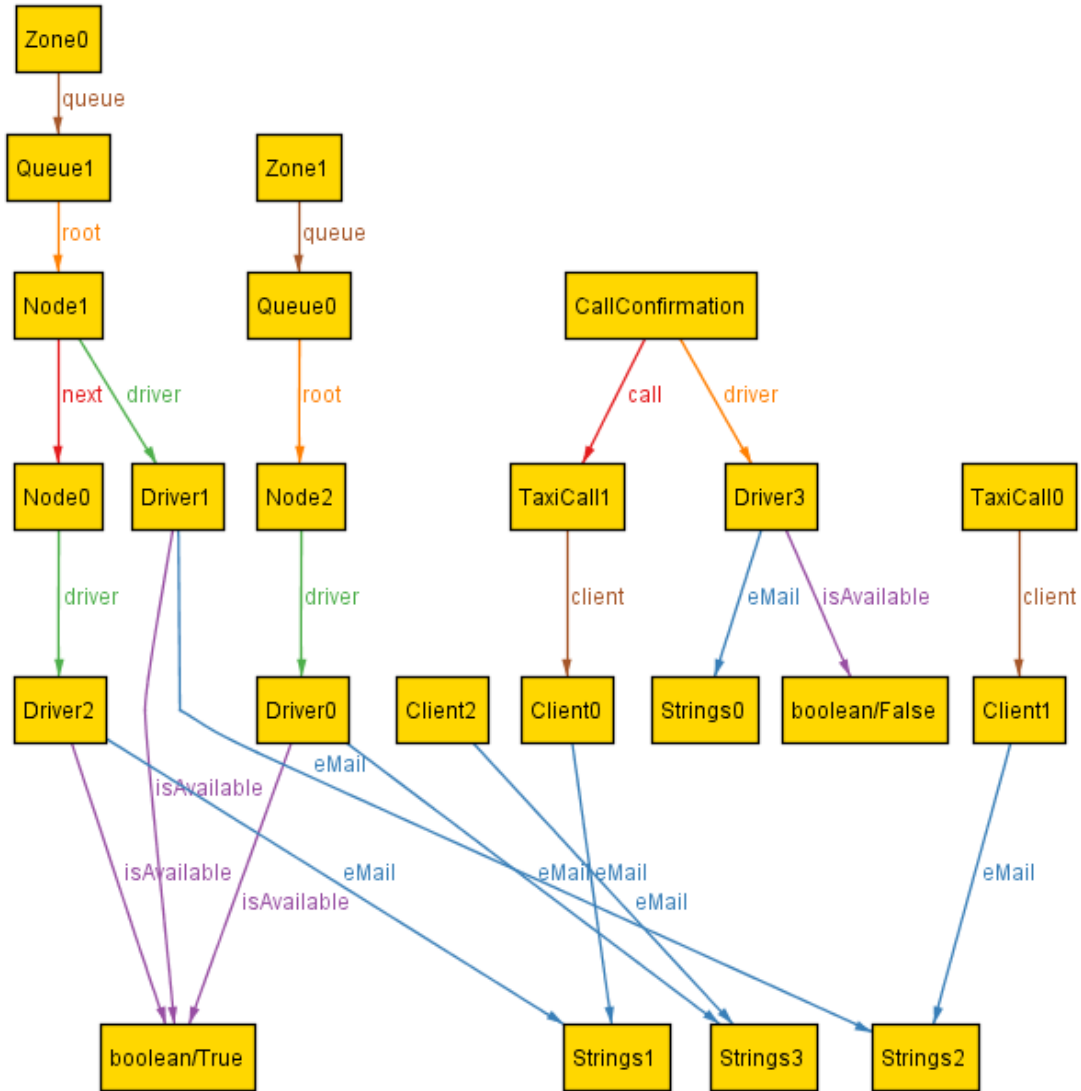


Figure 28: This alloy world represents a generic situation in which there are two zones, some drivers are available and other are busy in a Call. Here is not present any Reservation

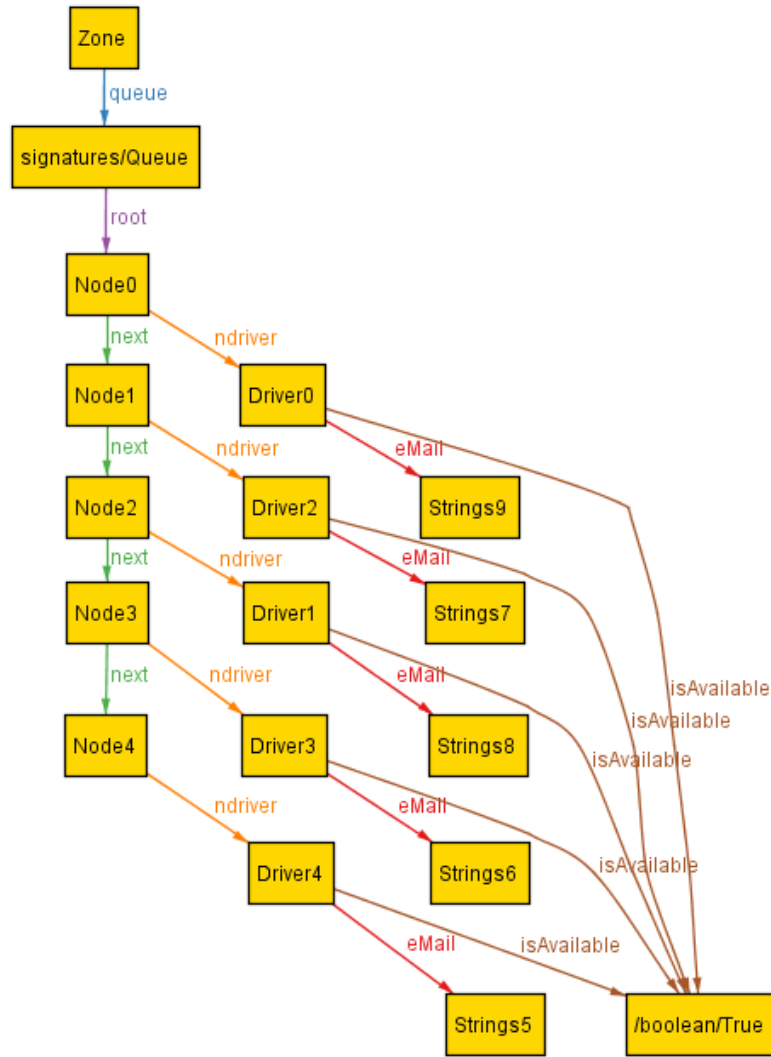
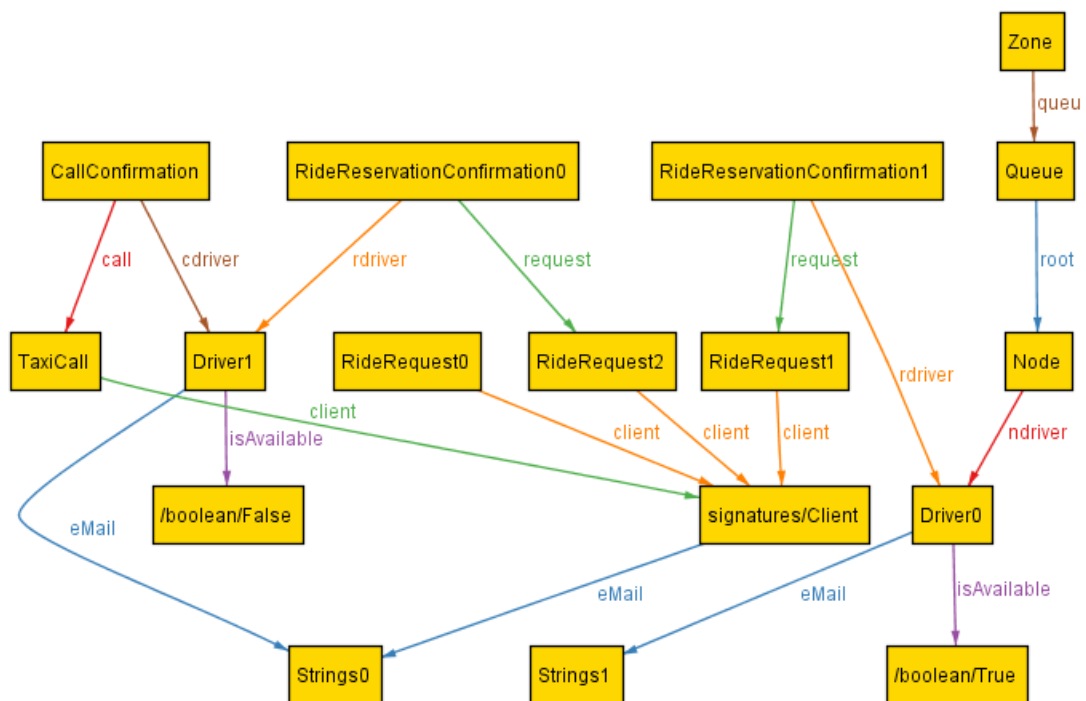
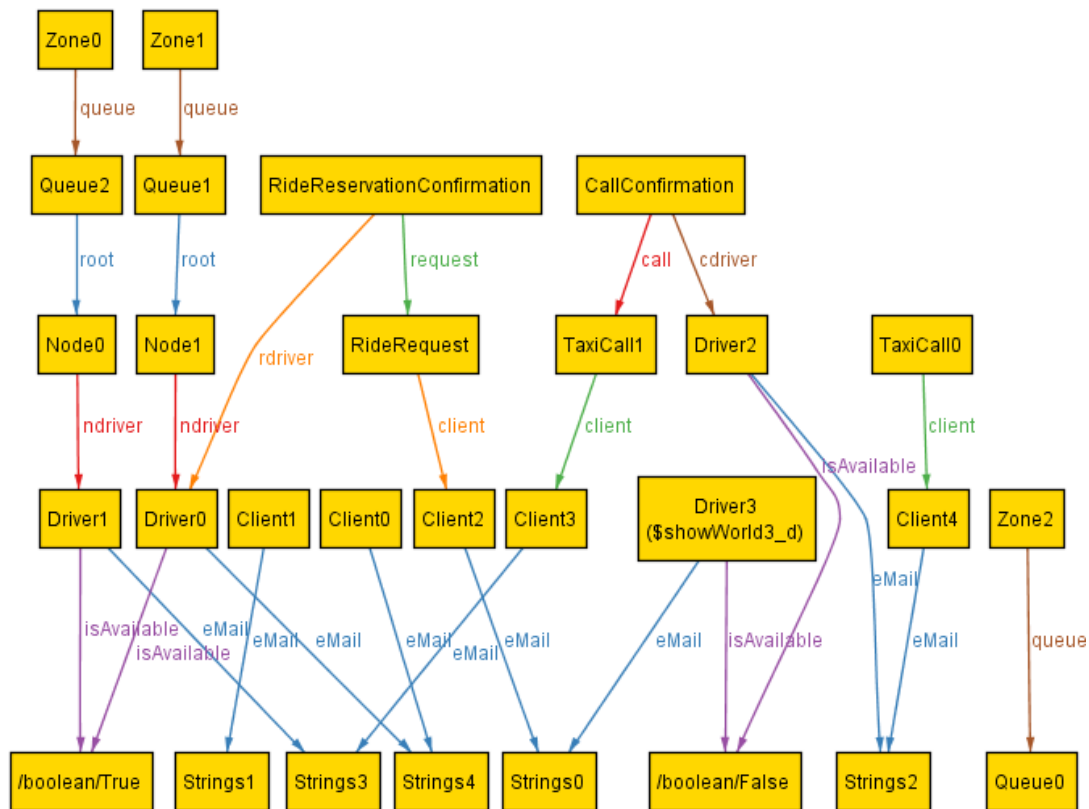


Figure 29: This alloy world represents a particular situation in which all the Taxi Drivers are available. This is useful to see how the queue is implemented. Here is not present any Reservation



4.2 Software and Tools used

ShareLatex: This web application was used to redact this document in a collaborative way.
(<https://it.sharelatex.com/>)

NinjaMock: This online service was useful for design the mockups present in this document.
(<https://ninjamock.com/>)

Creately: This web service helped us to create Use Case Diagrams.
(<https://createlly.com>)

Astah Professional: This desktop application was used to create all the others UML Diagrams.
(<http://astah.net/>)

Signavio Academic: This web application was used to create the BPMN diagrams
(<http://academic.signavio.com>)

Alloy Analyzer: This tool was used to prove the consistency of our model.
(<http://alloy.mit.edu/alloy/>)

4.3 Hours of Work

We spent approximately the following amount of hours to redact this document:

Riva Luca: 35

Strada Jacopo: 35