# SRS Document
# 5PM Zot Group

Team Members:
Emma Anderson
Kristen DeVore
Jonathan DiCamillo
Michelle Lac
Allan Nguyen
Michael Zarour
Chengjun Zhang

Table of Contents

# 1. Introduction

## 1.1 Purpose

The University of California, Irvine is creating a web application (Respond!). There are two purposes of the application: to provide a way to handle multiple emergency requests efficiently in order to improve emergency response, and to work toward providing a safe campus and space for UCI affiliates and students. The app allows friends and family of UCI affiliates to check on their loved ones and ensure they are safe in an emergency as well as provide emergency responders with a tool to quickly respond to incidents on campus. The purpose of this document is to outline the requirements as understood from the case study, elicitation sessions, and field notes. The intended audience of this document is software developers, UCI administrative staff, and requirements engineers.

1.2 Scope

The Respond! application is available to UCI affiliates, non-UCI affiliates(public), UCI campus police, and emergency responders. It is currently available only for UC Irvine's campus.

The main functions that the Respond! application should provide are as following:

1. A UCI affiliate will be able to request assistance in the event of an emergency.
    a. Categorize the emergency based on type of emergency (flood, fire, etc).
    b. Confirm location of emergency
    c. Upload a picture (optional)
2. UCI campus police and emergency responders should be able to view reports.
    a. Campus police views reports
    b. Categorize reports by priority
    c. Modify report status
3. UCI affiliates should be able to check in, while in a state of a campus-wide emergency, that they are safe
    a. Confirm that they are UCI affiliate, with UCI net id
    b. UCI affiliate can verify safety
4. Non UCI affiliates should be able to check on the status of a UCI affiliate to see if they have been verified as safe or not
    a. Non UCI affiliate can look up UCI affiliate, with first name, last name and UCI net ID
    b. Non UCI affiliate is able to see if UCI affiliate has checked in or not
5. UCI campus police and emergency responders should be able to locate victims.
    a. GPS tracking of victim's location
    b. Directions providing navigation to victim
    c. Google maps visual display of campus

1.3 Definitions, Acronyms, and Abbreviations

| **Term or Acronym** | **Definition** |
|---|---|

| | |
|---|---|
| EEE | Electronic Educational Environment |
| UCI | University of California, Irvine |
| App | Application |
| PC | Personal Computer |
| PD | Police Department |
| UCI Affiliate | UCI student, faculty, or staff |
| UCI Net ID | Electronic identification for UCI affiliate accounts |

1.4 References
See Section Appendix A.2 for models

1.5 Overview
Respond! is a mobile and web application that shall collect user location, help requests and emergency reports. This enables UCI campus police and off campus local emergency responders to effectively locate victims and provide assistance. The reports will be categorized into different emergency levels to allow responders to respond to incidents according to urgency. The application shall also allow for UCI affiliates to check in and verify that they are safe in the event of an emergency. It also allows non-affiliates to be able to check on the status of their loved ones or UCI affiliate in the case of an emergency.

# 2. General Description

Respond! will have features that help users improve the emergency response. To achieve this goal, Respond! allows users report an incident or request for help. For reporter's information security, Respond! allows user send report anonymously. To manage the various incidents, Respond! support notifying dispatcher, categorizing incidents and ranking incidents by priority. Dispatcher can view incidents by categories or priority and deal with the more important incidents at first. When a report is received, dispatcher can locate victims and personnel, then assign tasks to nearest campus police depart or other non-uci affiliated personnel. Rescuers are able to check on when they arrive at the location, and check in when they successfully find the user who send reports. During and after the response process, dispatchers and rescuers can edit and update the report status and other related information. These information will be posted online publicly. Finally, if some unexpected emergencies such as school shooting, earthquake, or flood happen, Respond! allows dispatcher send notifications to all students.

2.1. Product Perspective
Respond! is part of the *Repair, Maintain, And Respond* (RMR) project; an effort to increase efficiency and scalability of UCI's reporting services. Unlike its counterpart, FixIt, which was

designed for facilities management, Respond! is an independent subsystem dedicated to providing emergency reporting and dispatch management. Similar to FixIt, Respond! will accept requests from UCI affiliates who have been authenticated using their UCINETID, but instead of notifying facilities management, it will notify campus police. Not only could campus police assign personnel from within their own department, they can also assign personnel from the Fire Department or Paramedics. Furthermore, the system will provide GPS services allows emergency personnel to locate victims and share their current location.

## 2.2. Product Functions

A summary of the major functions the software system will perform is stated below:

The system enables UCI affiliates (students, faculty, and staff) to report any emergencies that have occurred or are currently ongoing. This includes the opportunity for UCI affiliates to request assistance during an emergency. For the purpose of efficiency, maximizing prioritization of emergencies, and determining appropriate protocols, the system minimizes duplicate reportings of the same issue multiple times. Essentially, the system provides UCI affiliates a structured interface for the users to maneuver through, consisting of a view of all existing situations, a reporting option, and a assistance request option, both of which prompt fields for the users to fill out regarding their personal information and the properties of the emergency where everything is ultimately sent to the campus police upon completion. Similarly, the user interface provided to the campus police on devices allows them to create operational plans accordingly with the freedom to sort them in order of significance and create notes. Importantly, the system allows the capability for both UCI affiliates and the campus police to locate each other through a live tracking system and status of the situation. Moreover, the system provides a “check in” and “check on” function where UCI affiliates can report their condition, with the information being saved in system that can be publicly available to anyone to view.

## 2.3. User Characteristics

The system’s users pertain to three major groups. The groups the users belong in as well as their education level, experience, and technical expertise are described below and have all been taken into consideration when developing specific requirements for the system to best suit these users stated later on in the SRS document:

- UCI Affiliates
    - UCI Students
        - Education: College
        - Experience: Familiar / Mobile Application Savvy
        - Technical Expertise: Adequate / Strong
    - UCI Faculty
        - Education: Ph.D
        - Experience: Familiar / Mobile Application Savvy
        - Technical Expertise: Adequate / Strong
    - UCI Staff

        - Education: College
        - Experience: Familiar / Mobile Application Savvy
        - Technical Expertise: Adequate / Strong
- Responding Affiliates
    - Campus Police
        - Education: Unknown
        - Experience: Familiar / Mobile Application Savvy
        - Technical Expertise: Strong / Very Strong
- General Public
    - UCI Affiliate Connections / General
        - Education: Unknown
        - Experience: Familiarity of mobile application / website usage is assumed
        - Technical Expertise: Basic internet browsing skills is assumed

2.4. General Constraints

The system must be developed under the following constraints:

- Only UCI Affiliates can submit a report
- Must be accessible on mobile and web
- Only Campus PD can assign personnel
- IP Addresses for all reports must be logged
- Check-in/Check-on information shall be made available to non-UCI affiliates
- Reports need to have guaranteed delivery
- Location services must be provided

2.5. Assumptions

1. It is assumed that dispatch is monitoring the Respond! system for incoming notification so incident reports can be handled in short time.
2. It is assumed that users allow the Respond! App locate and upload their real time locations so that rescuers can locate reporters when they receive incident reports.
3. It is assumed that Respond! system will notice the repeated reports in short times and improve this issue's priority because multiple people report it.
4. It is assumed that the incidents refers to personal security always have the highest priority.
5. It is assumed that all students will install this app.
6. It is assumed that non-uci affiliated personnel may have different kinds of contact way, so Respond! system allow various contact ways, such as phone call, text, email.

# 3. Specific Requirements

3.1. Essential Requirements

### 3.1.1. Functional Requirements

#### 3.1.1.1. Submit a Report
ID: FD1
DESCRIPTION: All UCI affiliates shall be able to report an emergency and request for help. They must be able to specify a report category, add a photo, and make their location available to emergency responders.
USE CASE: Report Incident
FIT CRITERION: The user is able to submit a report with appropriate details and it is received by campus police.
RATIONALE: This is part of the core functionality of the application in an effort to streamline emergency reporting. If a user cannot submit a report, then they will have to defer back to old procedures which were deemed inefficient.
DEPENDENCIES: FD2, FD3, FD4
SUPPORTING MATERIAL: A.2.2.1, A.2.3, A.2.4

#### 3.1.1.2. Categorize a Report
ID: FD2
DESCRIPTION: In order to prioritize incidents, a category must be assigned to the report at the time of submission. Per the elicitation documentation, the categories must include: minor, moderate, and urgent.
USE CASE: Categorize Emergency
SOURCE: Case Study and Requirements Elicitation Session
FIT CRITERION: A user is able to categorize a report with one of the predefined categories, and prioritizing the report accordingly.
RATIONALE: Some reports are inherently more important than others; marking each report with a category allows responders to efficiently prioritize incidents.
DEPENDENCIES: FD1
SUPPORTING MATERIAL: A.2.3

#### 3.1.1.3. Upload Images
ID: FD3
DESCRIPTION: When submitting a report, the user shall have an option or opportunity to upload at least one photo pertaining to the incident being reported.
USE CASE: Upload Picture
FIT CRITERION: A user is able to upload an image with their submission and it is viewable by campus police or any authorized user.
RATIONALE: Providing an image may allow responders gain further understanding of the situation or know what to look for. Additionally, it may determine who gets dispatched and factor into the priority of the report.
DEPENDENCIES: FD1
SUPPORTING MATERIAL: A.2.3

#### 3.1.1.4. Notification Support

ID: FD4
DESCRIPTION: The application should deliver notifications within the application (push notification) or through short message service (SMS).
USE CASE: Send Notifications, Notify Dispatcher
FIT CRITERION: A notification is sent to the campus police department once a report has been submitted. A user who registered to be notified when a situation has been resolved is notified when the issue has been marked as such.
RATIONALE: In order for campus police to dispatch a responder, they need to know when a report has filed. The initial reporter who has subscribed to receive notifications on the situation may need to know when the issue has been resolved for their or someone else's safety.
DEPENDENCIES: FD1
SUPPORTING MATERIAL: A.2.3, A.2.2.2

3.1.1.5. Incident Report Management
ID: FD5
DESCRIPTION: Campus police are to have access to submitted reports while being able to filter by category or significance. Furthermore, campus police shall be granted permission to add, modify, and delete submissions and have the ability to have their own notes added to the submission.
USE CASE: Rank Incidents by Priority, Update Report Status, Edit Information, Forward Report
FIT CRITERION: Campus police are able to view a list of outstanding incidents and sort the results by their significance or category. They are also able to publish their notes as well as create, modify, and delete reports from the system.
RATIONALE: Being able to manage report submissions will allows responders to maintain a high level of outstanding situations and what kind of help is required. Filtering will enable efficient searching and prioritization of emergencies. Additionally, responders need to be able to update the report in real time, while they are either currently responding to or have resolved the situation. To minimize duplicate reporting or false reports, officers should be able to detect them from the system and adjust the priorities accordingly.
DEPENDENCIES: FD1
SUPPORTING MATERIAL: A.2.2.1, A.2.3

3.1.1.6. Dispatch Personnel
ID: FD6
DESCRIPTION: Campus police should be able to dispatch personnel from any authorized emergency department, including paramedics and fire department, to a reported incident within the application.
USE CASE: Assign Personnel, Forward Report,
FIT CRITERION: Campus police are able to assign personnel from both their own department and other departments within the application. All emergency responders assigned to the incident are able to access the application and the report details.
RATIONALE: To efficiently assign personnel from within the department, dispatch should not have to leave the application to dispatch which could make monitoring and controlling dispatched personnel difficult. Some situations will require the attention of not only campus

police, but also the fire department or paramedics, so the application must be able to assign personnel from these departments.
DEPENDENCIES: FD1, FD4, FD5
SUPPORTING MATERIAL: A.2.2.4, A.2.3, A.2.4

3.1.1.7. GPS Tracking and Location Services
ID: FD7
DESCRIPTION: Emergency responders should be able to locate and navigate to reported victims using the application. Similarly, the original reporter should be able to track emergency responders while they are in route and have the option to cancel.
USE CASE: Locate Victims
FIT CRITERION: Emergency responders are able to navigate to the locations of reported victims and the original reporter is able to track responders while they are in route.
RATIONALE: Locating victims is the most important part of responding to an emergency. Providing gps location and tracking services will save time locating victims increasing chances of their survival or safety. Providing the reporter the ability to assign dispatched responders will provide them security that help is on the way and the responder's ETA.
DEPENDENCIES: FD1, FD6
SUPPORTING MATERIAL: A.2.2.3, A.2.2.5, A.2.3

3.1.1.8. Check in / Check on
ID: FD8
DESCRIPTION: UCI Affiliates shall be able to report that they are safe from an emergency while making their status public to any user without requiring authorization.
USE CASE: Check On, Check In
FIT CRITERION: A UCI affiliate is able to use the application to indicate that they are safe from an incident. Once an affiliate marks themselves as safe, a visitor is able to determine that individual is safe without having to be affiliated with UCI.
RATIONALE: The features will allow non-UCI affiliated individuals, such as family member, employers, or friends, to know that someone is safe, giving them peace of mind.
DEPENDENCIES:
SUPPORTING MATERIAL: A.2.2.6, A.2.3

3.1.2 Non-Functional Requirements

3.1.2.1 Security
Respond is responsible for keeping sensitive data private and safe. Certain features, like location tracking should only be available to the general public if the student chooses to make his/her location public, or to the authorities who require location to ensure student safety. Because reports include crucial information like emergency type and affected victims, reports are also expected to be kept private, only to be seen by legal authorities and emergency responders.

3.1.2.2 Scalability

Respond is meant to be used by the entire UCI campus, as well as outside authorities and the general public. Because of this, the app must be scalable. The app must accommodate growth as more and more users log onto and check the app. Not to mention the large amounts of data that will be stored as users enter more reports. Respond should be ready to store this data and account for a large user base.

3.1.2.3 Reliability
Students and faculty rely on Respond during emergency situations. Although most situations are likely to be minor (pipe leak, power outage, robbery), there are several cases where the emergency can be deemed dangerous (fire, flood, intruder). When UCI affiliates enter these life threatening situations, it is crucial that Respond work properly and get in contact with emergency responders as fast as possible.

3.1.2.4 Maintainability
Because Respond is available 24/7, the application must be durable and be updated regularly to ensure best usage. IT staff should be able to perform maintenance work on the application. Upkeep is important as the application caters to a large user base.

3.1.3 External Interface Requirements
3.1.3.1 - User Interface Prototype
Below is the prototype of the mobile version of the application. The first screen a user will see when they open the application is the login page, seen on Figure 1. A user will either log in as a UCI affiliate or an emergency responder. Other users will click on the “Not a UCI affiliate?” button and will then be able to access the Check On features previously mentioned. UCI affiliates will have to login with their UCI netID and password.

**Figure 1**

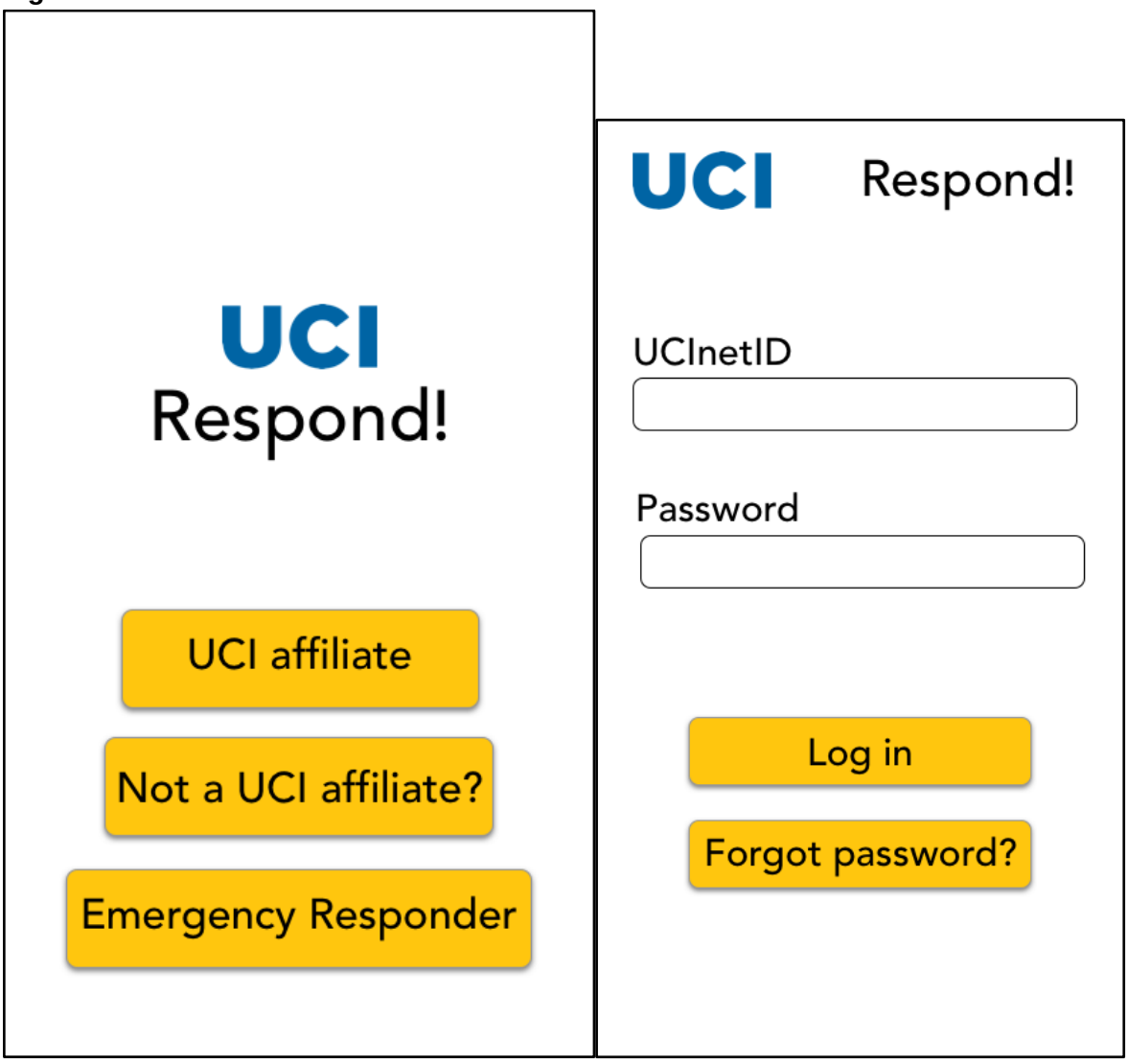
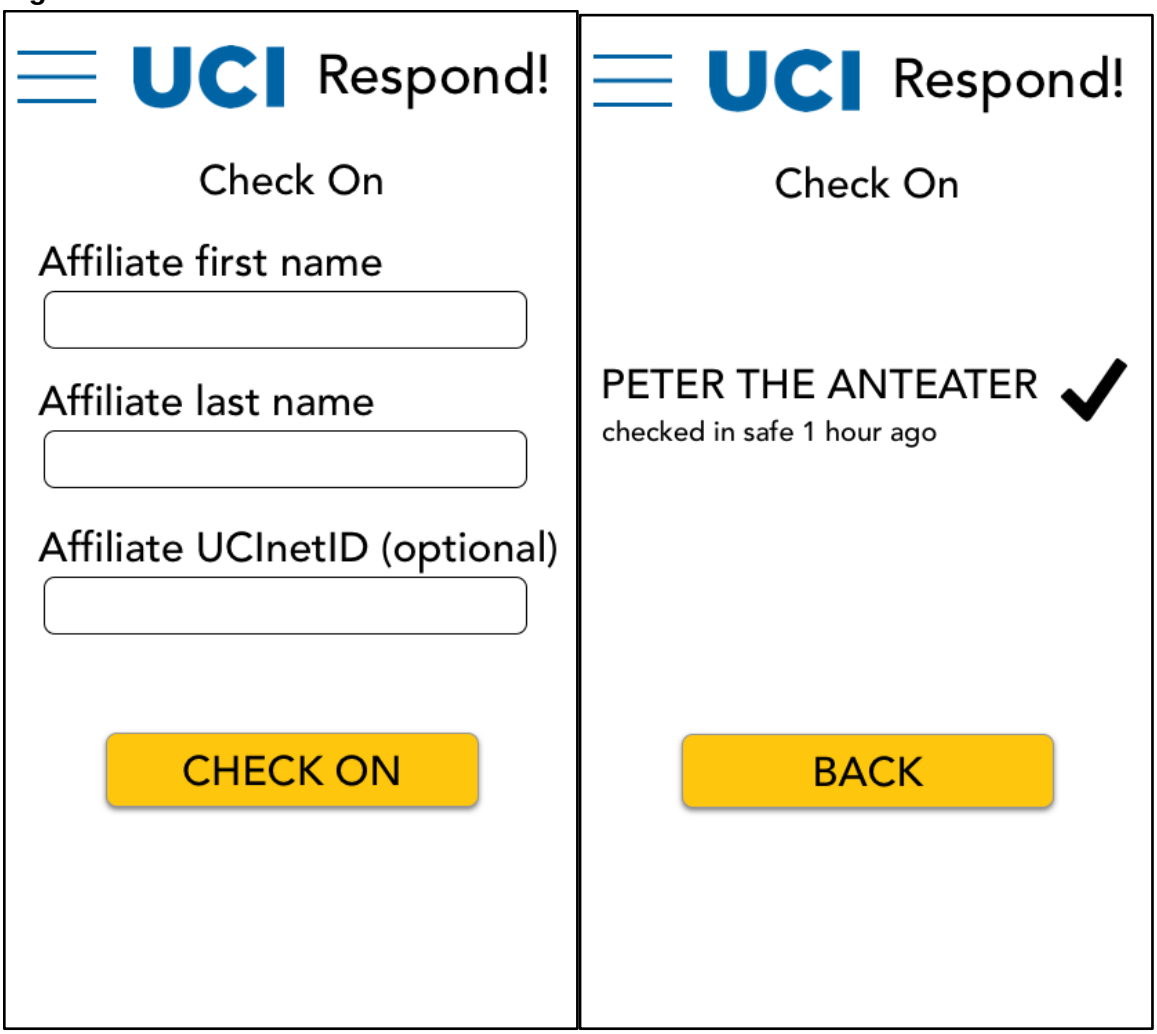

UCI
Respond!
UCI affiliate
Not a UCI affiliate?
Emergency Responder
UCI Respond!
UCInetID
Password
Log in
Forgot password?

**Figure 2**


A UCI affiliate will be able to file a report with various options for inputting information, as seen in Figure 2. They will be able to categorize the emergency in order to help effectively allow first responders to classify the emergency. Additionally, a UCI affiliate can upload an image, share their location, and add more details to submit a report.

**Figure 3**




In Figure 3, a non UCI affiliate can check on the status of their loved one to verify they are safe. They can use information such as the first and last name as well as the UCI netID to verify that they are safe. If they are safe, the screen will then go to showcasing that the affiliate has checked in along with when they checked in.

3.1.3.2 Hardware Interfaces

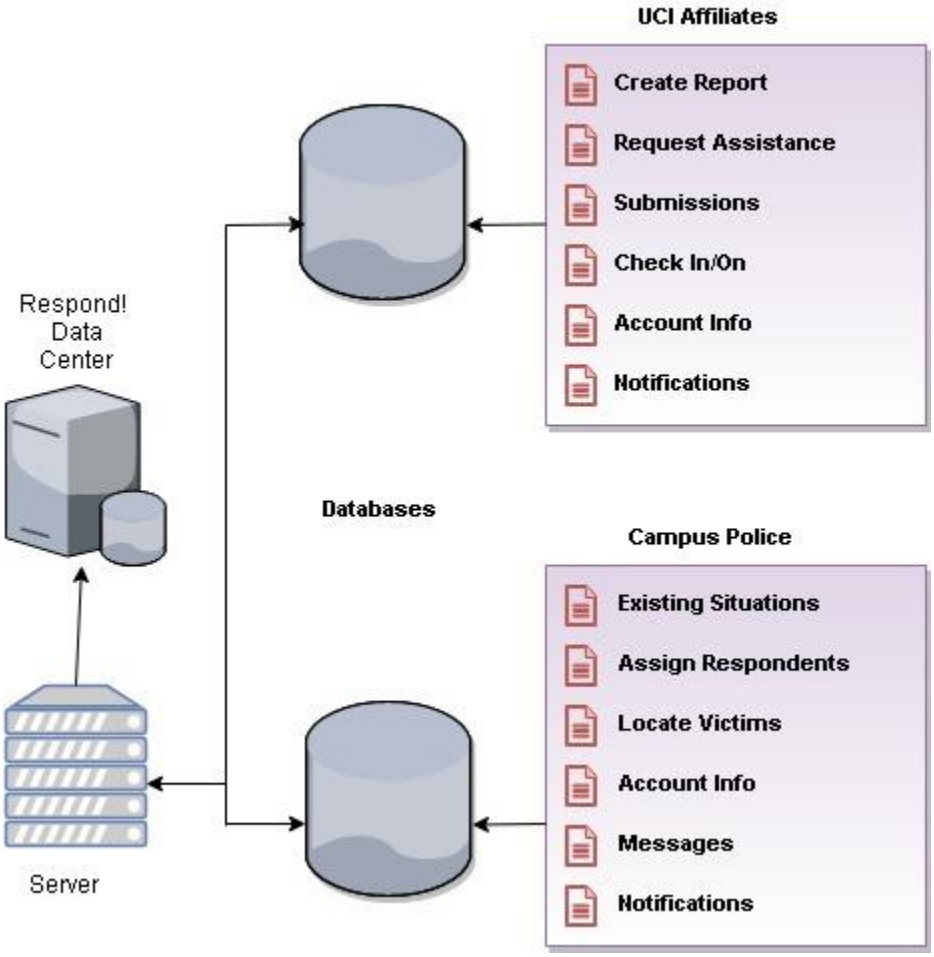
The application should be able to work on most interfaces, ranging from phone to desktop to tablet. It should be accessible from any interface in order to allow for an efficient user experience and to allow a user to easily access the application.

3.1.3.3 Software Interfaces

The user's device, if necessary, will share location if the user allows for the location to be shared when filing a report. This location will then be shared with the emergency responders so they can access the user's current location of the emergency.

3.1.4. Logical Data Model

Below is a logical data model of the system consisting of the various functions used by UCI affiliates and the campus police where each function's types of data entities and their relationships are described.




UCI Affiliates

- Create Report
    - This function allows the user to create a report regarding a disaster or an emergency that had occured on campus. It takes in the context the user provides about the attributes of the situation and the personal information of the user that is stored under their "Account Info." Finally, the submission of the report is stored in the "Submissions" function within the user's account where they can refer back to it for any changes or verification.
- Request Assistance

    - This function allows the user to request assistance in an emergency they are currently in by taking in the information of the user from “Account Info” and their current location, specifically within the campus where its structural view can be accessed by the respondents on their accounts through the “Existing Situations” function. The function also takes in the category of the emergency provided by the user as well as allowing the option to upload a picture of the emergency before the user submits the request.
- Submissions
    - This function allows the user to see all the submissions they had sent out, including all of the information they provided before they were submitted. It also allows the user to check the status of the situation, had it not been resolved yet, track the responder, edit or cancel the submission if possible, and ask to be notified when the issue has been resolved, where the function “Notifications” on the users profile will update its count.
- Check In/On
    - This function allows the user to “check in” and report that they are indeed safe from the emergency they had been. The software agent within the system will “check on” the information associated with the victim and verify that everything is correct before updating the database. Having successfully been checked in, the number of victims the respondents are to locate will decrease by 1 under the function “Locate Victims” and status of the victim in relation to the situation will be updated as well their “Submissions” function had they submitted a request. Essentially, the information will regardless be public to anyone when the checking in process goes through successfully.

Campus Police

- Existing Situations
    - This function allows the user to view a list of all existing situations that were submitted by UCI affiliate users through the application. Essentially, every single one of victim’s submissions are combined into one big list without any duplicates for the campus police to see. From here, the campus police can filter through this list, categorizing the situations in ways that match their preferences of significance as well as add and/or delete any notes they want for a particular situation(s). Moreover, each situation provides a structured view of where it is currently located on campus.
- Assign Respondents
    - This function allows the user to assign any of their own personnel as well as non-UCI affiliates such as the local fire department and paramedics to respond according to each situation. The user will be shown a list of respondents the user saved under their account they wish to assign, followed by the situation for them to go to. The associated personnel will then be notified. The user can also add or remove any respondents under their account at any time.
- Locate Victims

    - This function allows the user to view a list of victims that are currently in need of assistance in an emergency. This list consists of their names with their personal information from the “Account Info” function in case the campus police may need to refer to it, location via GPS, and the category of the emergency. From here, the campus police is track their live location and their proximity within them.
- Messages
    - This function allows the user to message another campus police through the app itself. Such information shared in any message include normal text through the sharing of a particular victim or existing situation for one policemen to view, removing the hassle to have to look it up themselves.

Shared Functions

- Account Info
    - This function allows the user to input any information about themselves. This includes their full name, email, address, major, department, UCInetID, student ID, primary and secondary contact info, age, height, and profile picture. All of this information will be used and included in each report or emergency request submission. Users can always update their information at any time.
- Notifications
    - This function alerts the user of any information or event that has been resolved they wished to notify them prior to submission of a report or emergency request. Users will always be prompted to accept or decline the retrieval of notifications when an issue has been resolved.

3.1.5. Design Constraints

3.1.5.1
The application should be designed such that it users can easily switch between different operating systems and web browsers. The application will support iOS and Android with native apps. The application will support other devices as well through a web application. Through the web application browsers such as Chrome, Firefox, and Safari will allow for desktop as well as mobile use on devices that are unsupported by native applications such as Windows or Windows Phone devices.

3.1.5.2 The application should be quick to use in events of emergencies. Users from a wide range of backgrounds should be able to quickly and easily report emergencies and receive feedback about what is going on in the emergency.

3.1.5.3 The application should be simple, aesthetically pleasing, and maintain a similar design across the different operating systems and supported platforms.

3.1.5.4 The application should support older smartphones and web browsers to better serve the diverse needs of the campus community.

3.2. Extension Requirements

3.2.1. Functional Requirements

3.2.1.1 The system should allow users to sign in using the UCINetID and password provided to them by UCI.

3.2.1.2 The system should be updated to support the latest versions of iOS and Android. It should also be updated to support the latest versions of popular web browsers such as Google Chrome and Mozilla Firefox.

3.2.1.3 The system should have help buttons next to the fields that further specify instructions about what a field does if the user does not understand what to do.

3.2.1.4 The system should have contact information that can connect the user with individuals who are responsible for answering technical questions, and individuals who are responsible for answering questions about emergency, police, or fire protocol.

3.2.1.5 The system should have reminders to simply call 911 if the user feels that the app is too difficult to use, the situation is difficult to describe, or the situation too urgent for text entry.

3.2.1.6 The system should have a survey that users can take or is automatically sent to users so that the developers can find out what features users are having trouble with and what system features can be improved in future updates.

3.2.1.7 The system should be able to take a user's GPS data, get the user's location through their phone connection if GPS is unavailable, or through the user's IP address and have these two features enabled by default so users have to opt out if they do not wish their location to automatically be collected when using the system.

3.2.2. Non-Functional Requirements

3.2.2.1 The system should support a wide range of disabled individuals as may be required by state or federal laws.

3.2.2.2 The system should provide app updates every month or whenever the developers have new features to push to the customers.

3.2.2.3 The system should be easy to use for a wide range of individuals from a diverse array of backgrounds.

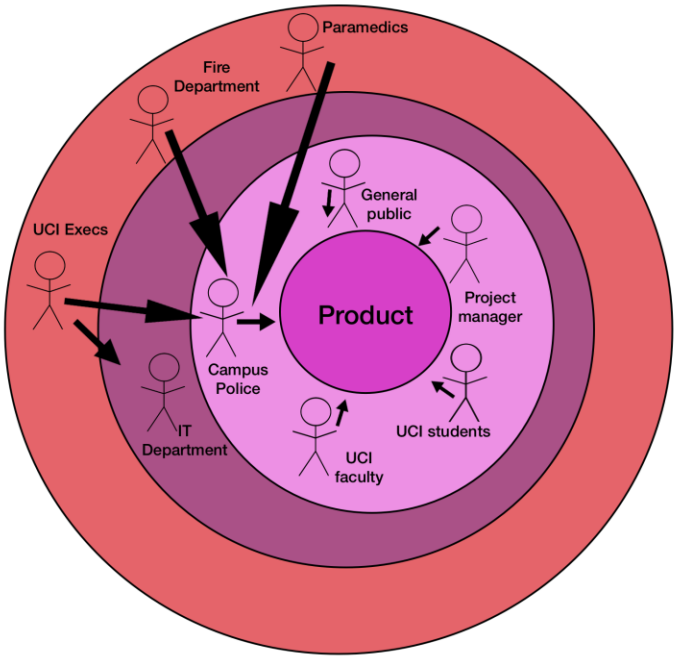
# 4. Appendix

## A.1 Glossary

**Report:** A report is an electronic submission entered by UCI affiliates when they use the Respnd! Application to alert authorities of an emergency
**Dispatcher:** Representative from the Campus Police Department who handles calls and will be receiving the initial reports before forwarding the report to appropriate responders.
Stakeholder:
**UCI executives:** Executives who oversee the greater functions of UC Irvine. That includes and is not limited to the chancellor, provosts, and UC Regents board members who are among the first to be alerted when an emergency strikes.
**Victim:** A victim includes anyone who is within close proximity of an emergency, regardless of whether the person submitted an emergency report
**Affiliate:** An affiliate includes anyone associated with UC Irvine. This includes students, faculty, and remaining staff.

## A.2 Analysis Models

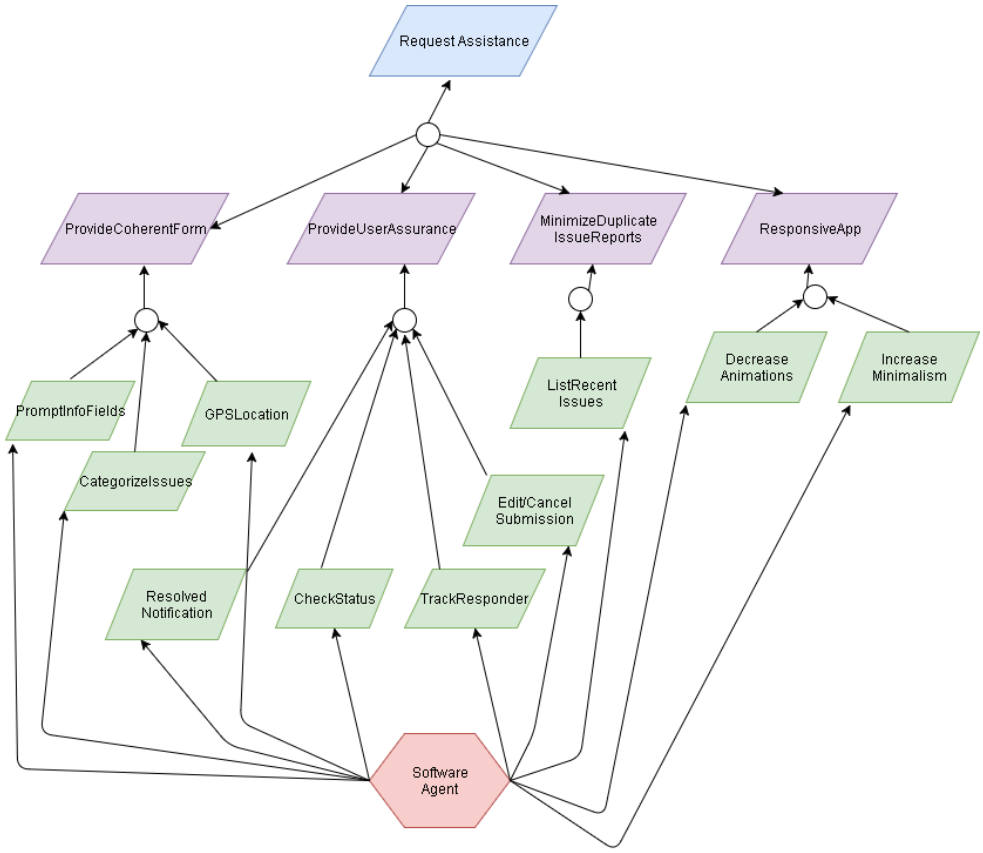
### A.2.1 Stakeholder Model




### A.2.2 Goal Model

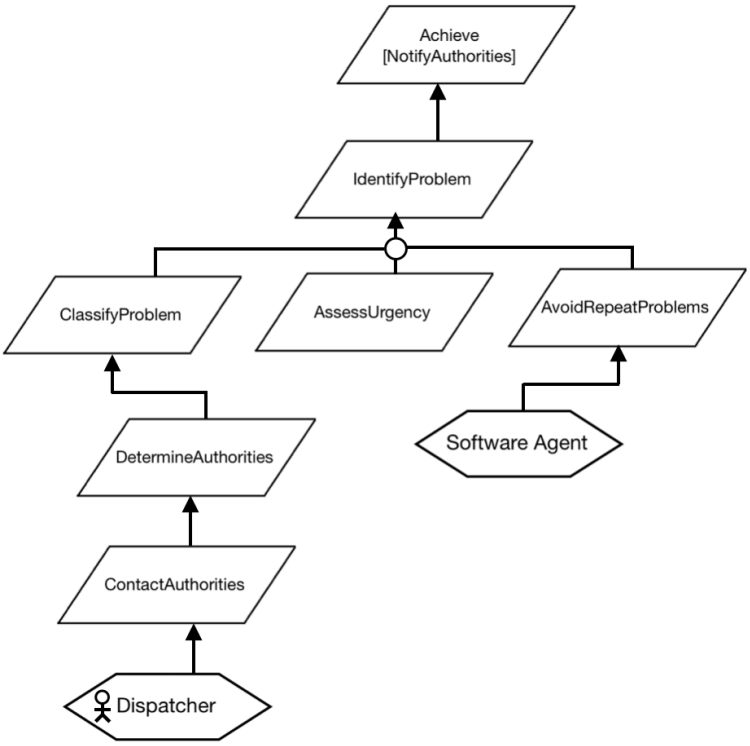
#### A.2.2.1 Goal Model 1

Request Assistance: UCI affiliates shall be able to request assistance



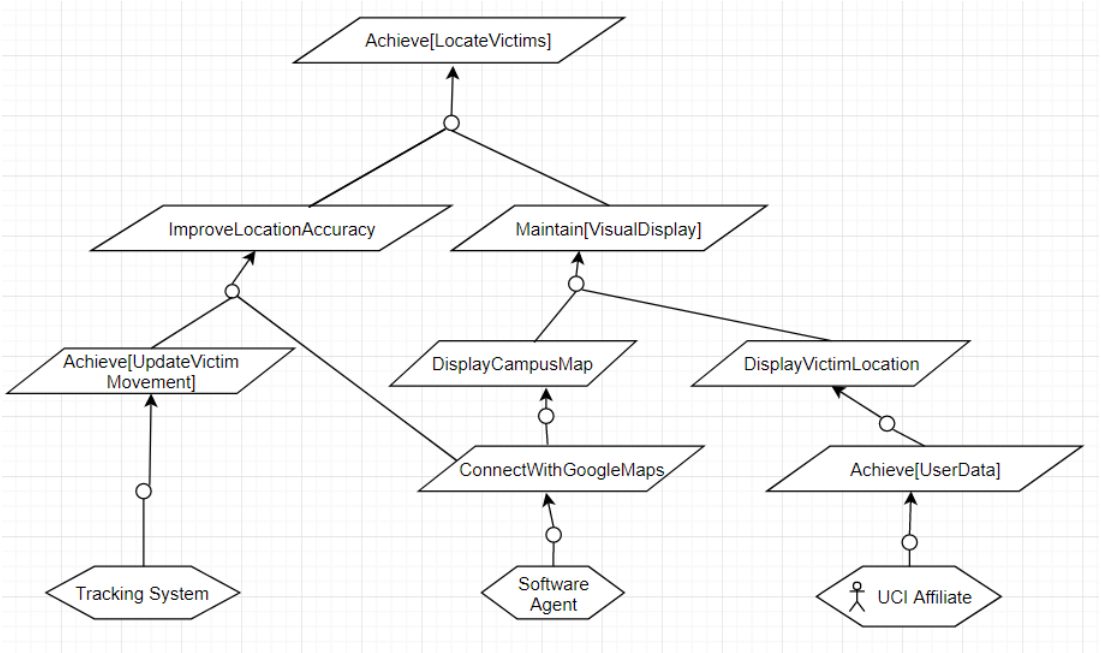

A.2.2.2 Goal Model 2

Notify Authorities: The system shall notify campus police



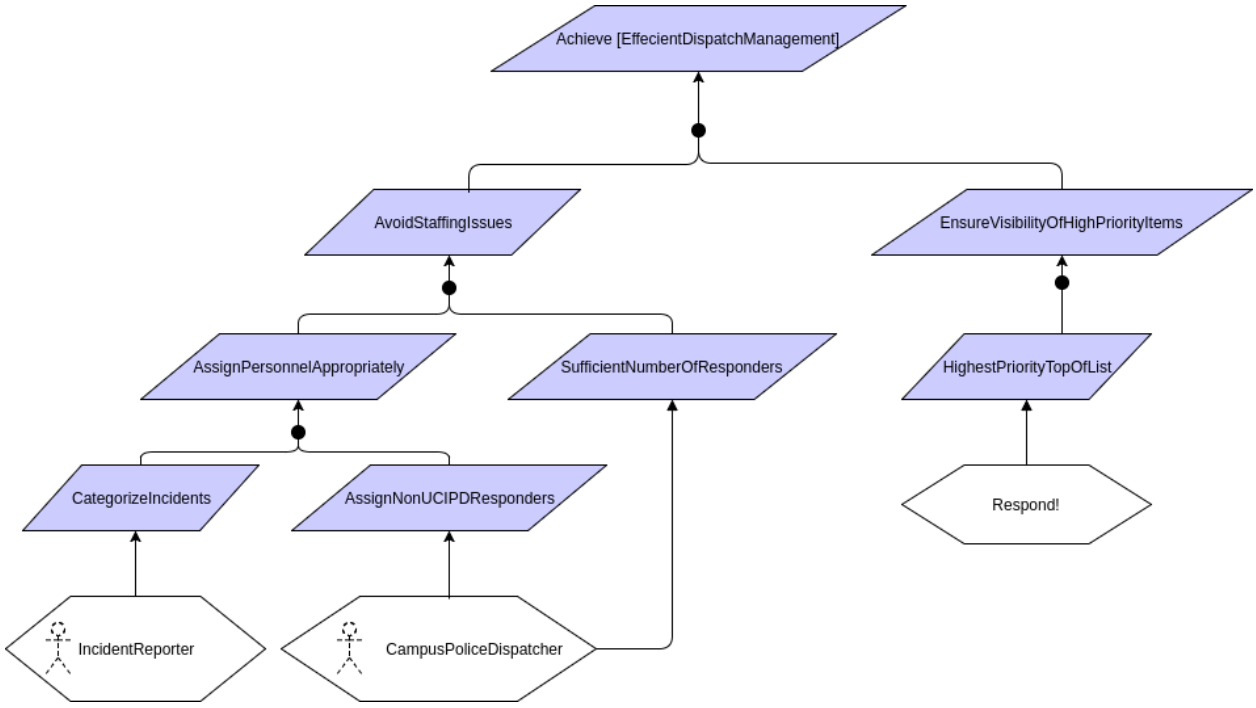

A.2.2.3 Goal Model 3

Locate Victims: Emergency responders should be able to locate reported victims



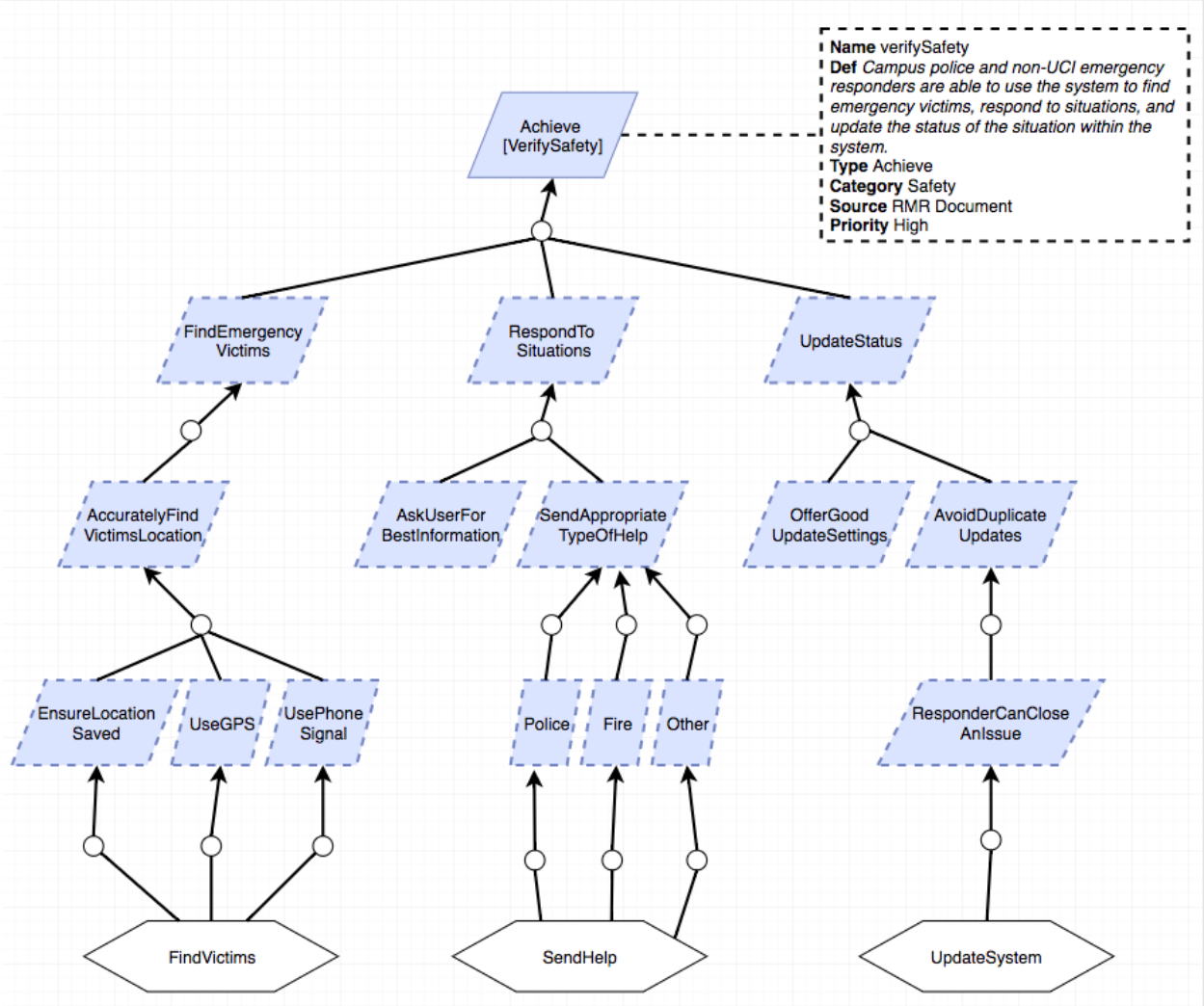

A.2.2.4 Goal Model 4

Efficient Dispatch Management: The system shall be able to assign tasks to personnel



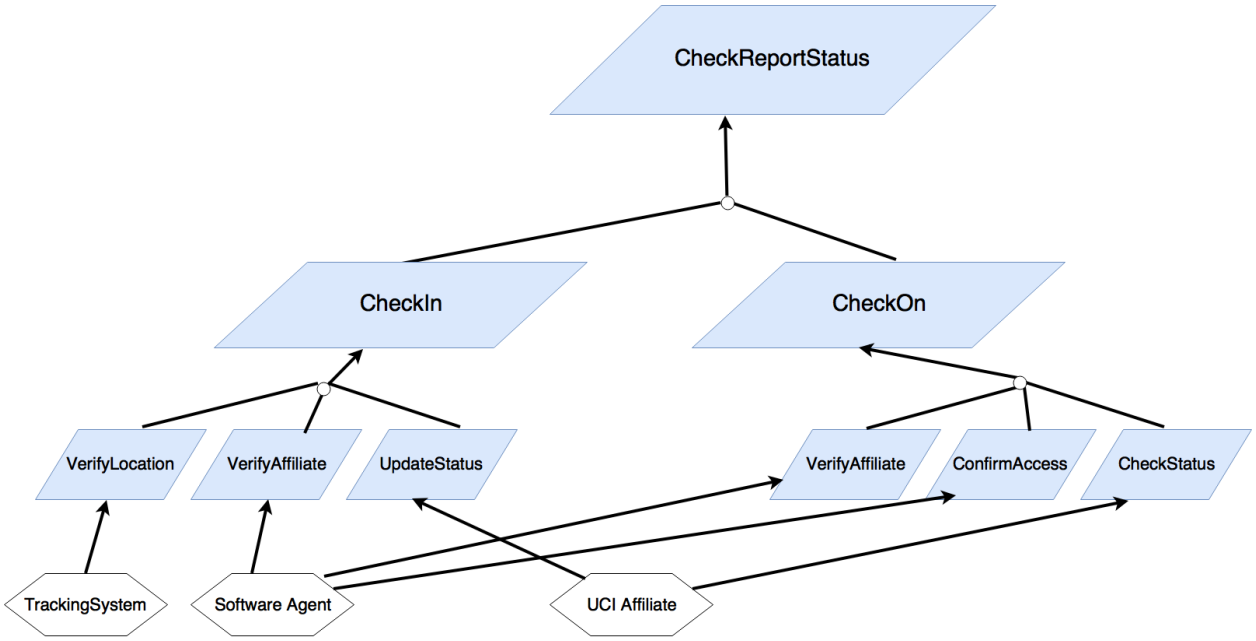

A.2.2.5 Goal Model 5

Verify Safety: Non-UCI affiliates should be able to verify the safety of UCI affiliates



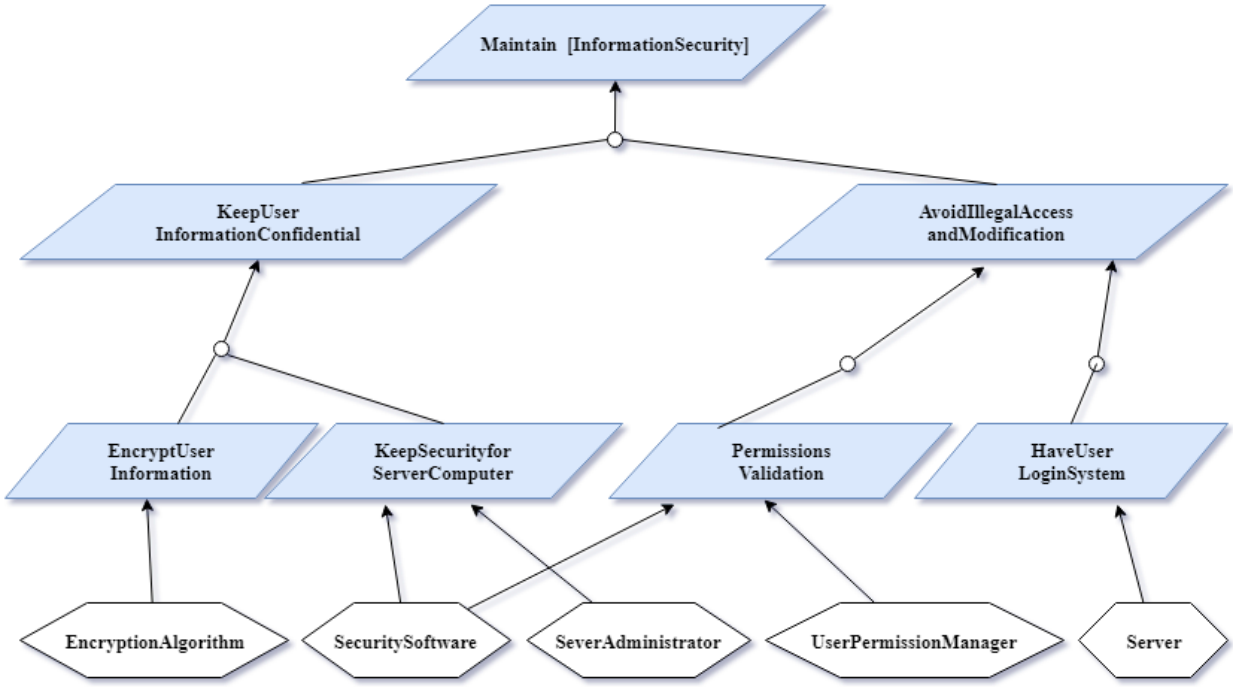

A.2.2.6 Goal Model 6

Check Report Status: UCI affiliates should be able to check on the status of their report/check in to verify safety

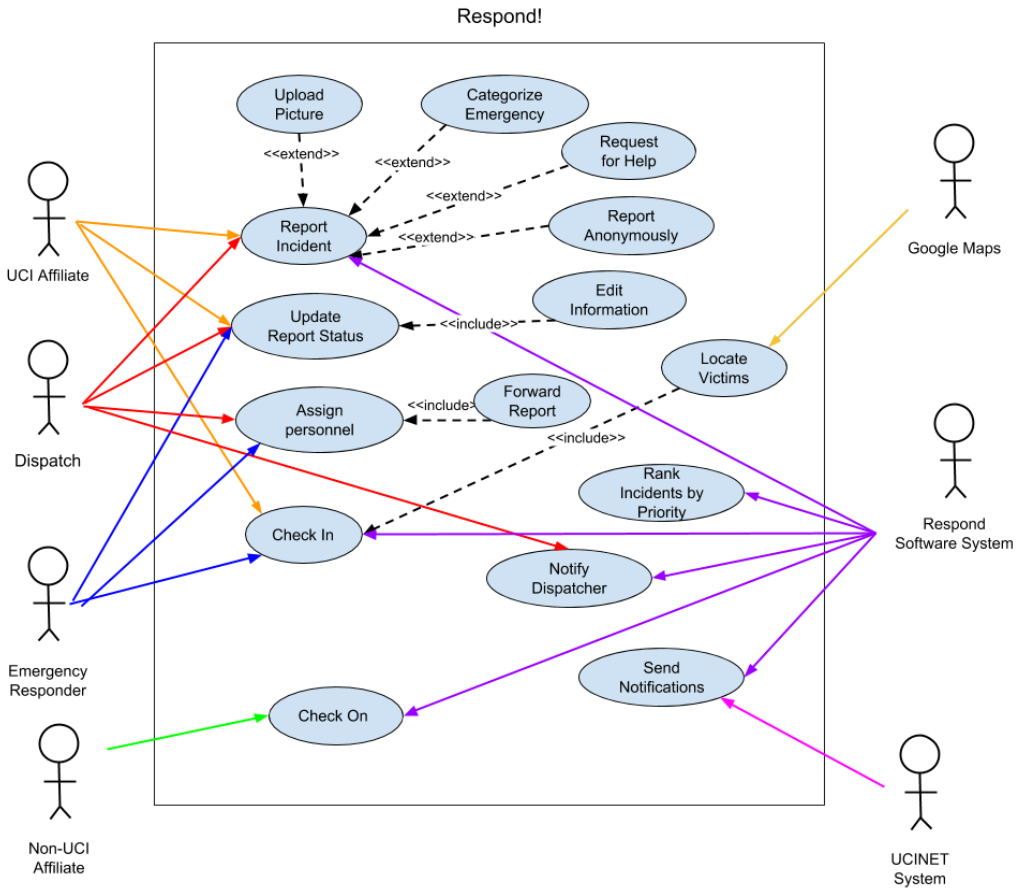



A.2.2.7 Goal Model 7

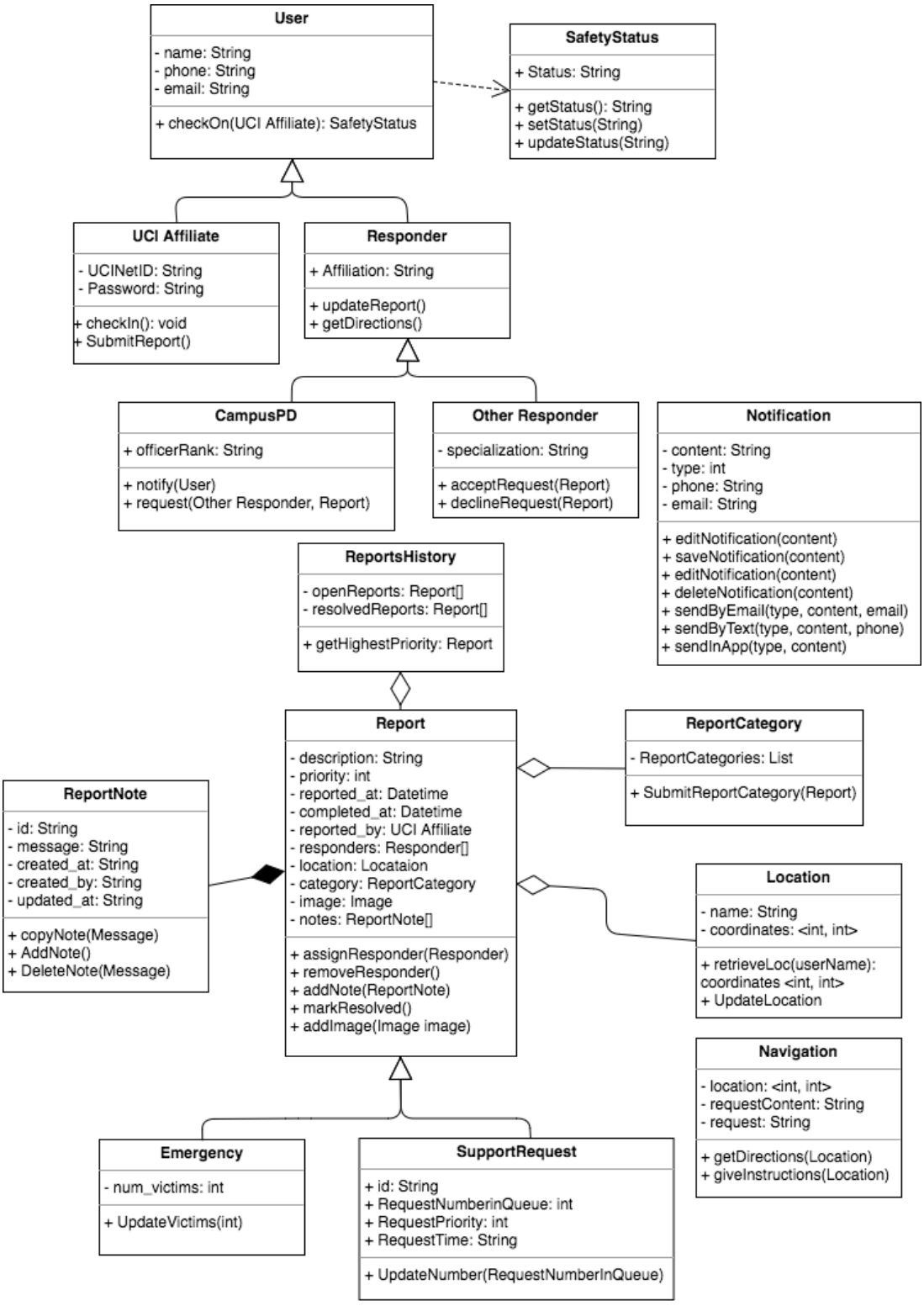
Information Security: User's information must be properly secured




A.2.3 Use Case Model




## A.2.4 Domain Model


User
- name: String
- phone: String
- email: String
+ checkOn(UCI Affiliate): SafetyStatus
SafetyStatus
+ Status: String
+ getStatus(): String
+ setStatus(String)
+ updateStatus(String)
UCI Affiliate
- UCINetID: String
- Password: String
+ checkIn(): void
+ SubmitReport()
Responder
+ Affiliation: String
+ updateReport()
+ getDirections()
CampusPD
+ officerRank: String
+ notify(User)
+ request(Other Responder, Report)
Other Responder
- specialization: String
+ acceptRequest(Report)
+ declineRequest(Report)
Notification
- content: String
- type: int
- phone: String
- email: String
+ editNotification(content)
+ saveNotification(content)
+ editNotification(content)
+ deleteNotification(content)
+ sendByEmail(type, content, email)
+ sendByText(type, content, phone)
+ sendInApp(type, content)
ReportsHistory
- openReports: Report[]
- resolvedReports: Report[]
+ getHighestPriority: Report
Report
- description: String
- priority: int
- reported_at: Datetime
- completed_at: Datetime
- reported_by: UCI Affiliate
- responders: Responder[]
- location: Locataion
- category: ReportCategory
- image: Image
- notes: ReportNote[]
+ assignResponder(Responder)
+ removeResponder()
+ addNote(ReportNote)
+ markResolved()
+ addImage(Image image)
ReportCategory
- ReportCategories: List
+ SubmitReportCategory(Report)
ReportNote
- id: String
- message: String
- created_at: String
- created_by: String
- updated_at: String
+ copyNote(Message)
+ AddNote()
+ DeleteNote(Message)
Location
- name: String
- coordinates: <int, int>
+ retrieveLoc(userName): coordinates <int, int>
+ UpdateLocation
Navigation
- location: <int, int>
- requestContent: String
- request: String
+ getDirections(Location)
+ giveInstructions(Location)
Emergency
- num_victims: int
+ UpdateVictims(int)
SupportRequest
+ id: String
+ RequestNumberinQueue: int
+ RequestPriority: int
+ RequestTime: String
+ UpdateNumber(RequestNumberInQueue)

A.3 Traceability

The analysis models in Section A.2 (above) demonstrate the general functionality of our system. The Domain Model is a UML class diagram that details how different classes in the application will interact with one another. The goal models are much more specific than the domain model. They describe many of the features by listing the goals, subgoals, and the environment or software agents responsible for the items represented in the models. The use case model included indicates how the stakeholders present at different levels of the system building process would interact with the use cases. The stakeholder model (an onion model) shows how the various stakeholders have different relationships with each other and the product.

A.4 Issues List

There is uncertainty with regard to whether the application should be able to consistently get user feedback or user opinions on the application. We are unsure if there should be a Help section for users within the application. We are unsure how non-UCI affiliates access the app without UCI InterNet ID. We are unsure whether the Respond! can connect to other UCI systems such as UCIPD monitoring system.

Meeting Minutes

| **Team ID: 5PM Zot Group** | **Date: 2/28/2018** |
|---|---|
| **Team Members (Name)** | **Role** |
| 1. Emma Anderson | Recorder |
| 2. Kristen DeVore | Participant |
| 3. Chengjun Zhang | Participant |
| 4. Michelle Lac | Facilitator |
| 5. Jonathan DiCamillo | Participant |
| 6. Allan Nguyen | Participant |
| 7. Michael Zarour | Participant |
| **Agenda for this meeting, List of agenda items** | **Outcomes** |
| 1. Look at assignment 7 and understand the different sections and requirements | Completed by all members. |
| 2. Task split | We decided to assign two people to section 1, 3 people to section 2, everyone to section 3, and 2 people to section 4. |

| | |
|---|---|
| 3. Task basic requirement | Everyone should meet the requirements for the assignment. For people who have easier sections, jump online and help the others. |

| **Problems encountered** | **Resolution** |
|---|---|
| 1. How to split tasks | Looked at the taks and tried to see which would take the most time and assign team members to them based on the time we think they will take. |
| 2. Section 3 looked much longer than the other sections. | We assigned everyone to section 2 |
| 3. Planning work on the slides. | We created a when2meet page so we can get everyone's availability and find a time when most are available |

| **Plans for next meeting: Activity** | **Responsibility** |
|---|---|
| 1. Figure out what we have and haven't accomplished so far in assignment 7. | 1. Each team member is responsible for completing the sections assigned to them. |
| 2. Write general summary | |

**Team ID: 5PM Zot Group** **Date: 3/7/2018**

| **Team Members (Name)** | **Role** |
|---|---|
| 8. Emma Anderson | Participant |
| 9. Kristen DeVore | Recorder |
| 10. Chengjun Zhang | Facilitator |
| 11. Michelle Lac | Participant |
| 12. Jonathan DiCamillo | Participant |

| | |
|---|---|
| 13. Allan Nguyen | Participant |
| 14. Michael Zarour | Participant |

| **Agenda for this meeting, List of agenda items** | **Outcomes** |
|---|---|
| 4. Create timeline | Section 1 was already completed, Jonathan and Chengjun worked on section 2 by 3/10, everyone finished section 3 by 3/12, and section 4 by Michael and Emma 3/13. |
| 5. Task split | Split up speaking parts for the PowerPoint presentation. |

| **Problems encountered** | **Resolution** |
|---|---|
| 4. How to timeline tasks | Assign due dates for each section that correlate with when we must have them done. |
| 5. Trying to divide up slides | Have 2 people discuss each slide |

| **Plans for next meeting: Activity** | **Responsibility** |
|---|---|
| 3. Discuss the presentation and finalize how it will work | 2. Each team member is responsible for their speaking parts and memorizing them. |

Field Notes
**March 13, 2018**
**Follow Up Requirements Elicitation**
**Required if meeting is with customer;**
**must be signed off by customer team (type all team members' names if they agree):**

Brian Singh
Bailey Hamilton
Brian Nguyen
Edwin Lopez
Lauren Cramer
Loc Nguyen
Mekenna Miller

1) What are the users' rights in terms of privacy?

**Any and all personal information, such as name and/or ID, should only be visible to the UCI Police Department.**

2) Would it not be a good idea to allow users off campus to report they are safe such in the case that they have been on campus during the incident but have been evacuated?

**Reports should be able to be generated by UCI affiliates regardless of location.**

3) Does a report's category determine its priority?

**Yes, for example an active shooter should be a higher priority than petty theft.**

4) Can reports be deleted by authorized users or should only the application be able to delete reports?

**Reports should only be deleted by the UCI Police Department, not by the user who posted the report.**

Missing Information

Gaps in Information

1) There is uncertainty if the application should be able to consistently get user feedback or user opinions on the application.
2) We are unsure if there should be a Help section for users within the application.
3) We are unsure whether the tracking function should always be on or only work when users send reports.

Assumptions Made

1) We assumed that the check on feature would allow the non UCI affiliate to see when the user checked in (ex. 3 hours ago)
2) We assumed that dispatch is monitoring the Respond! system for incoming notification so incident reports can be handled in short time.
3) We assumed that most students will install the Respond! In their phone.
4) We assume that most students have smartphones.

Future Questions

1) Should there be a survey to get user feedback?
2) Should the application have an option to call 911 if the user feels the application is too difficult to use?
3) Should the application have a help/faq section for users unfamiliar with the application?
4) Should the application have more specific versions for different target customers?
5) Should the application collect location data of public users?