## Capstone: Requirement Definition Statement

Information Systems Development and Design and Capstone Course (IS-5303)

Poonam Pawar

1429329

Trine University

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Serve on Door (SOD) is an e-commerce company intended to provide various services. The below document will list down all the requirements based on the five project areas including output, input, process, performance, and control.

**Output Requirements**

* The website must provide vendors with registration and login capabilities.
* With a valid vendor login, the website should give options to submit an advertisement for review.
* The website must provide vendors the capability to update the advertisement.
* The website must provide customers with proper payment gateway options.
* The e-commerce site must present various options to the potential customers to make their choice of services and vendors.
* The website must have dynamic web pages. All the web pages must be integrated with each other.
* The website must be properly designed for the simple user interface.
* The website should be able to send notifications to the users or vendors about their service request, queries, or payment.
* The system must provide customers with updated rates, and available services.

**Input Requirements**

* The system must provide vendors with an advertisement template and form, which should be submitted for review.
* All the service request must have a standard application form.
* Every information in the system must be stored in a database, which will be maintained by the system administrators.
* Each advertisement request must be stored in the backend database.
* All service request details must be stored in the backend database.
* All invoices must be stored in a backend database.
* A feedback form will be provided to the customer after each service request is completed.

**Process Requirements**

* All registration request must be validated for duplicity.
* Business contract between a vendor and SOD system is pre-determined.
* All logins will be validated against the database records of the registration details.
* All service request must be directly sent to the selected vendors. The system will keep a track of the service request from the backend.
* The payment must be done directly to the payment gateway, from where Serve on Door will pay the vendors and keep the profits.
* For any concern and coordination, the customer and vendors will directly interact.
* All communications will be done via email between vendors and customers.
* All the service request details, vendor details, advertisement details will be verified and handled by the system administrators.

**Performance Requirements**

* Serve on Door must be available via internet with no downtime seven days a week, 365 days a year.
* The system must support any number of concurrent users.
* All processes are synchronous in nature.
* The user details, service request details, advertisement details, and other transactional details must be stored in the backend with 99.99% availability.
* Serve on Door e-commerce website must be hosted in North-America AWS region with at least 2 backend servers.
* There must be no impact to the customer when the system is upgraded or maintained.

**Control Requirements**

* The system must save all the audit logs about user logins, service requests, payments transactions, invoices, and advertisements.
* All transactions must have audit trails.
* Server On Door's system administrator will be the part of all email communication between customer and vendors.
* The system must generate error details which will include error type, severity, error description, and time stamp.