Politecnico di Milano, A.Y. 2016/2017 M.Sc. Degree Programme in Computer Science and Engineering Software Engineering 2 Project

Design Document

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1 Introduction

1.1 Purpose

The purpose of this document is to give the detailed structure of PowerEnJoy software system.

So we try to give developers a clear representation of:

- The high level architecture of the system.
- The design patterns applied in order to achieve our specific necessities.
- The main components and the interfaces they provide.
- The Runtime behaviour.

1.2 Scope

PowerEnJoy project aims to provide users and operators with means to use the system services they need and they are supposed to have access to. It also provides an API for external services to access the system with "operator" rights, in order to allow call center operators to interface with the system.

The system allows:

- Users to manage their personal data through both a web and a mobile app and Active Users to manage reservations.
- Callcenter's operators to manage assistance tickets via the API. The tickets will then be managed internally by PowerEnJoy.
- PowerEnjoy's operators to manage the open assistance tickets, take them in charge and update car's and user's data accordingly.

The system architecture shall guarantee future proof scalability and allow subsequent improvements and general reliability.

1.3 Abbreviations, Definitions and Acronyms

1.3.1 Abbreviations:

- Gn: the n-th Goal
- An: the n-th Assumption
- Rn: the n-th Requirement

1.3.2 Acronyms

- CC: Credit Card
- DL: Driving Licence
- AU: Active User

1.3.3 Definitions

- Visitor: person that may not be registered to the system or not logged in.
- User: a registered and logged in Visitor, that may be still waiting for his information to be verified.
- Active User: a User whose data (CC, DL) have been verified. (Shares all User's characteristics)
- Safe Zone: predefined zones where parking is allowed, parking is forbidden in any other zone.
- Park: park the car in the safe zone and terminate the rental.

2 Architectural Design

2.1 Overview

The system adopts a three tier architecture with a thin client represented by web and mobile app, which allows users and operators to access through a GUI the different functionalities of the system accordingly to the type of client used. These clients are both managed by a specific server-side ClientHandler offering the same interface to other server-side services and handling appropriately the communication with the two clients adopting in both cases an asynchronous implementation of the RESTful APIs over HTTPS in JSON format in order to achieve complete freedom of development-specific choices on both sides.

The second tier adopts a microservice oriented architecture with shared database that, taking into account the unknown but supposedly not massive load of the system in the near future, reduces the need of synchronization between services. This allows to keep the structure as simple as possible, allowing better performing solutions such as "database per service" or "schema per service" to be implemented when needed. This tier will also manage the communication with the cars and the power station around the city through OpenVPN and MQTT protocols.

The third tier provides the previous one the necessary abstraction on the storage technology chosen and will manage the concurrent access to the database. In case a PaaS hosting service is chosen, this tier will be managed by the provider.

The second and third tier are designed to be deployed on the cloud in order to take advantage of the "scale on need" possibility it gives. For this reason it has been designed as a micro service architecture.

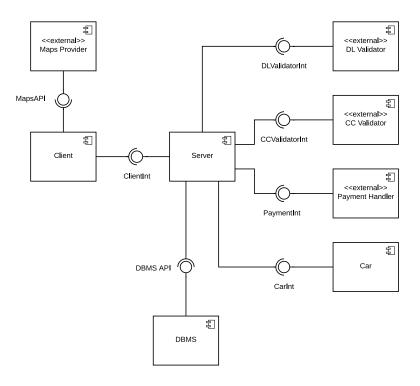


Figure 1: Component View of the server side deployed

2.2 Component View

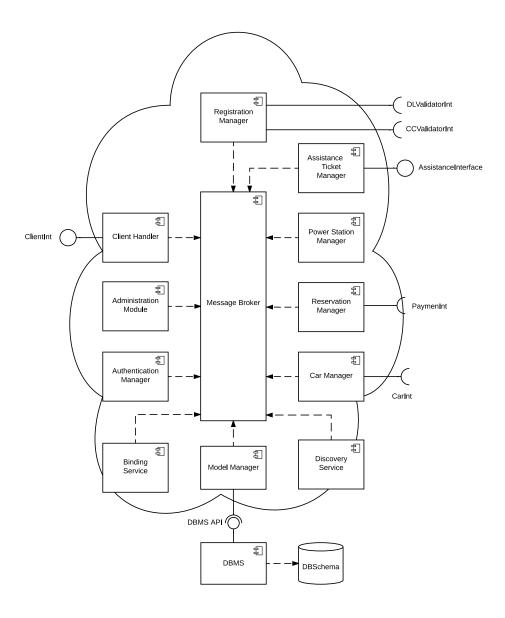


Figure 2: Component View of the server side single services

As previously said the system has been designed in order to respect the principles of microservice architecture. Therefore every component will be stateless, independently deployable, able to deal with a specific aspect of our business domain and to hide to the other services any kind of implementation detail.

The communication between these microservices will use AMQP (Advanced Messaging Queue Protocol) and will be managed by a centralized message broker (such as RabbitMQ or ActiveMQ). When a new instance of a service is created the message broker will be automatically connected to the new service and will publish its existence to the other services through the "discovery service", then the "binding service" will take charge of setting up the correct queue binding rules with the message broker. That will allow some advanced traffic routing features including per-version weighting and elastic load balancing on the different instances of the same service.

The hereunder specified components could be in the future divided in much more granular services in order to decouple even more their functionalities:

- Client Handler: orchestrates the needed services for the clients, translating REST HTTP requests into AMQP-compliant messages and sending them to the different microservices as needed.
- Discovery Service: gives to other services the references that allow them to communicate with each other.
- Binding Service: manages the queue binding for the services.
- Authentication Manager: ensures that only authorised users are able to perform "restricted" actions as well as checking login credentials.
- Registration Manager: manages the registration of new users and the update of registered users' data if needed.
- Administration Module: grants PowerEnJoy's operators access to some specific features needed to manage the assistance tickets they have to take care of.
- Model Manager: grants access to the data to the other components, abstracting any kind of technology specific detail to the other services.
- Car Manager: manages the physical cars providing other services with the needed functionalities and informations.
- Power Station Manager: manages the physical power stations' data and functionalities
- Assistance Ticket Manager: grants the assistance callcenter, the operators and the other services the APIs to manage the assistance tickets.
- Reservation Manager: manages the whole reservation process for an Active User from the reservation intention to the effective payment, interacting with the external payment handler through his APIs.

All the communications between the different components will be asynchronous in order to minimise unneeded resource consumption that would result in an increase of the costs for the commissioner.

Each of these services can be instantiated and deallocated as many times as needed to handle the momentary load of the system, taking advantage of the queuing system offered by the message broker. This, coupled with a dynamic cloud infrastructure that allows quasi-immediate upscale of computing and networking capability, will allow the system to handle load spikes along with mitigating the risk of a downtime due to the excessive load.

2.3 Deployment View

To reach our goals we have depicted 4 main components to be deployed separately from the numerous services we previously indicated in section 2.2:

- Onboard Car Management system: it allows the server and the car to communicate, and more specifically makes it possible for the server to retrieve important data from the car and to remotely access car functions such as locking and unlocking the doors.
- PowerStation Data System: it will be deployed in each Power Station and will manage the communication with the central system ensuring that every service is able to access relevant data.
- Mobile App: it will give both operators and Active Users access to the specific features they have permission to access, only after they sign in. There are many possible implementations for the app, while the communication with the Client Handler (on the server) will use RESTful APIs. Maps will be downloaded from an external probider in order to have a user-friendly visualization of cars' positions.
- Web Page: it will allow Visitors to check the map only, while letting Users reserve cars and change their account's data.

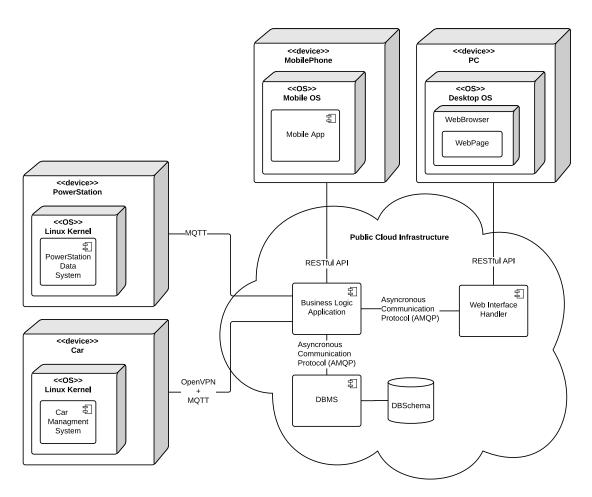
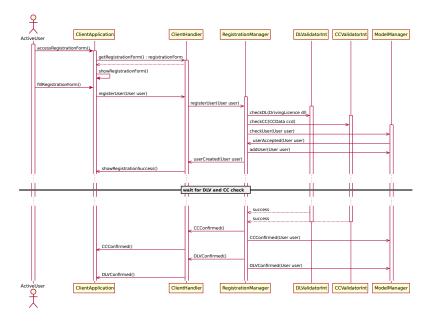


Figure 3: Deployment View of the system

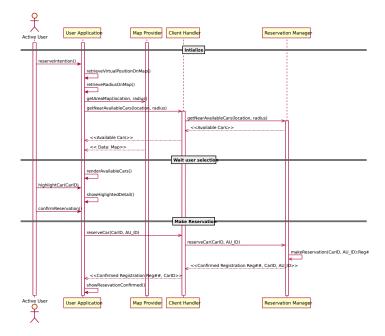
2.4 Runtime View

The following sequence diagrams will only show the way the system will act while performing certain tasks. They are not meant to be an exact representation of the software implementation of the procedures. For sake of simplicity we have preferred to show the intention of the calls to other services, omitting all the technical details concerning the mere technological choice of a specific message broker.

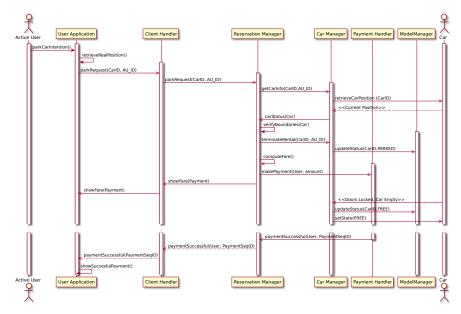
Sign up sequence diagram:



Car reservation sequence diagram:



End of a car rental:



2.5 Component Interfaces

Seen that we have adopted a message based communication between our services, the only type of interface with the outside world they need are the ones defined by the message broker in order to be able to receive and pull messages from the queues. The client Handler will offer the necessary REST APIs to the clients.

2.6 Selected Architectural Styles And Patterns

As previously stated our system will adopt a 3-tier, cloud-based architecture. This will allow to decouple the presentation logic from the business logic as well as to have a shared database management that will be provided by a PaaS and will be accessed through a single model manager service, allowing the other services to be stateless.

The overall serverside system will be composed of microservices. The webserver will take advantage of a façade pattern offered by the ClientHandler that will work as an API gateway for both the web server and the client (either a mobile application or a web page). This pattern choice will allow access to our application without too strict hardware constraints on user's devices. If needed the system could be made elastic by adding a service as an "elastic component" managing the other services instantiation. The elastic load balancing will be managed by the API gateway and the message broker in order to minimize the use of physical resources and costs. The system will apply a server-side discovery pattern thanks to the discovery and binding services that will grant the necessary connection between the various components in a sort of publish-subscribe pattern where the services are subscribed by the binding service to the appropriate messaging queue and can publish to other. The communication between server and client will adopt a REST architectural style that will allow the decoupling between the two sides and will give them a common language that allows the developers to choose the most suitable technology on both sides.

2.7 Data management

Although we have used a microservice approach for the business logic tier, it doesn't make much sense to split data between the different modules. In fact our data model is very small and interconnected and we don't need to use different approaches (eg. SQL and noSQL at the same time). Of course in this way we couple the different modules but it is inevitable since they run for the same macro-functionality. A unique database grants us the possibility to ensure in a simple way ACID properties and to use the standardized SQL language for queries. We provide an Entity-Relationship model for our application in figure 4.

2.8 Other Design Decisions

Having taken into account the decisions explained in the previous sections we decided to implement the overall logic of the system in Java. We will use Java EE with Frameworks such as Spring Boot as well as open source services such as RabbitMQ as Message Broker and other to cover the discovery and binding services, the ClientHandler and the Authentication Manager. The web server part could be managed by Nginx in order to reach the needed scalability and reliability and manage the web interface for the clients.

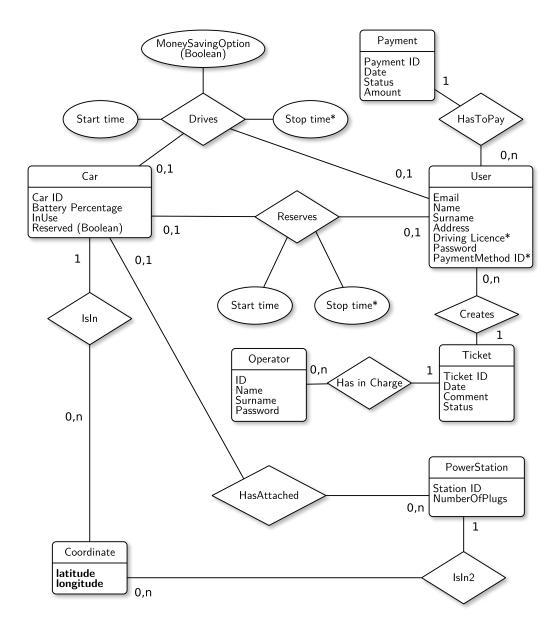


Figure 4: ER data model

3 Algorithm Design

All algorithms needed in the project are trivial but the one dealing with uniform repartition of cars in the city.

Cars are picked up by users in one location dropped off in another one. Of course the distribution of picking up and dropping off locations is not uniform. So some operators are needed in order to perform some relocations, in particular during the night, so that in the morning cars are located where there is actual necessity. The money saving option tries to drop the load of relocations, stimulating users to park where there is a deficiency, with a discount. So the global situation have to be monitored in real time, taking into account, the static situation, the reservations and and the current rides.

This problem has been studied a lot and there are in literature various algorithms that solve it. They are mainly based on mixed integer linear programming techniques and in particular [1] presented a complete model. In [2] is presented a greedy algorithm that achieves almost the same result. In [3] a more sofisticated approach is used taking into account a three dimensional objective function and exploiting genetic algorithms and local search methods. [4] offers a sort of classification of the strategies proposed in the past years.

For our purpose the approach described in [2] is the best since it minimizes the number of the operators needed to relocate cars and so the costs.

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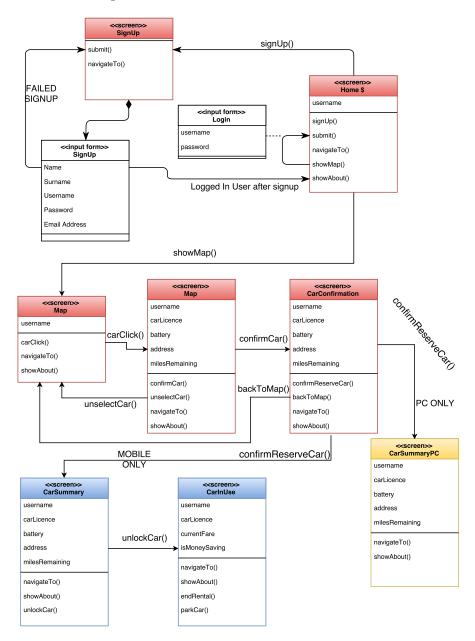
- [1] A. G. Kek, R. L. Cheu, Q. Meng, and C. H. Fung, "A decision support system for vehicle relocation operations in carsharing systems", Transportation Research Part E: Logistics and Transportation Review, vol. 45, no. 1, pp. 149–158, 2009.
- [2] R. Zakaria, L. Moalic, A. Caminada, M. Dib, "A Greedy Algorithm for relocation problem in one-way carsharing", 10th International Conference on Modeling, Optimization and Simulation MOSIM'14 November 5-7-2014- Nancy France "Toward circular Economy".
- [3] Moalic, L., Lamrous, S., & Caminada, A. (2013). A Multiobjective Memetic Algorithm for Solving the Carsharing Problem. Proceedings Of The 2013 International Conference On Artificial IntelligenceIcai 2013, Vol. 1, pp. 877-883.
- [4] S. Weikl, K. Bogenberger, "Relocation Strategies and Algorithms for free-floating Car Sharing Systems", 15th International IEEE Conference on Intelligent Transportation Systems Anchorage, Alaska, USA, September 16-19, 2012.

4 User Interface Design

Below are some mockups to show how users will interact with the service. Since PowerEnJoy can be used both from a computer (except for unlocking the car), both Mobile and Web mockups are provided. Moreover, since both Users and Operators have access to the service via browser and app, interfaces for both types of users have been created.

4.1 User Experience Diagram

This diagram briefly sums up the core interactions that a User can have with the system, highlighting how each "Page" (called Screen) is accessible in a normal browsing behaviour. A Screen represents both a Web Page and a Mobile App page since the interactions themselves do not change.

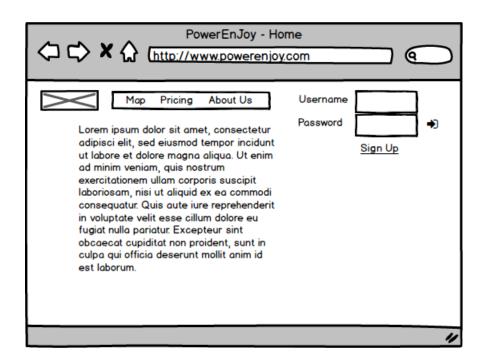


4.2 User Interfaces

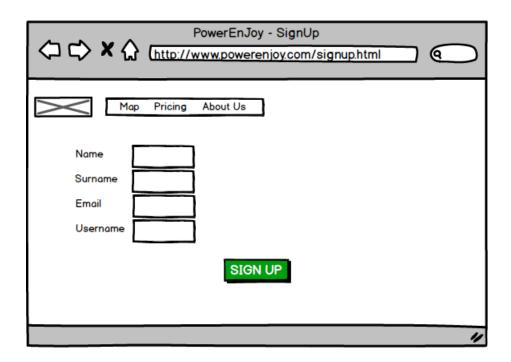
As anticipated, in this section all User mockups are analyzed. These mockups show how all actions that can be performed by our users. This section is further split between Web interfaces, imagined for standard browsers, and Mobile interfaces, designed having a smartphone App in mind.

4.2.1 Web Interfaces

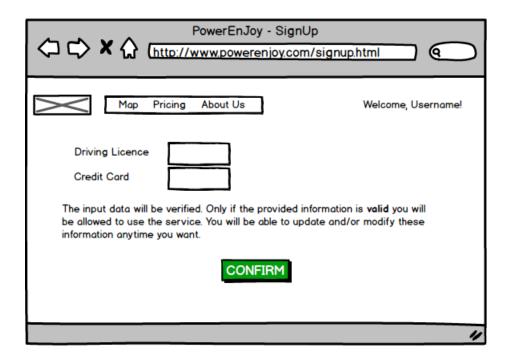
4.2.1.1 Home Page (Web) From the home page any user can try to login inserting username and password or they can choose to sign up and go to the registration page. This page will likely show a description of the service as well as providing links to other important part of the website (Map, Pricing, About Us).



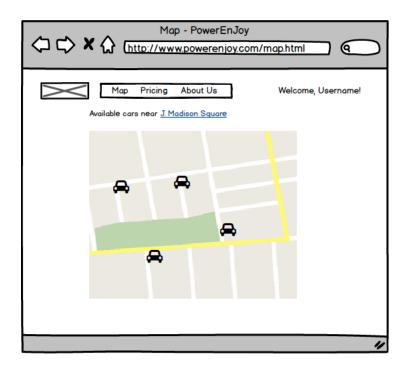
4.2.1.2 Registration Page (Web) In this page users must input the core informations to register online: name, surname, email address and username.



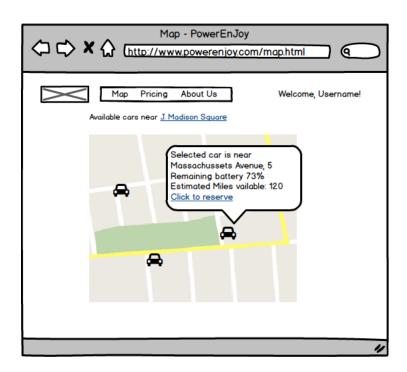
4.2.1.3 Further Information (Web) After having registered and logged in, users must input their Licence and Credit Card in order to use the service if they haven't already.



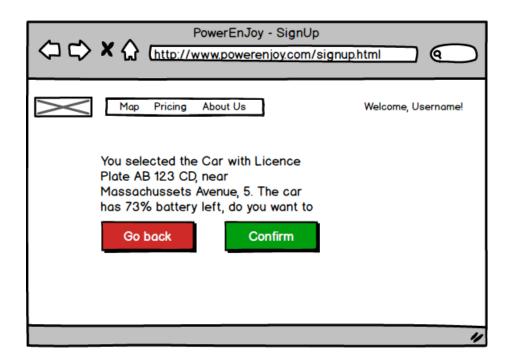
4.2.1.4 Map (Web) All users can view available cars near their position and choose one if they want more info (see next mockup).



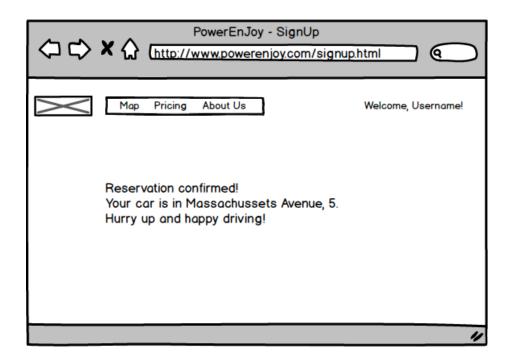
4.2.1.5 Map - Selected Car (Web) Selecting a car provides relevant information about that specific car, in order to give to the user the chance to pick a car that can suit his needs.



4.2.1.6 Selected Car Confirmation (Web) After having selected a car and having pressed "Click to reserve", users are asked to confirm their choice one last time, to avoid errors in case of mistakenly pressed links or misread information.

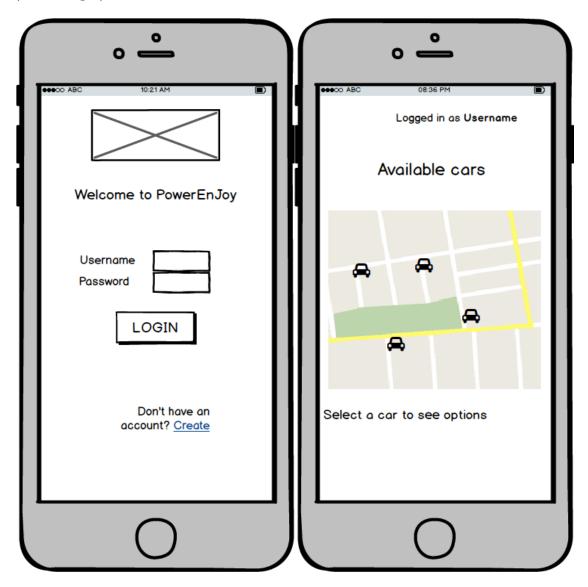


4.2.1.7 Reservation Confirmed (Web) Confirming a reservation shows a brief summary containing the address at which the car is parked.

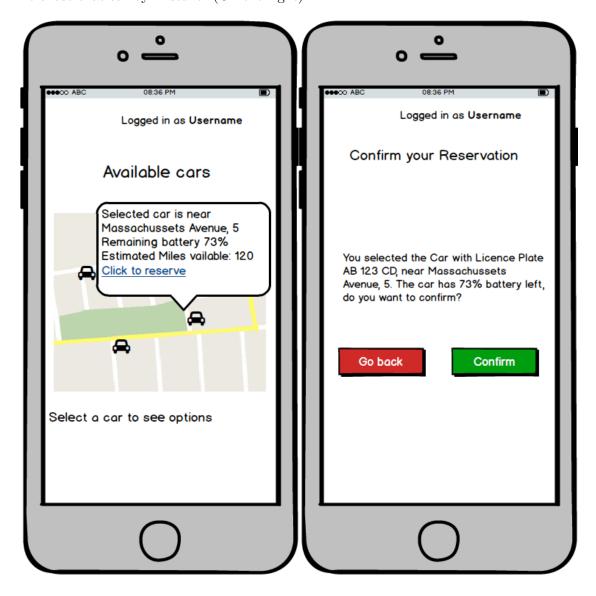


4.2.2 Mobile Interfaces

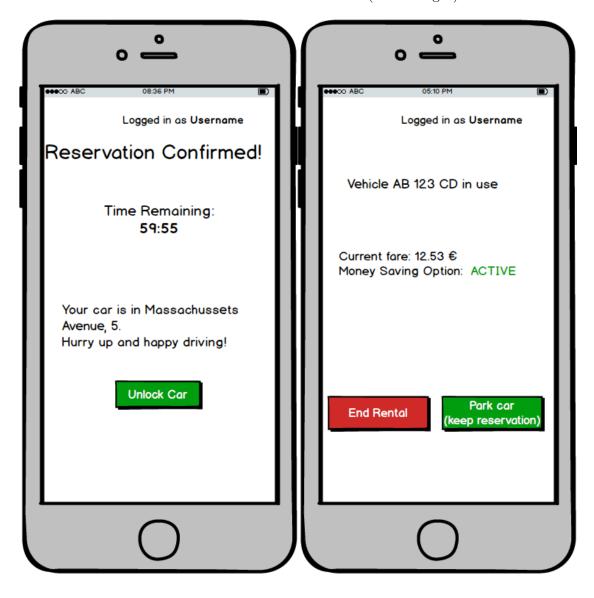
- **4.2.2.1 Home (Mobile)** From the App's home page users can either login or create an account. Login is handled inside the app, while to create an account the user is redirected to the website. (On the left)
- **4.2.2.2** Map (Mobile) The user is shown a map displaying all cars that are nearby. His position can be calculated using the built in GPS receiver or can be manually input. (On the right)



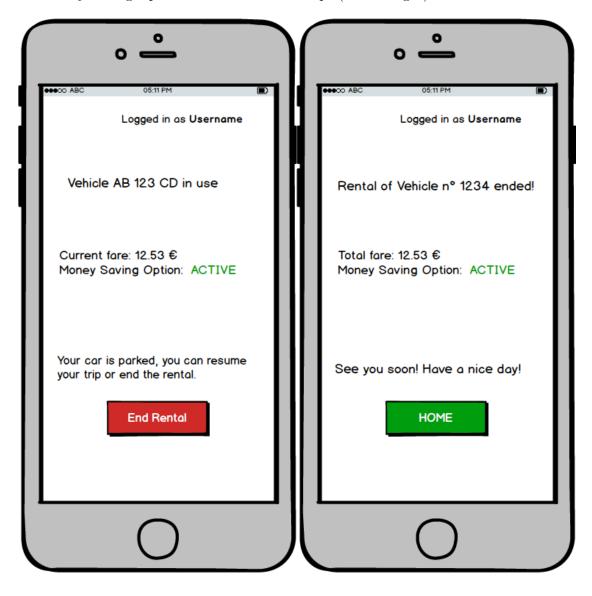
- **4.2.2.3 Selected Car (Mobile)** Selecting a car on the map shows relevant information, like it happens on the website. (On the left)
- **4.2.2.4 Car Confirmation (Mobile)** A user can confirm a reservation or go back if he chose that car by mistake. (On the right)



- **4.2.2.5 Reservation Confirmed (Mobile)** When the reservation is confirmed, the smartphone shows a countdown as well as the car's address. (On the left)
- **4.2.2.6 Car In Use (Mobile)** While using the car, Users can decide to park it which signals the system that the car will be picked up by the same user and that the rental is not to be terminated or to end the rental. (On the right)



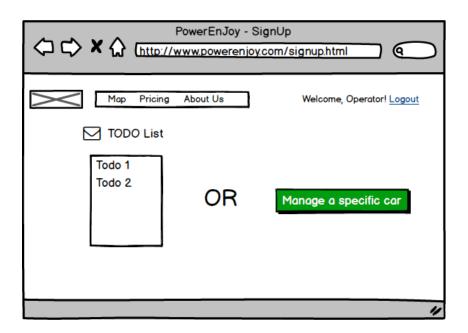
- **4.2.2.7 Car Parked (Mobile)** If the car is already parked users can decide to end the rental using the app. In case they want to continue their journey, they only have to jump back on the car. (On the left)
- **4.2.2.8 Rental Ended (Mobile)** Ending a rental shows the total as well as whether the Money Saving Option was active for the trip. (On the right)



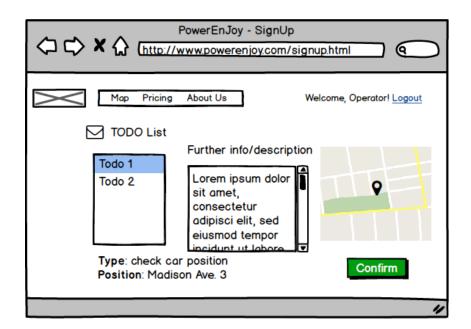
4.3 Operator Interfaces

4.3.1 Web Interfaces

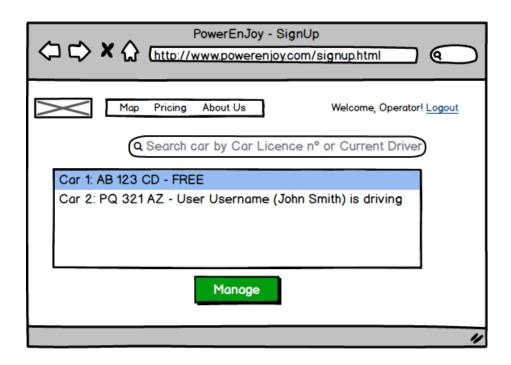
4.3.1.1 Operator Main Page (Web) Operators can choose between performing a pending task (a "Todo") or managing a specific car.



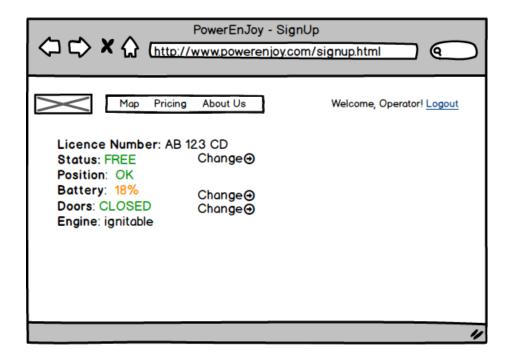
4.3.1.2 Operator chose TODO (Web) Choosing a pending operation brings up relevant information about it: its type, the position (if relevant), a short summary and a map. The operator can confirm the task if he will take care of it or go back to the home page(the logo links to the home page).



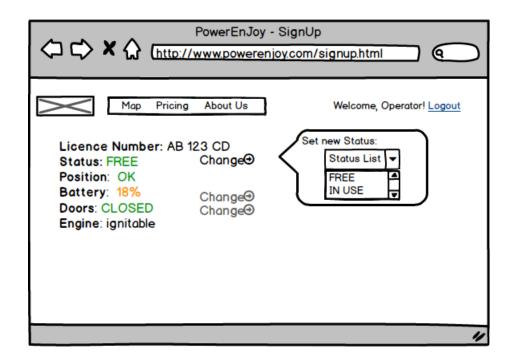
4.3.1.3 Operator Searched Car (Web) Choosing to manage a specific car allows the operator to search among all cars, by car Licence Plate or by Current Driver (User) if in use.



4.3.1.4 Car Details (Web) The Car Details page shows all informations available for the chosen car as well as providing buttons to change all editable parameters (for instance the car's status).



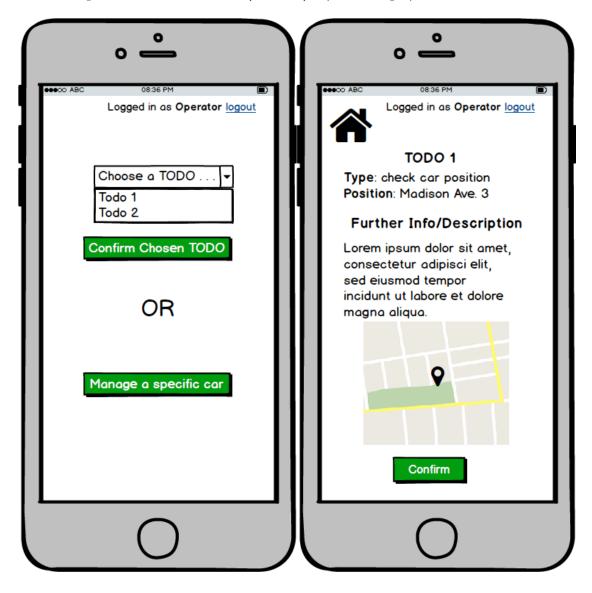
4.3.1.5 Changing a Car parameter - Sample (Web) Choosing to edit a parameter brings up a "pop-up" providing the needed options to edit.



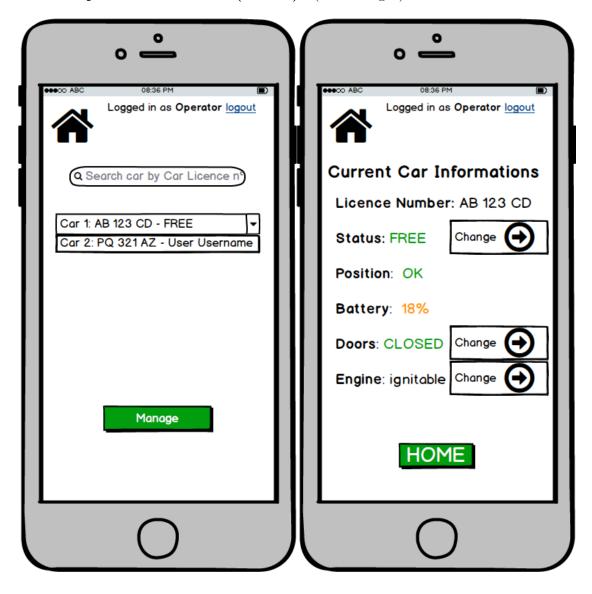
4.3.2 Mobile Interfaces

4.3.2.1 Main Page (Mobile) The mobile Main page for operators offers the same options of the web one: they caan either choose a pensing task or opt to manage a car. (On the left)

4.3.2.2 Operator chose TODO (Mobile) (On the right)



- 4.3.2.3 Operator Searched Car (Mobile) (On the left)
- 4.3.2.4 Operator Car Details (Mobile) (On the right)



4.3.2.5 Changing a Car parameter - Sample (Mobile)



4.4 Car Interface

4.4.1 Car Screen

The car has a screen that shows the fare in real time as well as showing whether the Money Saving Option is active or not.

Fare until now: 12.53 €

Money Saving option: ACTIVE

5 Requirements traceability

Below are listed all requirements defined in our RASD and their mapping on the architecture. The map is neither injective nor surjective. In fact some requirements need more than one module to be satisfied and modules achieve the satisfiability of many requirements.

#	Requirement	Mapping on the architecture
	G1: Allow visitors	
1	A valid email is required during the	Registration manager
	registration.	
2	A valid DL is required.	Registration manager + DL
		validator
3	Invalid emails are all addresses that	Registration manager
	are either already in use or not well	
	formed.	
4	Email Address must be verified.	Registration manager
5	The DL is valid if all the fields match	Registration manager + DL
	the user's information and the Licence	validator
	Office confirms that the Licence	
	Number, the Name and the Surname	
	are correct.	
6	Foreign DL must be verified by an	DL validator + Assistance ticket
	Operator.	manager + Administration module
7	If some of the provided information is	Registration manager
	incorrect, the registration is rejected	
	and the user is prompted to fix the	
	issue(s).	
	G2: Allow visitor	s to log in
8	A previously registered email is	Autentication manager
	required.	
9	The password chosen during the	Autentication manager
	registration of the submitted email has	
	to be inserted in order to log in.	
10	Visitors submitting incorrect email	Autentication manager
	and/or password shall not be allowed	
	to log in.	
	G3: Allow Users to update or modi	fy their profile's information
11	Every registered User can modify his	Autentication manager +
	information.	Registration manager
12	Changing email address is allowed but	Autentication manager +
	the new email must be confirmed for	Registration manager
	the account to be valid.	
13	Changing the CC information is	Registration manager + CC
	allowed as long as the new CC is valid.	validator
14	Changing the DL is allowed but the	Registration manager + DL
	Licence has to be verified.	validator
15	Changing name and/or surname is not	Registration manager
	allowed.	
	1	1

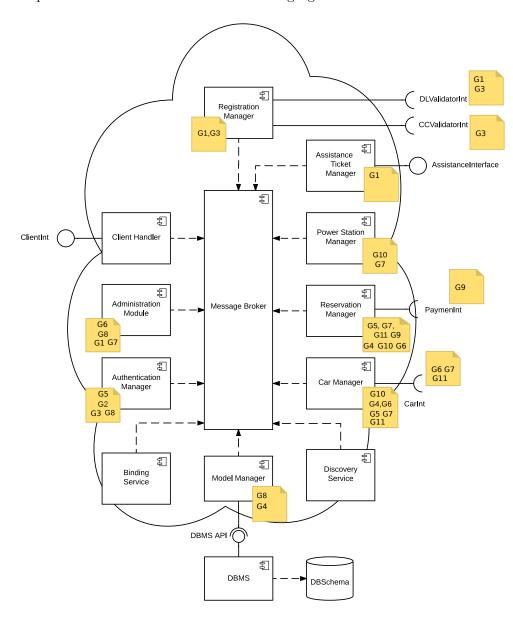
#	Requirement	Mapping on the architecture
	G4: Show updated informat	
16	The list of available cars always	Car manager + Reservation
	includes only cars that are parked and	manager
	not reserved and is shown on a map in	
	the location where it is actually	
	parked.	
17	If a car is reserved is tagged on the	Car manager + Reservation
	map as reserved.	manager
18	For every car is displayed the	Car manager
	remaining percentage of the battery.	
19	Users should be able to apply filters to	Car manager + Model manager
	show only cars within a certain	
	distance from a specified location or	
l	with a minimum percentage of battery	
	left.	
	G5: Allow Active Users	to reserve a car
20	Only Active Users can reserve cars.	Autentication manager +
		Reservation manager
21	Cars can be reserved by a specific user	Car manager + Reservation
	for up to one hour before being	manager
	unlocked.	
22	If a reserved car is not unlocked in one	Reservation manager
	hour the reservation expires and the	
	user pays a fine of 1€.	
23	Only available cars can be reserved.	Reservation manager
24	If an active user is already using a car	Reservation manager
	he cannot reserve another one.	
25	The system shall provide the user the	Reservation manager
	possibility to delete his pending	
	reservation.	
26	The deletion of a reservation shall be	Reservation manager + Car
	allowed only before the reserved car	manager
	has been unlocked.	
	G6: Allow Active Users to unlo	ck the car they reserved
27	A car can be unlocked only by the user	Reservation manager + Car
	who has reserved it.	manager
28	There exists a mechanism of	Car management system + Car
	acknowledgment between the car and	manager + Reservation manager
	the user.	
29	The car is unlocked only after the user	Car management system + Car
	is acknowledged.	manager
30	If a user unlocks the car without	Car management system + Car
	igniting the engine, the systems starts	manager + Reservation manager
	charging the regular price after the	
	pick up time (one hour from the	
	reservation) expires.	
	/ r · · ·	

#	Requirement	Mapping on the architecture
31	If a user does not ignite the car within	Car management system + Car
	15 minutes from the moment he	manager + Reservation manager +
	unlocks it, the systems prompts the	Administration module
	user to confirm he is fine. If no answer	
	is received, an operator checks the car.	
•	G7: Compute	the fare
32	The fare takes into account all price	Reservation manager
	modifiers (discounts or extra fees).	
33	The computed fare is based on how	Reservation manager + Car
	many minutes have passed since the	management system
	engine was ignited.	
34	If the engine was never ignited the fare	Car management system + Car
	is calculated as explained in R30.	manager + Reservation manager
35	The computed fare is shown real-time	Car management system + Car
	on the car's screen.	manager + Reservation manager
36	The system shall be able to apply	Reservation manager
	predetermined discounts to users	
	following some predetermined	
	behavior.	
37	The system shall be able to know the	Car management system + Car
	number of passengers into a specific	manager
	rented car.	
38	The system shall be able to know the	Car management system + Car
	battery percentage of a specific car in	manager
	any moment.	
39	The system shall be able to locate a	Car management system + Car
	car and know whether or not it is	manager + Power station manager
	plugged at one of the predetermined	
	parking areas in any moment.	
40	The system shall be able to measure	Car management system + Car
	the distance of a specific car from the	manager + Power station manager
	nearest power grid station.	
41	The system shall be able to make an	Car management system + Car
	Operator charge a specific car.	manager + Power station manager
		+ Administration module
42	The system shall know if a user	Reservation maanager
	selected the money saving option.	
	G8: Allow System Administrator	(s) to update information
43	The System Administrator is granted	Autentication manager
	the necessary permissions allowing him	
	to access each cars' data, status and	
	position.	
44	The system shall present an Interface	Autentication manager
	for the System Administrator in order	
	to access with the necessary	

#	Requirement	Mapping on the architecture
45	Only those accessing the systems with	Autentication manager
	these permissions shall be able to	
	access sensible data regarding the cars.	
46	The system shall be able to check the	Model manager
	consistency of the information	
	modified given a set of rules.	
	G9: Ensure that the	e fare is paid
47	As soon as the rental is ended, use the	Reservation manager + Payment
	payment method provided by the AU	Handler
	to pay the fare.	
48	If the provided method is invalid (e.g.	Reservation manager + Payment
	expired or empty CC), notify the user.	Handler
49	Users with unsuccessful pending fare	Reservation manager
	shall not be allowed to book cars.	
50	Allow users to specify the main	Registration manager
	payment method.	
51	Periodically try to charge pending fare	Reservation manager + Payment
	through the specified main payment	Handler
	method.	
	G10: Allow the driver to choose	the money saving option
52	The systems suggests a charging	Reservation manager
	station near the user's destination if	
	present (within a user-selectable	
	radius).	
53	The suggested station must have at	Reservation manager
	least a free plug to be suggested.	
54	The suggested station shall be	Car manager
	determined to ensure a uniform	
	distribution of cars.	
55	If the AU doesn't park in the	Reservation manager
	suggested station the money saving	
	option shall not be taken into account	
	for future decisions.	
56	If the AU chooses this option, the	Reservation manager
	system gives him the address and	
	shows directions on the smartphone.	
	G11: Allow the user to park the	T
57	Parking shall be allowed only in safe	Reservation manager
	zones.	
58	The system shall not charge the user	Reservation manager + Car
	after the car has been parked and he	manager + Car management system
	has exited the car.	
59	The system shall lock the car, if	Reservation manager + Car
	parked in a safe area and the user has	manager + Car management system
	exited the car.	

#	Requirement	Mapping on the architecture
60	The system shall be able to recognize	Car manager + Car management
	whether or not there is a user inside	system
	the car.	

The corrispondence is summarized in the following figure.



6 Effort spent

Component	Time spent (in hour)
Philippe Scorsolini	35
Lorenzo Semeria	22
Gabriele Vanoni	22

7 References

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