## 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 the 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 ibetter 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 databases. 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.

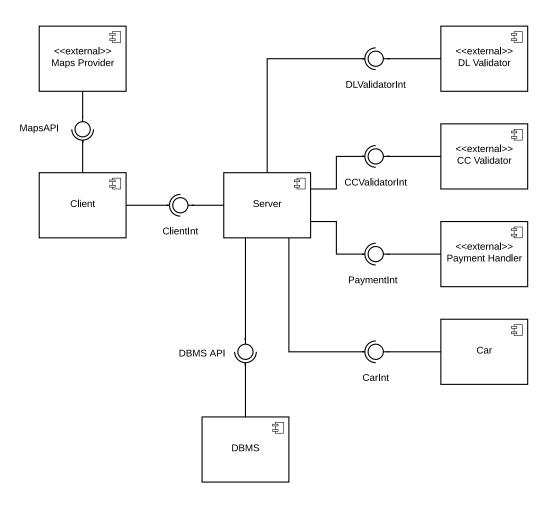


Figure 1: Component View of the server side deployed

#### 2.2 Component View

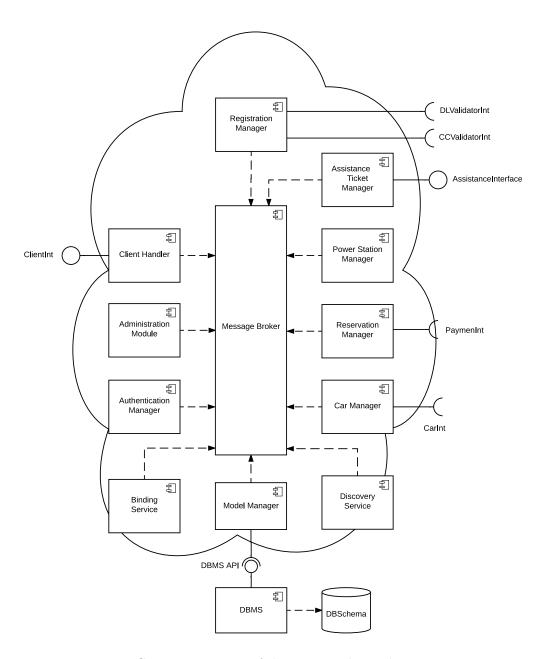


Figure 2: Component View of the server side single services

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 then sent to the different microservices as needed.
- Discovery Service: gives the other services the references that allow them to communicate with each other.
- Binding Service: manages the queue binding for the services.
- Authentication Manager: checks whether or not a certain user is allowed to do a certain action and allows a protocol to securely manage a user data.
- Registration Manager: manages the registration of the new users and the update of the 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 component will be asynchronous in order to minimise unneeded resource consumption that would result in an increase of the costs for 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: grants access remotely to the needed data both from the car to the server and vice versa and will grant the system to access functionalities such as locking and unlocking the car remotely.
- PowerStation Data System: deployed inside the single power stations will manage the communication with the central system granting access to it's data to the services that need them.
- Mobile App: will give both the operators and the Active Users, only once they signed in, access to the specific feature they have permission to access, could be implemented in many ways and will comunicate with the client handler server side through RESTful APIs. It will use an external map provider to give users a human friendly visualization of cars' positions.
- Web Page: will give the Visitors access to the map with cars' positions and let the signed in Users modify their personal data

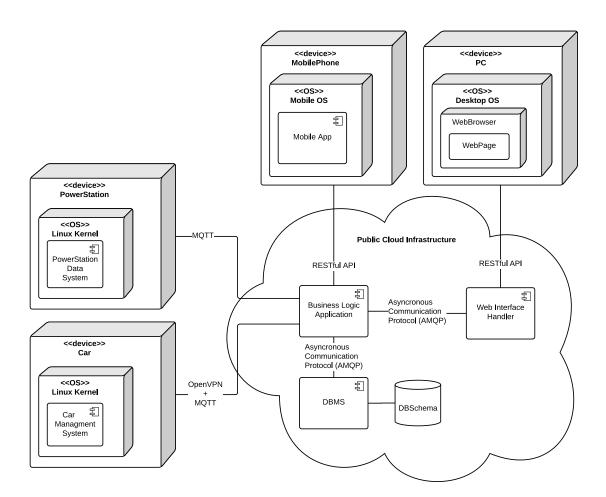
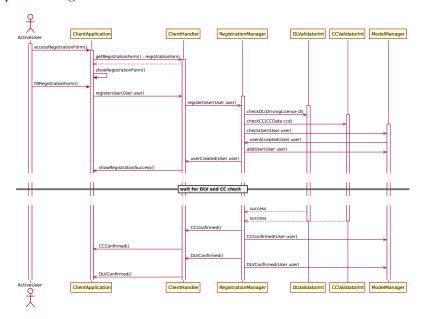


Figure 3: Deployment View of the system

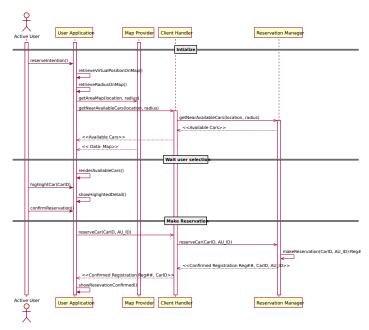
#### 2.4 Runtime View

The following sequence diagram will only show the way the system will act during the accomplishment of certain tasks, but are not to be meant as 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:



#### 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 said the system will adopt a 3-tier cloud architecture to decouple the presentations logic from the business logic and allow the database management to be shared and provided by a PaaS and 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 both for the web server and the mobile web application, that will allow our users to access our application without too strict hardware constraints on their devices. On need 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 not 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 7.

#### 2.8 Other Design Decisions

Seen the previous sections we decided that the overall logic of the system will be implemented in Java using JEE technology with Frameworks such as Spring Boot and 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.

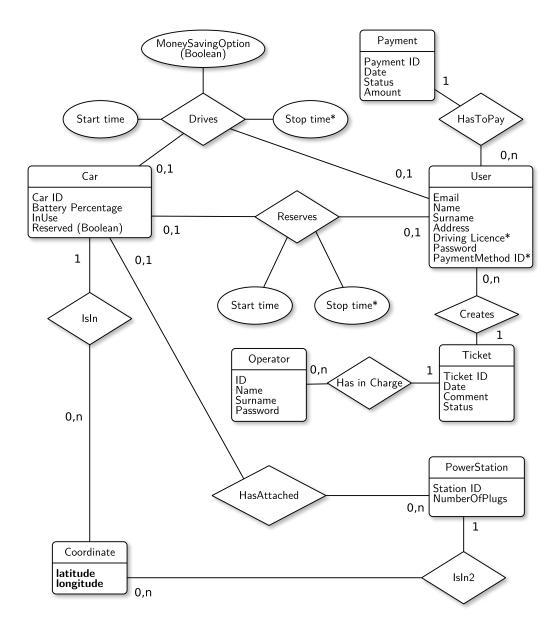


Figure 4: ER data model

## 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 by users in one location dropped off in another one. Of course the distribution of 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.

#### Riferimenti

- [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

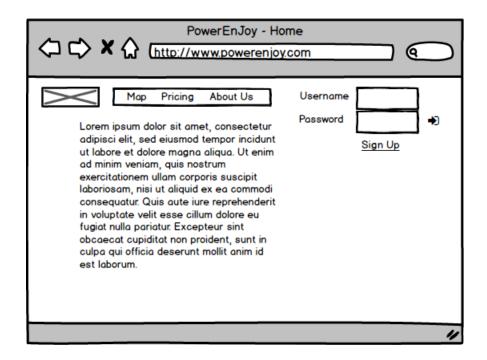
Below are some mockups to show how users will interact with the service. Since PowerEnJoy can be used both from a computer (except for unlocking the car), both Mobile and Web mockups are provided. Moreover, since both Users and Operators have access to the service via browser and app, interfaces for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

#### 4.1 User Interfaces

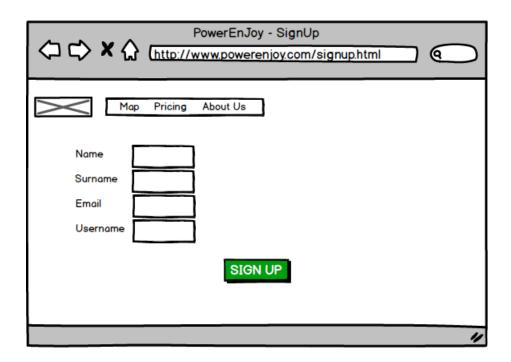
As anticipated, in this section all User mockups are analyzed. These mockups show how all actions that can be performed by our users. This section is further split between Web interfaces, imagined for standard browsers, and Mobile interfaces, designed having a smartphone App in mind.

#### 4.1.1 Web Interfaces

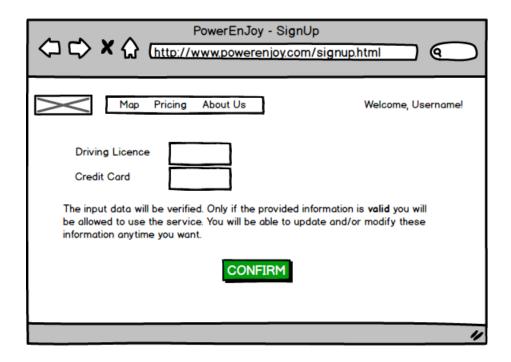
**4.1.1.1 Home Page (Web)** From the home page any user can try to login inserting username and password or they can choose to sign up and go to the registration page. This page will likely show a description of the service as well as providing links to other important part of the website (Map, Pricing,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



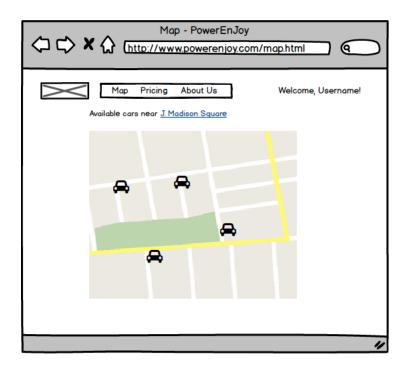
**4.1.1.2 Registration Page (Web)** In this page users must input the core informations to register online: name, surname, email address and username.



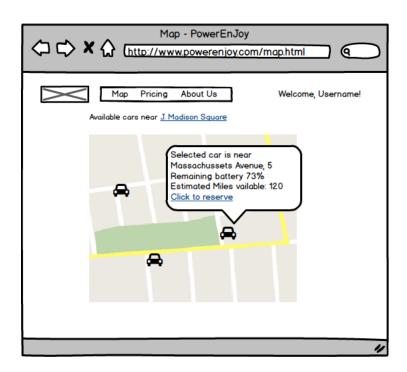
**4.1.1.3 Further Information (Web)** After having registered and logged in, users must input their Licence and Credit Card in order to use the service if they haven't already.



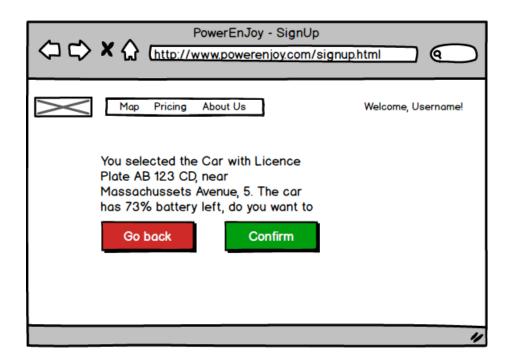
**4.1.1.4** Map (Web) All users can view available cars near their position and choose one if they want more info (see next mockup).



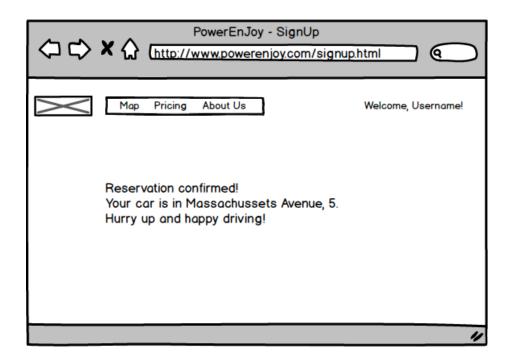
**4.1.1.5** Map - Selected Car (Web) Selecting a car provides relevant information about that specific car, in order to give to the user the chance to pick a car that can suit his needs.



**4.1.1.6 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.

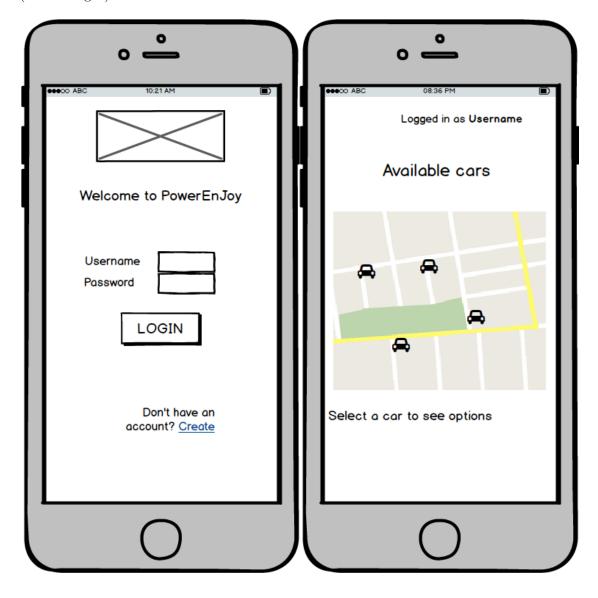


**4.1.1.7 Reservation Confirmed (Web)** Confirming a reservation shows a brief summary containing the address at which the car is parked.

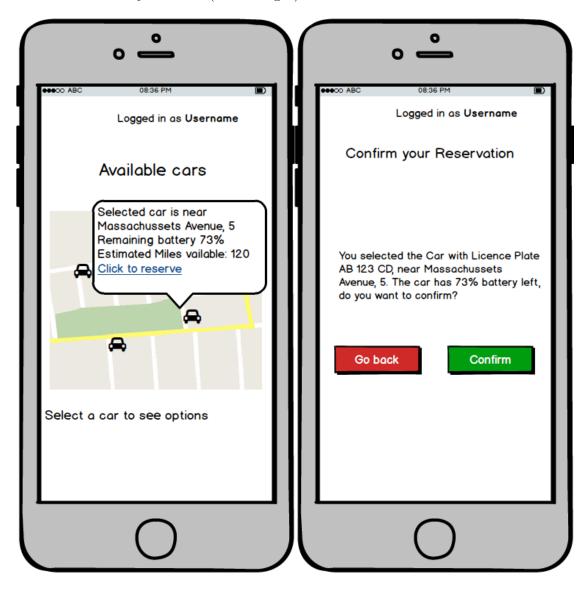


#### 4.1.2 Mobile Interfaces

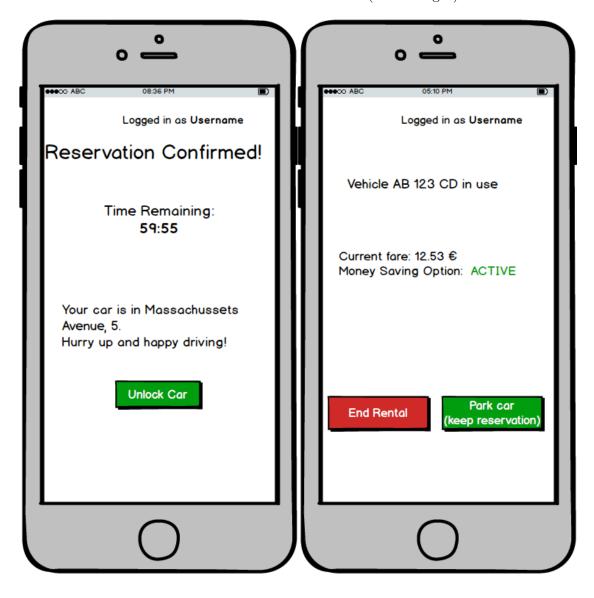
- **4.1.2.1 Home (Mobile)** From the App's home page users can either login or create an account. Login is handled inside the app, while to create an account the user is redirected to the website. (On the left)
- **4.1.2.2** Map (Mobile) The user is shown a map displaying all cars that are nearby. His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



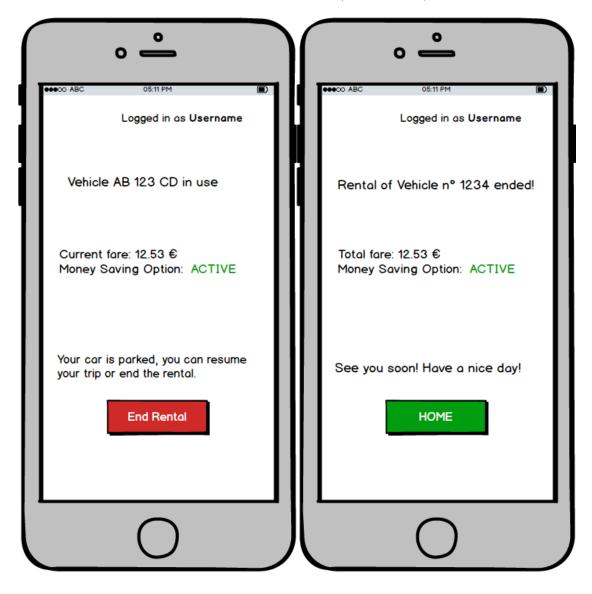
- **4.1.2.3 Selected Car (Mobile)** Selecting a car on the map shows relevant information, like it happens on the website. (On the left)
- **4.1.2.4 Car Confirmation (Mobile)** A user can confirm a reservation or go back if he chose that car by mistake. (On the right)



- **4.1.2.5 Reservation Confirmed (Mobile)** When the reservation is confirmed, the smartphone shows a countdown as well as the car's address. (On the left)
- **4.1.2.6 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)



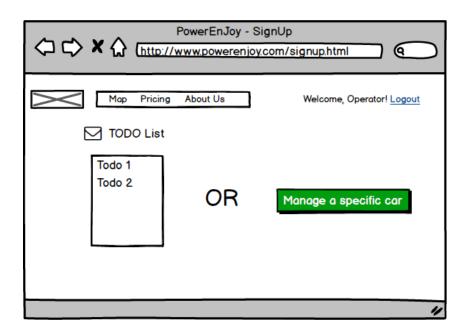
- **4.1.2.7 Car Parked (Mobile)** If the car is already parked users can decide to end the rental using the app. In case they want to continue their journey, they only have to jump back on the car. (On the left)
- **4.1.2.8 Rental Ended (Mobile)** Ending a rental shows the total as well as whether the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



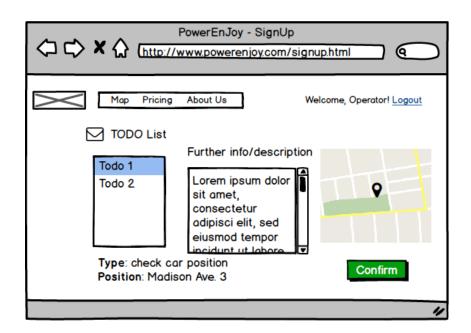
### 4.2 Operator Interfaces

#### 4.2.1 Web Interfaces

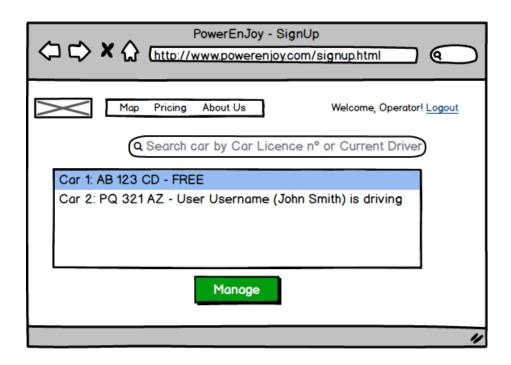
**4.2.1.1 Operator Main Page (Web)** Operators can choose between performing a pending task (a "Todo") or managing a specific car.



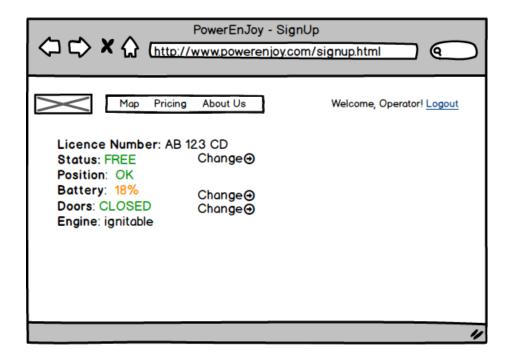
**4.2.1.2 Operator chose TODO (Web)** Choosing a pending operation brings up relevant information about it: its type, the position (if relevant), a short summary and a map. The operator can confirm the task if he will take care of it or go back to the home page(the logo links to the home page).



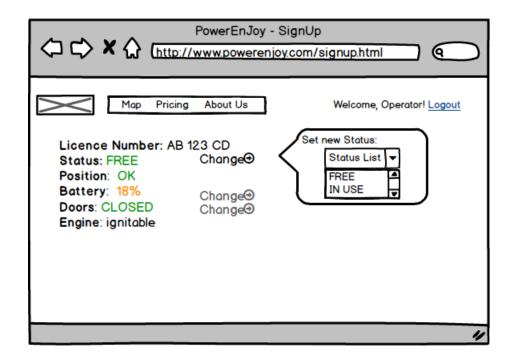
**4.2.1.3 Operator Searched Car (Web)** Choosing to manage a specific car allows the operator to search among all cars, by car Licence Plate or by Current Driver (User) if in use.



**4.2.1.4 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).



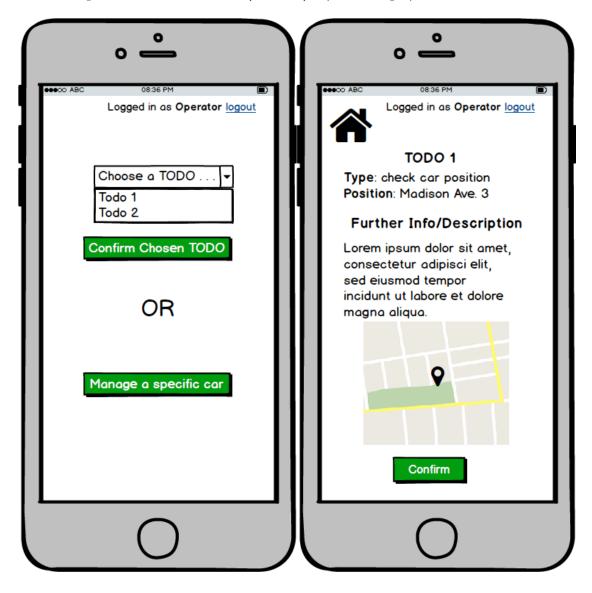
**4.2.1.5** Changing a Car parameter - Sample (Web) Choosing to edit a parameter brings up a "pop-up" providing the needed options to edit.



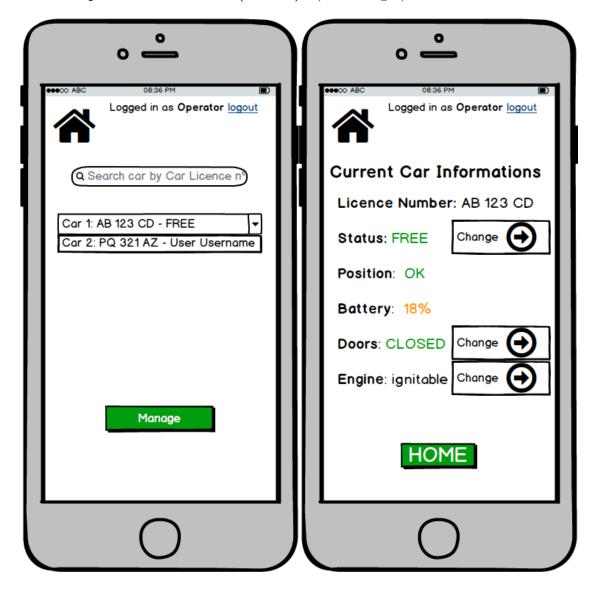
#### 4.2.2 Mobile Interfaces

**4.2.2.1 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)

#### **4.2.2.2 Operator chose TODO (Mobile)** (On the right)



- **4.2.2.3 Operator Searched Car (Mobile)** (On the left)
- 4.2.2.4 Operator Car Details (Mobile) (On the right)



## 4.2.2.5 Changing a Car parameter - Sample (Mobile)



### 4.3 Car Interface

#### 4.3.1 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 to sign up				
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	,			
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				
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.				

#	Requirement	Mapping on the architecture			
	G4: Show updated information on available cars				
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	
32	The fare takes into account all price	Reservation module
	modifiers (discounts or extra fees).	
33	The computed fare is based on how	Reservation module + 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 + Power
	station near the user's destination if	Station manager
	present (within a user-selectable	
	radius).	
53	The suggested station must have at	Power Station 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	e rented car in safe zone
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
I		_
	parked in a safe area and the user has	manager + Car management system

#	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.	

## 6 Effort spent

Component	Time spent (in hour)
Philippe Scorsolini	23
Lorenzo Semeria	18
Gabriele Vanoni	20