SC2006 SSP3 Group 4 (Good4You): NextStage Mobile Application

Functional Requirements

1. Users must create a personal account upon their first login.

    1.1. Users must save their verified personal information in their account.

        1.1.1. Users can use the saved information to perform any of the intended functionality of the application, if necessary.

    1.2. Users must complete a questionnaire highlighting their needs based on ethnicity, or any cultural or special requirements they might have regarding after-life procedures.

        1.2.1. Users must be able to obtain recommended procedures that are curated based on their responses from the questionnaire.

        1.2.2. Users will be given the option of saving the list of procedures within their accounts. (Known as the Plans, see 2.6. Plans)

        1.2.3. If users are unhappy (uncertain) with the recommended procedures, the application must be able to refer them to industry professionals to obtain assistance.

2. Users must be able to perform any of the following tasks stated below:

    2.1. Making of wills

        2.1.1. Users must be able to provide their related personal information (see 1.1.1).

        2.1.2. The application must provide users with a recommended list of 20 lawyers that can assist them with the will-making process.

        2.1.3. Users must be able to save the lawyer's contact details (into the Plans function) for future follow-up.

        2.1.4. The application shall provide an inbuilt email feature for the user to send his/her information to the lawyer.

        2.1.5. The application must be able to convert the personal information that the users provided into a pdf document, and attach the document into the email feature, in the event that the user wants to send his/her information to the lawyer, for the lawyer's reference.

2.2. **Making burial, cremation and funeral arrangements**

2.2.1. Users must be able to provide their related personal information (see 1.1.1).

2.2.2. The application must provide the user with the choice to select his/her preferred burial/cremation arrangements, namely burial, cremation, and ash scattering.

2.2.3. Within each category of either burial, cremation or ash scattering, the application must provide users with contact details of at least 3 burial and cremation providers.

2.2.4. Within each of the cremation providers, the application must provide information regarding different burial plans the selected facility is going to offer, price range of the plans, address as displayed on a map, and the contact details of the burial and cremation providers.

2.2.5. Users must be able to save the organisations' contact details (into the Plans function) for future follow-up.

2.3. **Making an obituary**

2.3.1. Users must be able to provide their related personal information (see 1.1.1).

2.3.2. The application must provide users with choices to select the suitable major newspaper publications in Singapore. (Straits Times, Lian He Zhao Bao,etc.)

2.3.3. After selecting the appropriate news platform intended to publish the obituary, the user must input personal particulars to be published, namely: Name of Deceased, Date of Death, Location of Wake, Funeral Date and Time, Names of Family Members, and Photograph to be uploaded in JPEG format.

2.3.4. If the user wants to contact the relevant publications to make an obituary, the application must compile the particulars that the user input in 2.3.3 into a PDF file, and the application shall provide an inbuilt email feature for the user to send his/her obituary particulars to the publication chosen.

2.3.5. Users must be able to save the contact details of the newspaper publisher (and the personal information that they have entered, into the Plans function) that they want their obituary to be hosted on.

2.4. **Locate nearest crematoria**

2.4.1. Users must be able to provide their related personal information (see 1.1.1).

2.4.2. Users must be able to search the app for the nearest crematoria based on the user's location.

2.4.3. The application must provide a map system to display all the cremation sites/cemeteries islandwide.

2.4.4. The application must provide information regarding different cremation plans the selected facility has to offer, price range of the plans, address as displayed on a map, and the contact details of the cremation providers.

2.4.5. The application must provide contacts for the crematorium facilities.

2.4.6. The application shall provide an inbuilt-email function for the users to communicate with the crematoria facilities.

2.5. **Nominate next-of-kin**

2.5.1. Users must be able to nominate a next-of-kin/beneficiary to assist in the procedures in the event of untimely death of the user.

2.5.2. The application must be able to allow the nominated next-of-kin to login with the dedicated account and view the user's saved plans without being able to make edits to it.

2.6. **Plans**

2.6.1. The application must provide a plan interface, consisting of plans for drafting a will, and plans for burial, cremation and funeral.

2.6.2. The application must store all of the saved plans from 2.1-2.4 into the plan interface.

2.6.3. The user can draft new plans from 2.1-2.4. When a new plan is being drafted, all of the features from 2.1-2.4 (one selected service from each category) must be included into the new plan.

2.6.4. The application allows the user to overwrite the specific features of the current plan (for example changing the making of an obituary plan, without changing the other aspects), while keeping the rest of the plan the same.

2.6.5. In the plans feature, the app must be able to provide the relevant contact information, price range and the specific package each firm is going to offer, for the user's reference.

2.6.6. All of the saved documents regarding making of wills, obituary and making of burial, cremation and funeral arrangements must be stored in the Plans, for future usage and retrieval.

3. The application must be able to display an interactive map of Singapore.

   3.1. The application must connect to the OneMap API and draw an interactive map.

   3.2. This map will allow users to locate the various cremation sites/cemeteries across Singapore. (see 2.4)

4. The application must maintain an internal database of the user's first-time login questionnaire responses.

   4.1. Users must be able to access their saved responses at any time.

   4.2. Users must be able to modify responses at their leisure.

5. The application must maintain an internal database of the user's saved end-of-life plans.

   5.1. Users must be able to access their saved plans at any time.

   5.2. Users must be able to modify their plans at their leisure.

Non-Functional Requirements

Usability: Friendliness, Ease of use without any help

- 80% of users must be able to understand and complete the questionnaire without any help.
- Help messages must be displayed in the local language according to the user's preferred language.

Reliability: Consistency, Accuracy

- System must be updated regularly to ensure information provided to users is up-to-date.
- After a system reboot, the full system functionality must be restored within 5 minutes

Performance: Response Time

- After the user completes the questionnaire, the system must generate the best recommendations on the course of action within 5 seconds.
- After the user completes the questionnaire, the system must provide at least 2 recommended courses of action for the user to choose between.
- The system must retrieve previously stored Death Certificate(s) for the user's reference when required within 2 seconds.
- After the user logs in successfully, the system must retrieve previously stored user data within 2 seconds.

Security: Authentication

- System must verify the user's login credentials before enabling the user to proceed.
- Users must submit a death certificate in order to proceed with funeral services so that the system can verify death.

Maintainability: Easy to restart / recover

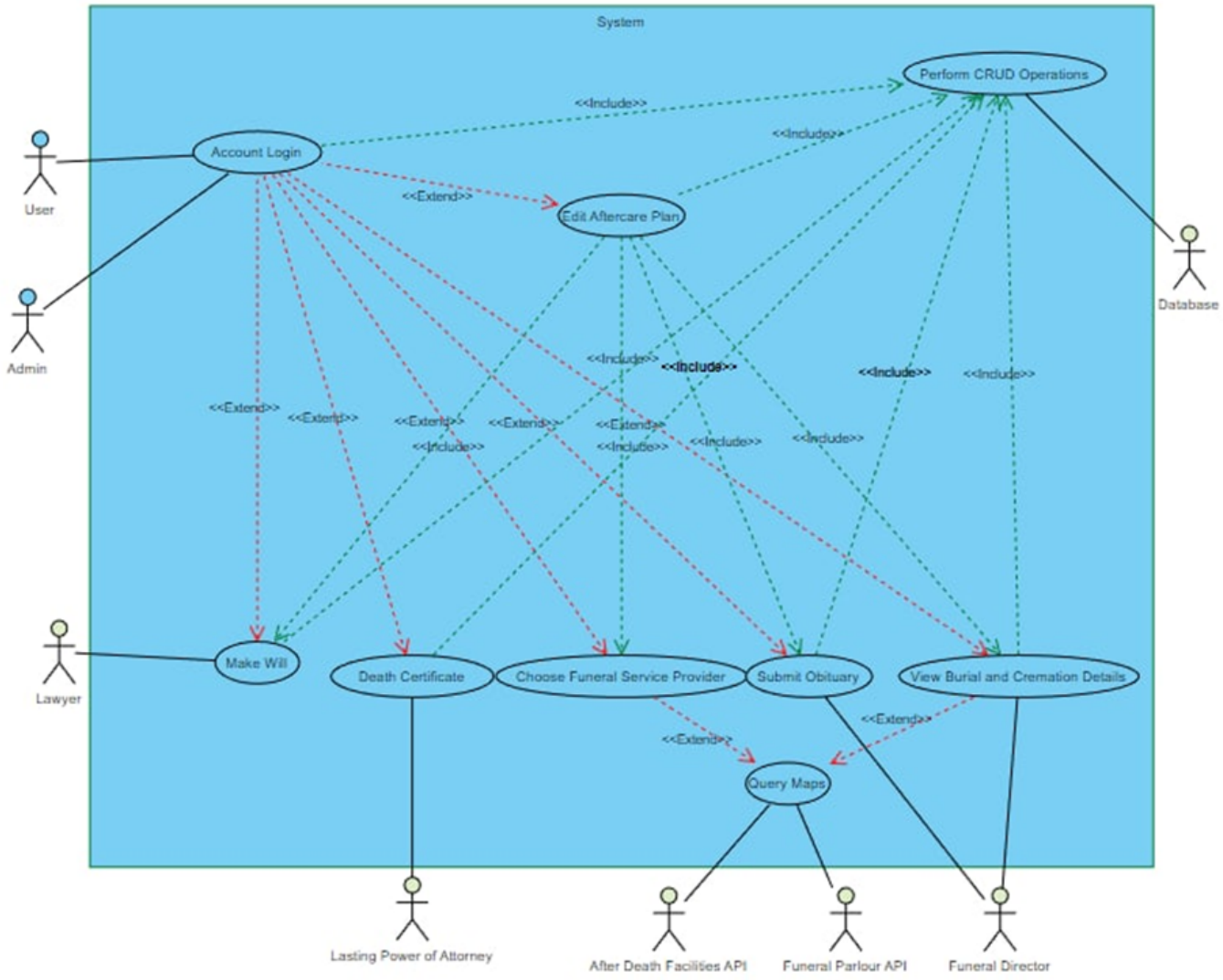
- System must store the user's information for 30 days after deletion of the account.
- System must send OTP/email to verify the user who selected the "Forgot Password" option on the Login screen.
- System must save the user progress so that the user can continue from where they stop in the event that they accidentally exit the app.

Data Dictionary

Body	Dead body of a human being but does not include the skeletal remains of the body or ashes thereof.
Certificate of Cause of Death (CCOD)	Document issues by a licensed medical practitioner to certify that the individual's death resulted from known and natural cases.
Embalming	Procedure carried out to delay decomposition of a deceased. Embalming room refers to any enclosed facility or room used for the purpose of embalming or preparing any deceased for burial, cremation.
Funeral Director	Person who works with the bereaved during times of emotional need. This professional caregiver enables families and communities to express their emotions and help them to properly grieve.
Funeral Service Hall	An enclosed space where a funeral wake takes place.
Funeral Service Provider	A company which employs Funeral Directors in the conduct of its business, for the purpose of burial, cremation or transport, in the collection, transfer, storage, preparation or embalming of Deceased or engages in the conduct of funeral wakes, cremation, burial services, etc.
Funeral Parlor	Any premises where deceased bodies are received for the purpose of preparation for burial or cremation or for the carrying out of funeral rites or ceremonies prior to burial or cremation, and includes any premises used for such purpose by whatever name called.
Holding Room	A room or an enclosed space used for temporary storage prior to and after the preparation of the Deceased.
Will	A legal document that expresses a person's wishes as to how their property is to be distributed after their death and as to which person is to manage the property until its final distribution.

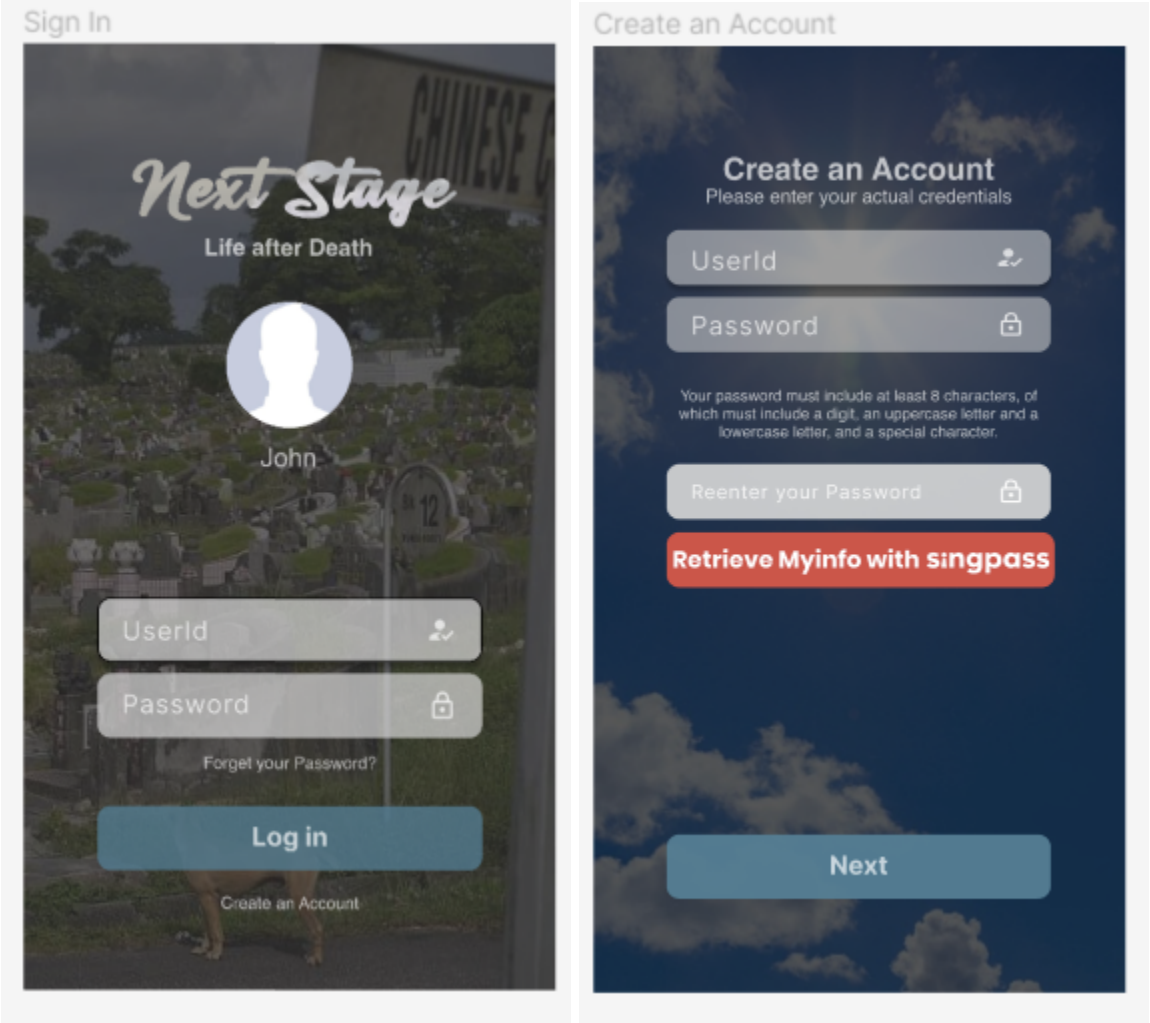
Obituary	An article about a recently deceased person. Focuses on the positive aspects of the deceased's life.
Burial	A method of final disposition whereby a dead body is placed into the ground.
Cremation	A method of final disposition of a dead body through burning.
X-Coordinate	Denotes the facility's position on the map's X-axis, or Easting, in SVY21 format.
Y-Coordinate	Denotes the facility's position on the map's Y-axis, or Northing, in SVY21 format.

Use Case Diagram

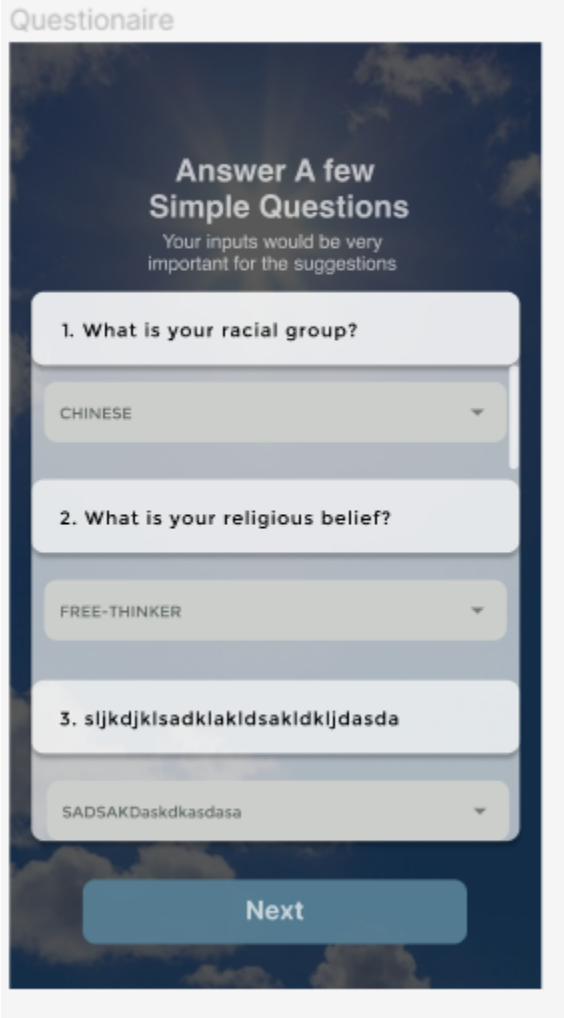


UI Mockups

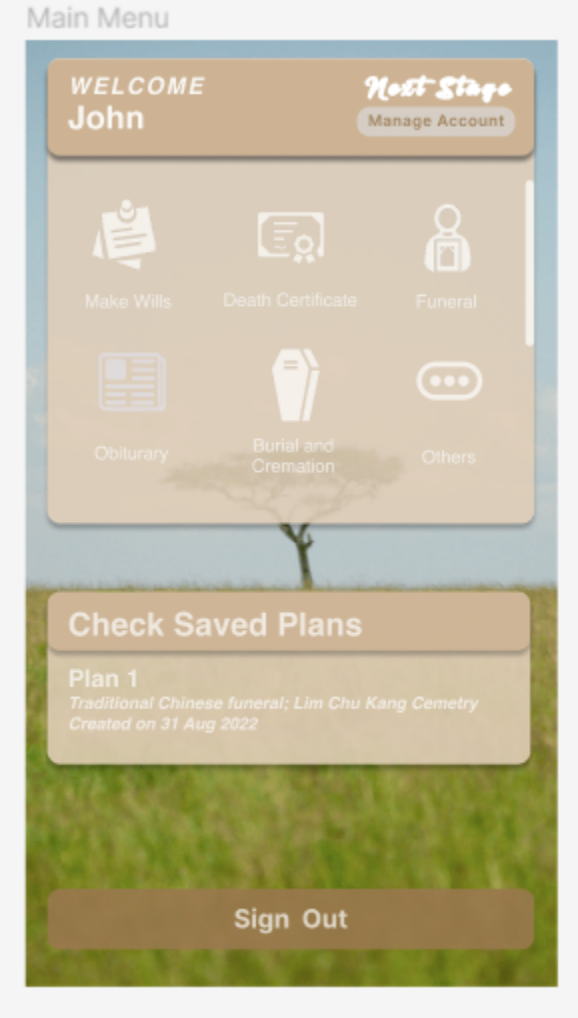
Sign in/Sign up pages:



First time login questionnaire:



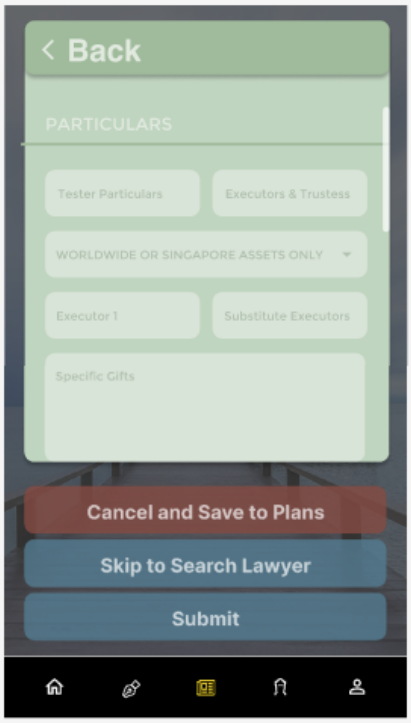
Main menu:



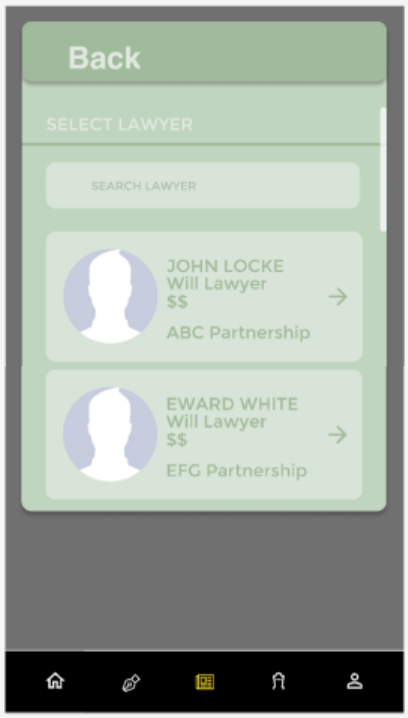
Making of wills:

Make Will 1

Make Will 2

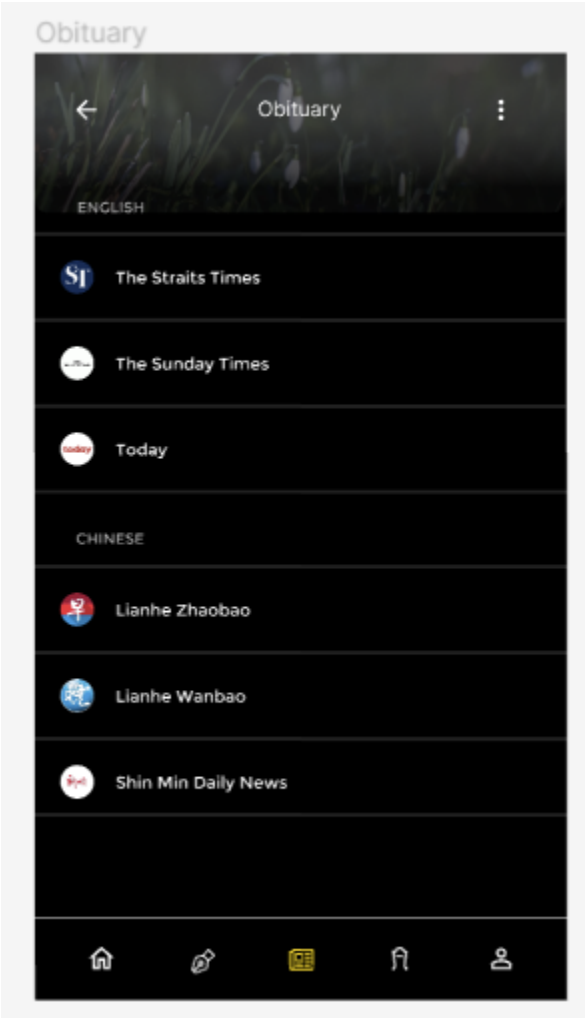


Make will 3



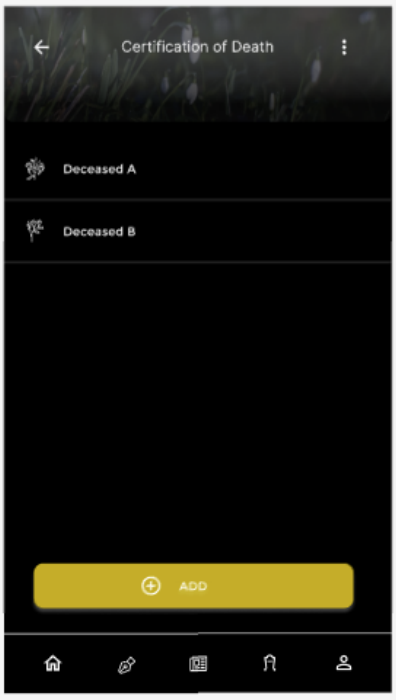
Make Will 4

Making of obituary:

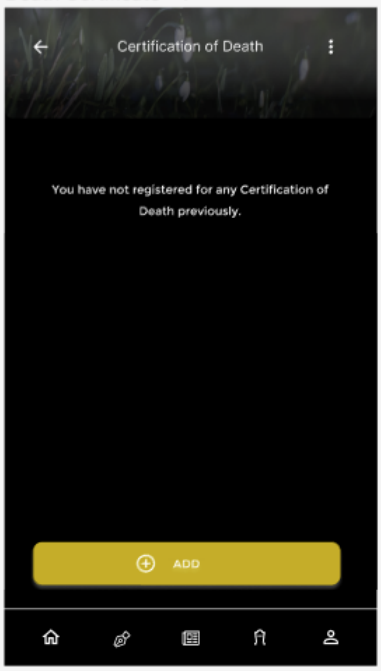


Making of death certificate:

Death Certificate

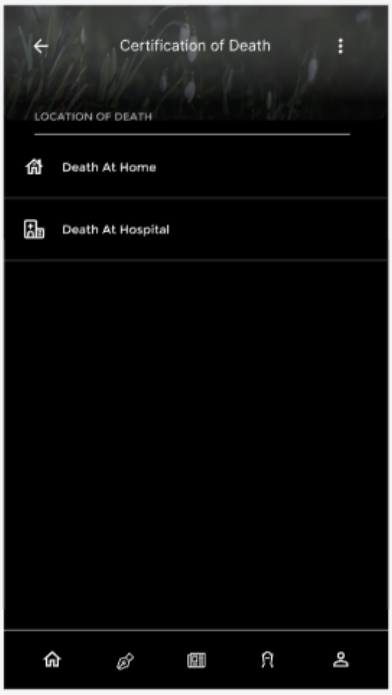


Death Certificate - 1

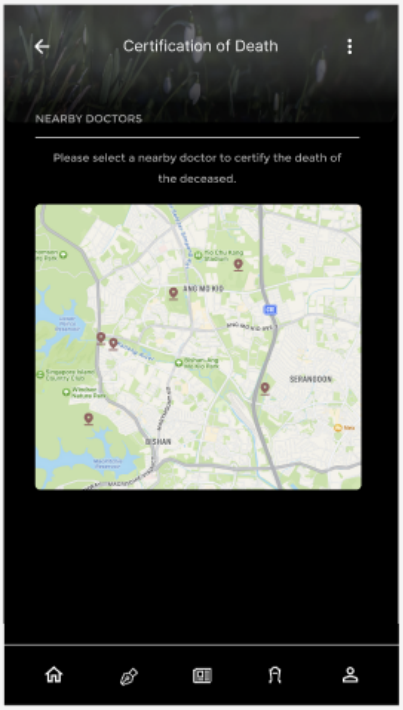


Death Certificate - 2

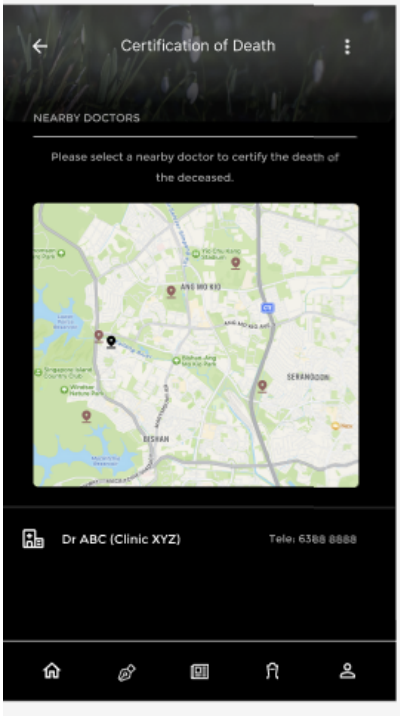
Death Certificate - 3



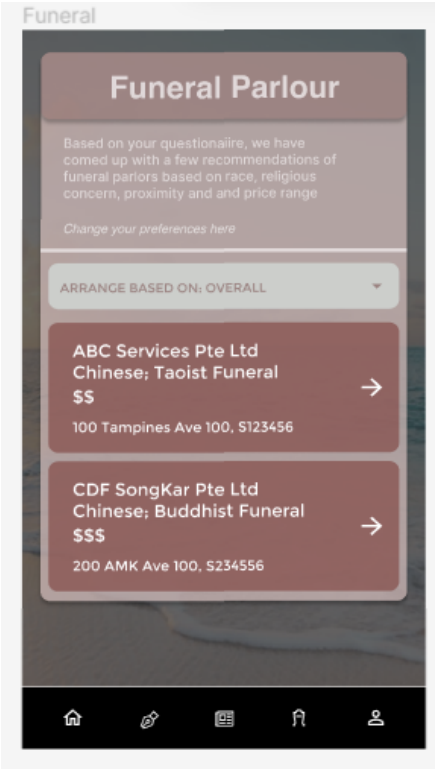
Death Certificate - 4

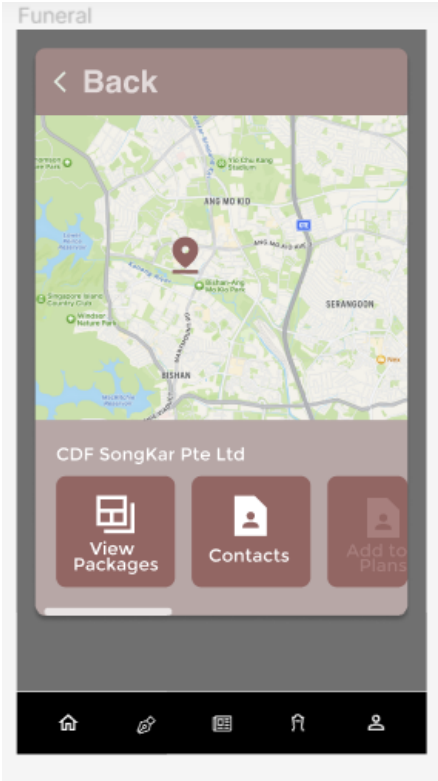


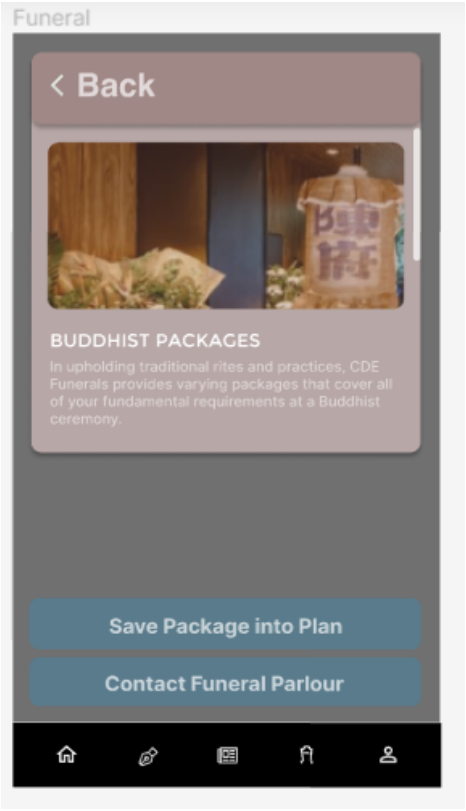
Death Certificate - 5



Funeral services:

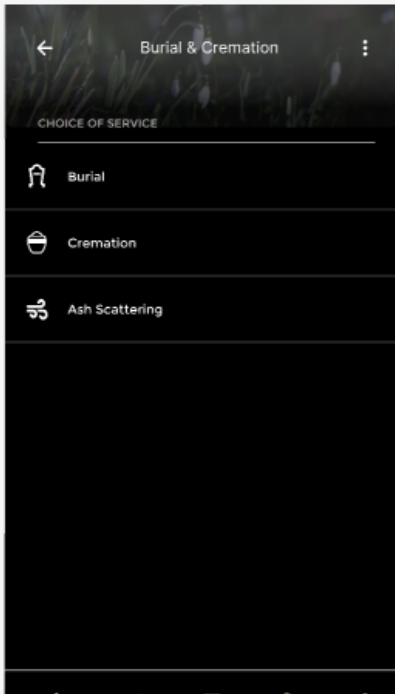




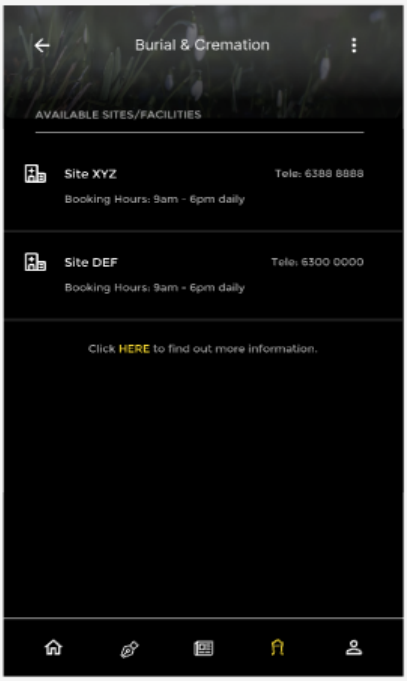


Burials and cremation:

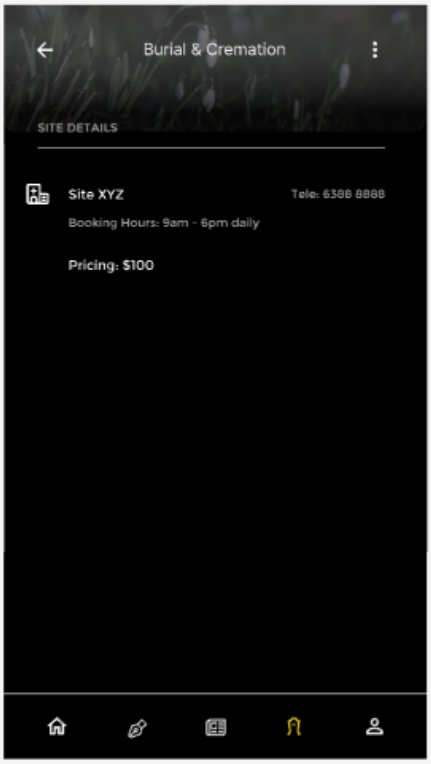
Burial & Cremation



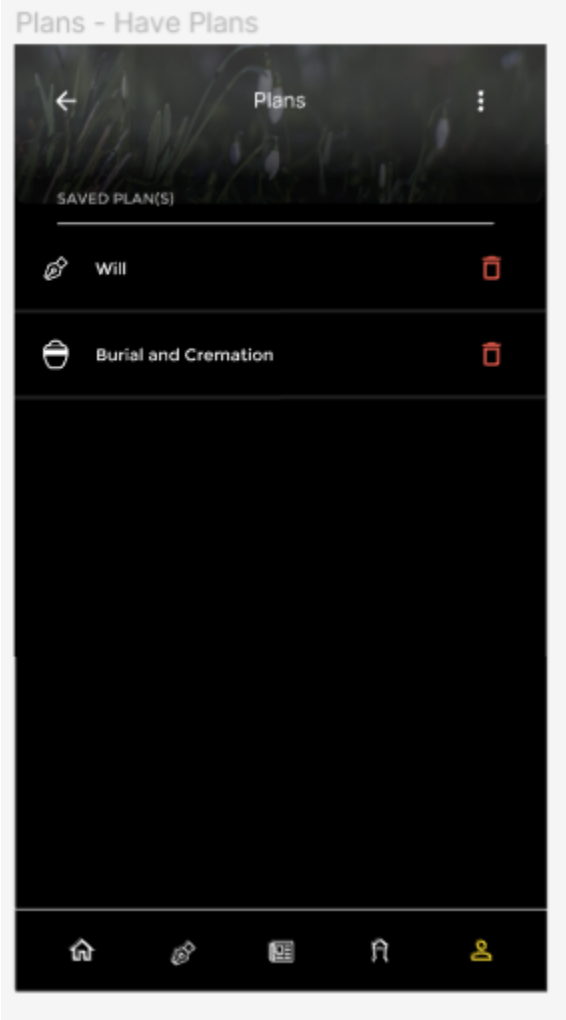
Burial & Cremation - 1

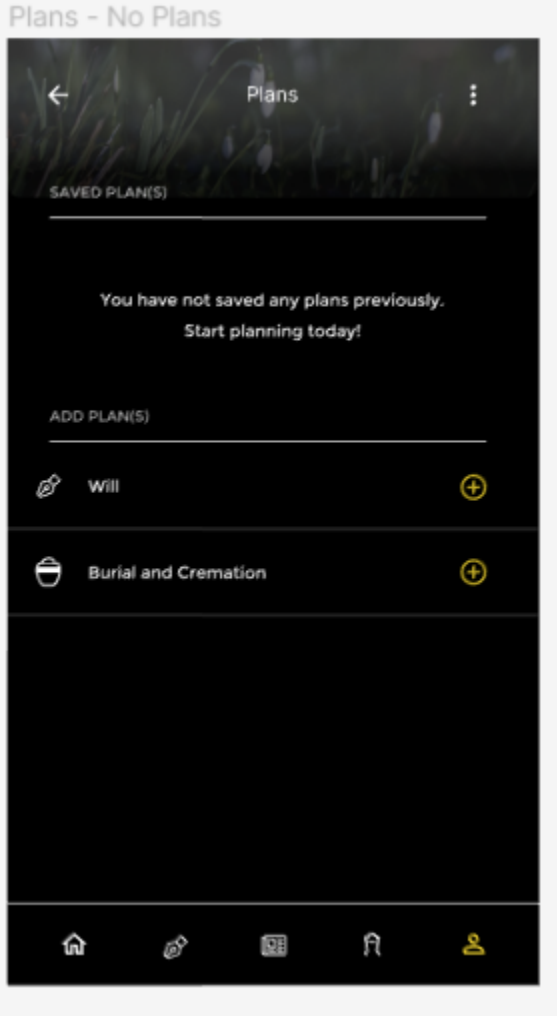


Burial & Cremation - 2



Plans:


Plans - Have Plans
Plans
SAVED PLAN(S)
Will
Burial and Cremation


Plans - No Plans
Plans
SAVED PLAN(S)
You have not saved any plans previously.
Start planning today!
ADD PLAN(S)
Will
Burial and Cremation