

University of Regina

IS IT SPAM

IsItSpam.com

CS372 - Software Engineering Methodologies

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Project Proposal

## Group Members

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## Motivation

Every day a lot of people are getting affected by spam, Scammers take advantage of non technical people by phishing them for money or information by impersonating to be someone else. It is very difficult to validate if a call is produced by a scammer or not. According to the Competition Bureau Canada, it is estimated that Canadians lost over \$290 million to scammers during 2014 and 2016. Fraudsters attack every age of people via call, text and many more ways. In order to help society prevent themselves from scam, we are developing a website called IsItSpam which will help user validating if a number he received call or text from is valid or if it's a fraudster pretending to be someone else. Phone Scam is a serious scam and our motivation for this project is help society prevent themselves from fraudsters.

## Purpose

Validating a caller plays a vital role when it comes to preventing a user from phishing attacks. IsItSpam will allow users to check if the caller leaving Voicemail or text is legitimate or a fraudster. Moreover, users will be able to add their contribution to the community by warning others about a scammer. Here is a Scenario where IsItSpam will benefit a user. Let's consider a non technical personnel receiving a call from Microsoft/CRA and asking to make purchases or make payments, User unsure of the validity of the caller will be able to put the caller's number on IsItSpam search bar and will be able to see if anyone else have reported that number as unsafe/Spam. It will also allow user to check if the caller is legitimate. In this case where there is no record of spam, User will be able to report the number as spam where he will be able to make when and where he received the call and what's the nature of the call. This will help thousands of victims who have to work with their judgment on whether to trust the caller or not.

# Key Features and Functionality

The key features of this website are to allow users to validate or mark a scammer. This app will allow users to search for a number to check if it's safe and mark a number unsafe.

## Functional Requirements

- User able to search for a number in the search bar
- User able to mark a number as unsafe caller including the time, date and location where the call was received.
- Home page will have Guidelines on how to save yourself from Spam
- Home page will have Guideline on what to do if user is affected by Spam
- A user marked as spam can contact the admin to prove he is not a scammer and take his number out of the blacklist
- Search results will include a Statistical result including the number of the times a caller is marked as scam

## Quality Requirements

- Reliability -
  - The website must be able to perform effectively during peak times when traffic is less than or equal to 250 users.
  - The website must be secure enough to store the user data securely.
- Consistency - The format and User interface among different pages on the website should be same. This includes font, icons and layout.
- Availability - The website should stay online and accessible to general public 24/7 unless Maintenance notice or Technical Issue notice is provided to the User.
- Usability - The website User Interface should be easy enough so the non-Technical users can navigate easily
- Look and Feel - The website must have have a professional look and aesthetic allowing user to be able to trust the data provided on the site. This includes not adding any emojis or pictures, following writing format without typos.
- Performance - The website must provide the search result in less than or equal to 30 sec of the search.
- Customer Service - The website must provide information to the user about the site being down or in maintenance when user can't access it.

## References

Competition Bureau Canada. (2017, February 28). Archived - Fraud Facts 2017-Recognize, Reject, Report Fraud. Retrieved from <http://www.competitionbureau.gc.ca/eic/site/cb-bc.nsf/eng/04201.html>