UNIVERSITY OF WOLLONGONG AUSTRALIA

CSIT321 Final Year Project

Group: FYP-21-S1-01

Assignment: SIM Open House

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1. Introduction

1.1. Purpose

The purpose of this document is to assist the team in creating a structured method of enacting the SIM Open House project. The document will help the team finalize the functional and non-functional requirements of the project along with the features to be implemented for each user type. Any constraints and assumptions pertaining to the project will also be documented.

1.2. Document Convention

This document uses the following conventions:

Terms	Definition
FE	Feature
OE	Operating Environment
CO	Constraint
AS	Assumption

1.3. Intended Audience and Reading Suggestions

This document is intended for individuals involved in carrying out the SIM Open House project, such as the project team, the project's supervisor and the assessor. It is recommended to be read by individuals with prior knowledge pertaining to information technology.

1.4. Project Scope

This project is done with the aim to roll out an online version of SIM's open house to adapt to COVID'19 and cater to the needs of relevant stakeholders. The stakeholders being potential students, parents of potential students or teachers, otherwise referred to as 'Users', SIM's marketing department and staff members, otherwise referred to as 'SIM Staff' and universities partnering with SIM, otherwise referred to as 'SIM Partners'.

2.   Overall Description

2.1.   Product Perspective

The product we are developing is a mobile application for UNI-SIM. This application helps SIM to promote their courses and allow potential students to learn more about SIM's partner universities. It allows users to view available open house events happening at SIM and also view programmes that are available in SIM.

The students have to register for an account to log on into our application to view the events and programmes and indicate their interests. The application also includes features like interactive bots, virtual tour, student life and also support for the users when using our application. All user information will be stored in a *secure database*.

For the students' application, they would be able to mainly view all programmes and search for the programmes that they are keen on, use the interactive bot function when in need and compare 2 courses that they are interested in.

For the SIM Staff, they are able to view all lists of attendees for the events, view the interest forms from the students and also manage events which mainly includes adding, removing and editing the events.

For SIM Partners, the key difference segregating them is the ability to view all the present events and add new programmes to the web page, on top of what the SIM Staff are able to do.

2.2. Product Features
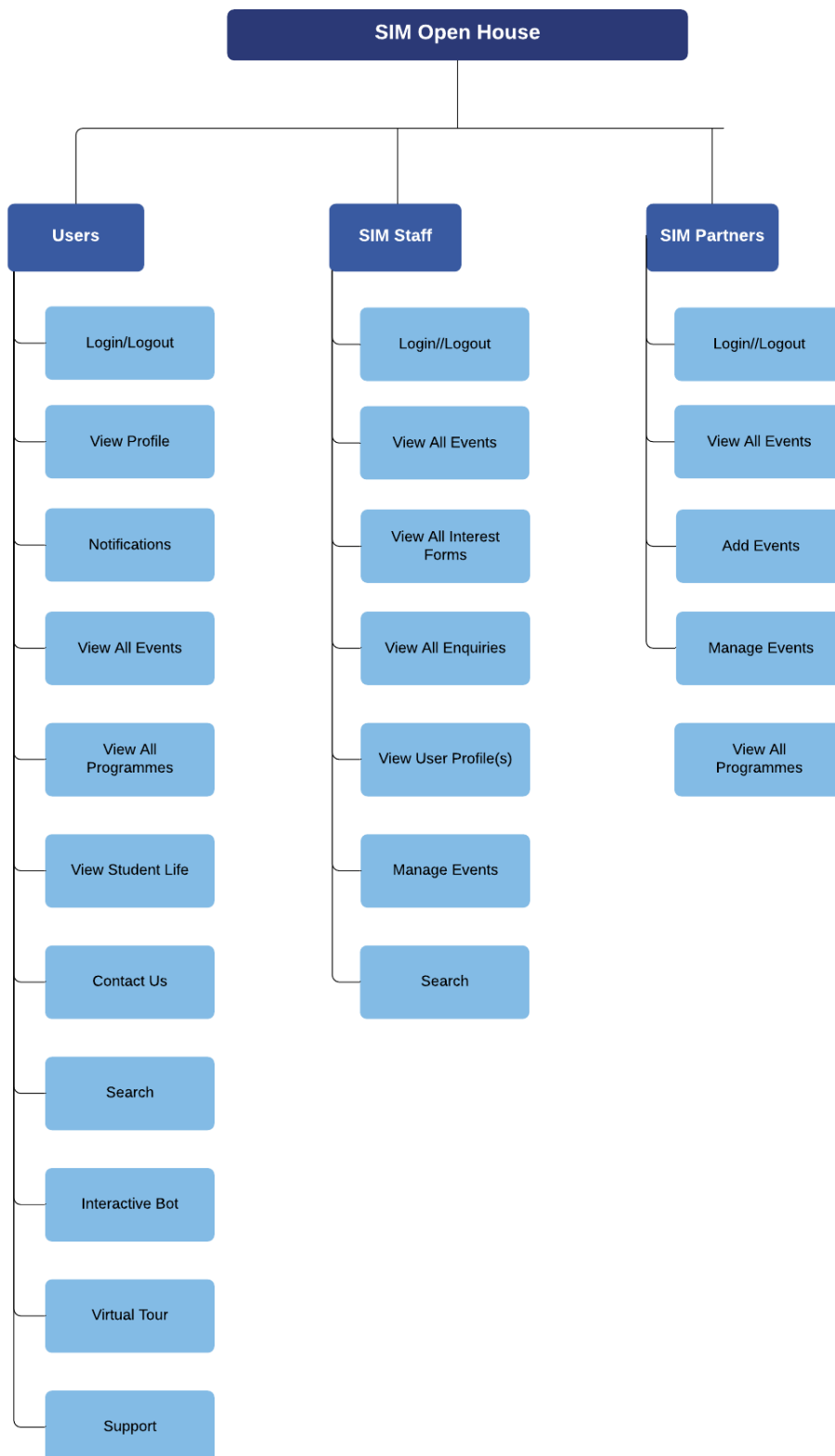
Users	
FE-1	Login/Logout
FE-2	View Profile
FE-3	Notifications
FE-4	View All Events
FE-5	View All Programmes
FE-6	View Student Life
FE-7	Contact Us
FE-8	Search
FE-9	Interactive Bot
FE-10	Virtual Tour
FE-11	Support

SIM Staff	
FE-1	Login/Logout
FE-2	View All Events
FE-3	View All Interest Forms
FE-4	View All Enquiries
FE-5	View User Profile(s)
FE-6	Manage Events
FE-7	Search

SIM Partners	
FE-1	Login/Logout
FE-2	View All Events

FE-3	Add Events
FE-4	Manage Events
FE-5	View All Programmes
FE-6	Add Programmes
FE-7	Manage Programmes

2.3. User Classes and Characteristics

Users	Characteristics
Users	The user will be able to Login and Logout of the system, view their profile in the web page and also get notifications from the web page.The search function and interactive bot would be beneficial for any general enquiries that the potential student might have. Upon signing up, they are able to view all events, programmes and student life. They can also contact SIM for support if they need any assistance with specific information. The virtual tour allows them to have a clearer understanding of the school, should they not be able to attend the open house on campus.
SIM Staff	The SIM staff will be able to Login and Logout of the system, view all the list of profiles and attendees for all the events and interest forms that users have submitted. They are also entitled to view and respond to all enquiries. SIM staff will manage the events by adding, removing and editing event details.
SIM Partners	Similar to the SIM staff , the SIM Partners will be able to Login and Logout of the system, view all the ongoing events and also the list of attendees. They are granted access to add, remove and edit the events from the list. The main difference between the SIM staff and SIM Partners would be the ability to view all the present events and add new programmes to the web page.

2.4. Operating Environment

OE-1	The minimum requirements for the mobile application should be Android 10 or iOS 12.5.1 versions.
OE-2	The mobile application requires access to internet connection.
OE-3	All personal data should be encrypted

2.5. Design and Implementation Constraints

CO-1	User Interface should be curated through PHP coding, MySQL Workbench and github only.
CO-2	Data should be stored in MySQL Workbench and Github.
CO-3	A stable internet connection is required to run the web page.
CO-4	Mobile devices require a minimum OS versions requirement of Android 10 or iOS 12.5.1.
CO-5	*Secure Database* will be used to store the information of User, Admin and SIM Partner accounts.

2.6. User Documentation

The web page will have a screen for the user to sign up for an account. After doing so, the user will be able to sign up for events that they are interested in and view them in the events calendar. The portal will also allow users to search for specific courses that they are keen on, through a search engine and an interactive bot to answer the FAQs from the users.

2.7. Assumptions and Dependencies

AS-1	Users to have the minimum requirements for the mobile application should be Android 10 or iOS 12.5.1 versions to install and use the application.
AS-2	Users have access to internet connection to download and use the application.
AS-3	Users have enough storage on their phones to download and install the application.

3. System Features

3.1. Use Case Diagram - User

3.1.1. Use Case Descriptions - User

Use Case Description for Login

Name: Login	ID: #001
Goals: The users with created accounts login successfully.	
Description: The user gains access to the website's functionalities after logging in.	
Stakeholders: Users, SIM Staff, SIM Partners	
Triggers: NIL	
Normal Flow: 1. The user enters their username and password. 2. The user clicks on the login button. 3. The user's credentials are validated by the system. 4. Upon successful authentication, the user would be given access to the website's functionalities.	
Sub-Flow: NIL	
Alternate Flow: 1. Upon unsuccessful authentication, the system prompts the user to re-enter their username and password.	

Use Case Description for Logout

Name: Logout	**ID**: #002
Goals: The users with created accounts log out successfully.	
Description: The user's logouts of the system.	
Stakeholders: Users, SIM Staff, SIM Partners	
Triggers: Logout button	

Normal Flow:
 	
  1. The user clicks the logout button.
 	
  2. The system successfully logs the user out of the website.	

Sub-Flow: NIL	
Alternate Flow: NIL	

Use Case Description for View Profile

Name: View Profile	**ID**: #003

Goals: The user is able to view their profile.

Description: The system displays the user's profile.

Stakeholders: Users

Triggers: The user clicks on the 'View Profile' button.

Normal Flow:
1. The user clicks on the 'View Profile' button.
2. The system displays the user's profile.

Sub-Flow: NIL

Alternate Flow:
1. The user clicks on the 'Account Management' button.
2. The user modifies the information in their profile.
3. The user clicks on the 'Save Changes' button.
4. The system saves the changes.

Alternate Sub-Flow:
1. Upon saving the changes, the system displays a confirmation message.

Use Case Description for Notifications

Name: Notifications	**ID**: #004
Goals: The user is notified of relevant interactions.	
Description: The system notifies the user of interactions relevant to the user.	
Stakeholders: Users	
Triggers: User clicks on the Notifications' button.	

Normal Flow:
 	
    1.   The user clicks on the 'Notifications' button.
    2. The system displays the user's notifications.	

Sub-Flow: NIL	
Alternate Flow: NIL	

Use Case Description for View All Events

Name: View All Events	ID: #005
Goals: The user is able to view all of the open house events.	
Description: The system displays all of the open house events.	
Stakeholders: Users	
Triggers: User clicks on the 'View All Events' button.	
Normal Flow: 1. The user clicks on the 'View All Events' button. 2. The system displays all of the open house events.	
Sub-Flow: NIL	
Alternate Flow: 1. The user clicks on the 'Sign Up' button. 2. The system changes the event status. 3. The system reflects the change in event status and displays 'Signed Up'.	

Use Case Description for Sign Up For Events

Name: Sign Up For Events	ID: #006
Goals: The user is able to sign up for the desired open house events.	
Description: The system allows the user to register for open house events.	
Stakeholders: Users	
Triggers: User clicks on the 'View All Events' button.	
Normal Flow: 1. The user clicks on the 'Sign Up' button displayed beside an event. 2. The system changes the event status. 3. The system reflects the change in event status and displays 'Signed Up'.	
Sub-Flow: NIL	
Alternate Flow: NIL	

Use Case Description for View All Programmes

Name: View All Programmes	**ID**: #007

Goals: The user is able to view all of the programmes offered by SIM.

Description: The system displays all of the programmes offered by SIM.

Stakeholders: Users

Triggers: User clicks on the 'View All Programmes' button.

Normal Flow: 1. The user clicks on the 'View All Programmes' button.   2. The system displays all of the programmes offered by SIM.

Sub-Flow: NIL

Alternate Flow #1:   1. The user clicks on the programme name.   2. The system redirects the user to the programme information page.   3. The user clicks on 'Bookmark'.   4. The system saves the programme to the user's bookmarks.   **Alternate Flow #2**:   1. The user clicks on the programme name.   2. The system redirects the user to the programme information page.   3. The user clicks on 'Indicate Interest'   4. The system saves the user's particulars in a form and lists the user as an interested party for the programme.

Use Case Description for View Student Life

Name: View Student Life	ID: #008
Goals: The user is able to view information related to student life.	
Description: The system displays information related to student life.	
Stakeholders: Users	
Triggers: The user clicks on the 'Student Life' button.	

Normal Flow:
    1. The user clicks on the 'Student Life'' button.
    2. The system displays all information related to student life.	

Sub-Flow: NIL	

Alternate Flow:
    1. The user scrolls to the bottom.
    2. The system displays a video wall.	

Use Case Description for Contact Us

Name: Contact Us	**ID**: #009
Goals: The user is able to view SIM's contact information.	
Description: The system displays SIM's contact information.	
Stakeholders: Users	
Triggers: User clicks on the 'Contact Us' button.	
Normal Flow: 1. The user clicks on the 'Contact Us" button. 2. The system displays SIM's contact information.	
Sub-Flow: NIL	
Alternate Flow: 1. The user clicks on the 'Contact Form' button. 2. The system redirects the user to the 'Contact Form' page. 3. The system prompts the user to input the information required. 4. The user enters the required information. 5. The user clicks on the 'Submit Form' button.	
Alternate Sub-Flow: 1. Upon clicking the 'Submit Form' button, the system submits the form. 2. Upon submission, the system displays a confirmation message.	

Use Case Description for Search

Name: Search	**ID**: #010
Goals: The user is able to search for a specific item on the website.	
Description: The system displays the results of the user's search query.	
Stakeholders: Users	
Triggers: User clicks on the 'Search' button.	

Normal Flow:
   1. The user enters the information they want to search for.
   2. The user clicks on the 'Search' button.
   3. The system displays results of the user's query.	

Sub-Flow: NIL	
Alternate Flow: NIL	

Use Case Description for Interactive Bot

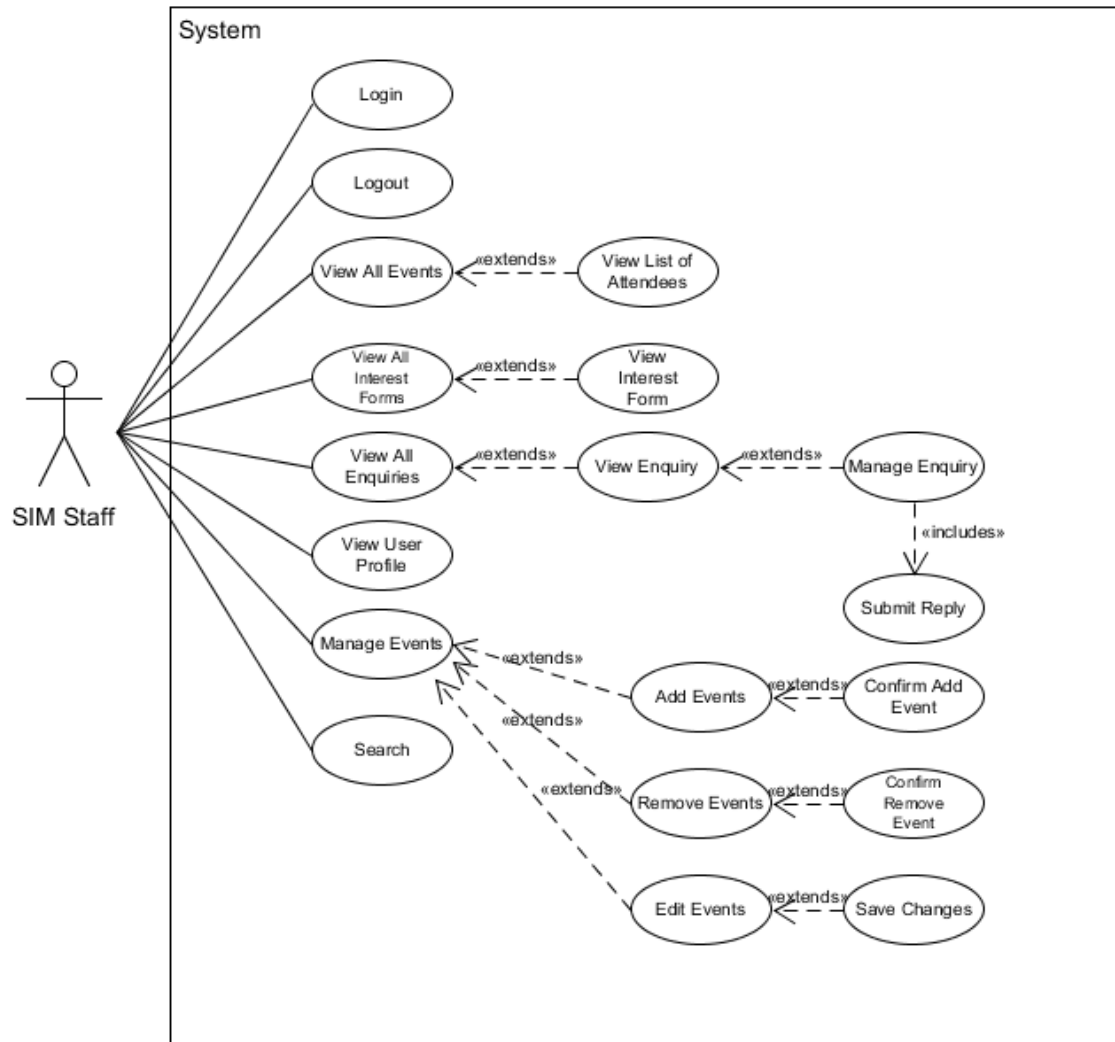| **Name**: Interactive Bot	**ID**: #011
Goals: The user is able to find answers to their questions.	
Description: The system displays the answer to the user's questions to the best of its understanding.	
Stakeholders: Users	
Triggers: User clicks on the 'Interactive Bot' button.	

Normal Flow:
    1. The user clicks on the 'Interactive Bot' button.
    2. The user enters their question.
    3. The user sends their question.
    4. The system displays an answer.	

Sub-Flow: NIL	
Alternate Flow: NIL	

Use Case Description for Virtual Tour

Name: Virtual Tour	**ID**: #012
Goals: The user is able to view a virtual tour.	
Description: The system displays a virtual tour video to the user.	
Stakeholders: Users	
Triggers: User clicks on the 'Virtual Tour' button.	
Normal Flow: 1. The user clicks on the 'Virtual Tour' button. 2. The system displays a video navigating SIM's campus.	
Sub-Flow: NIL	
Alternate Flow: NIL	

Use Case Description for Support

Name: Support	**ID**: #013

Goals: The user is able to create a support ticket.

Description: The user creates a support ticket detailing their issue.

Stakeholders: Users

Triggers: User clicks on the 'Support' button.

Normal Flow:

1. The user clicks on the 'Support' button.
    2. The system redirects the user to the 'Support' page.
    3. The system prompts the user to enter information in the input fields.
    4. The user enters the required information.
    5. The user clicks on the 'Submit Form' button.

Sub-Flow:
1. Upon clicking the 'Submit Form' button, the system displays a confirmation message.

Alternate Flow: NIL

3.2. Use Case Diagram - SIM Staff

3.2.1. Use Case Descriptions - SIM Staff

Use Case Description for View All Events

Name: View All Events	ID: #014
Goals: The user is able to view all of SIM open house events.	
Description: The system displays all of SIM open house events.	
Stakeholders: SIM Staff, SIM Partners	
Triggers: User clicks on the 'View All Events' button.	

Normal Flow:
 	
   1. The user clicks on the 'View All Events' button.
   2. The system displays all of the SIM open house events.	

Sub-Flow: NIL	

Alternate Flow:
 	
   1. The user clicks on the 'View List of Attendees' button.
   2. The system redirects the user to a page with the event's list of attendees.	

Use Case Description for View All Interest Forms

Name: View All Interest Forms	**ID**: #015

Goals: The user is able to view all of the forms from a programme's interested parties.

Description: The system displays all of the forms of the interested parties.

Stakeholders: SIM Staff

Triggers: User clicks on the 'View All Interest Forms' button.

Normal Flow:
 	
    1. The user clicks on the 'View All Interest Forms' button.
 	
    2. The system displays a list of the interested parties.

Sub-Flow: NIL

Alternate Flow:
 	
    1. The user clicks on the name of an interested party.
 	
    2. The system redirects the user to a form with the interested party's particulars.

Use Case Description for View All Enquiries

Name: View All Enquiries	ID: #016
Goals: The user is able to view all of the submitted enquiries.	
Description: The system displays all of the submitted enquiries.	
Stakeholders: SIM Staff	
Triggers: User clicks on the 'View All Enquiries' button.	
Normal Flow: 1. The user clicks on the 'View All Enquiries' button. 2. The system displays a list of submitted enquiries.	
Sub-Flow: NIL	
Alternate Flow: 1. The user clicks on the 'View Enquiry' button. 2. The system redirects the user to the selected enquiry and displays the information related to the enquiry.	
Alternate Sub-Flow: 1. The user clicks on the 'Manage Enquiry' button. 2. The system redirects the user to the 'Manage Enquiry' page. 3. The system prompts the user to enter the input fields. 4. The user enters the required information. 5. The user clicks on the 'Submit Reply' button. 6. The system displays a confirmation message.	

Use Case Description for View User Profile

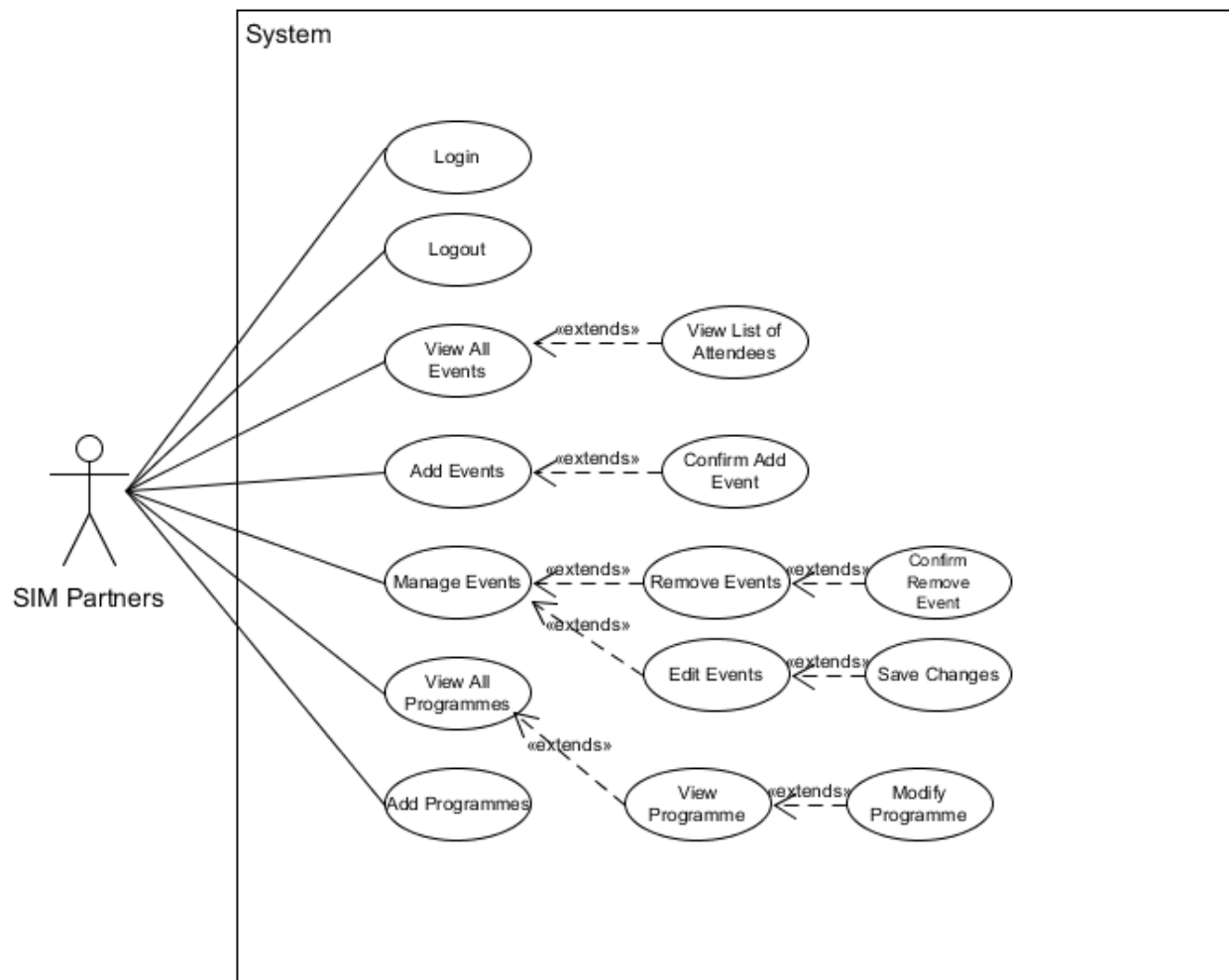| **Name**: View User Profile	**ID**: #017
Goals: The user is able to view another user's profile.	
Description: The system displays a chosen user's profile.	
Stakeholders: SIM Staff	
Triggers: User clicks on a user's name.	
Normal Flow: 1. The user clicks on another user's name. 2. The system redirects the user to the chosen user's profile. 3. The system displays the chosen user's profile particulars.	
Sub-Flow: NIL	
Alternate Flow: NIL	

Use Case Description for Manage Events

Name: Manage Events	ID: #018
Goals: The user is able to manage all of SIM open house events.	
Description: The user is able to manage all of SIM open house events.	
Stakeholders: SIM Staff	
Triggers: User clicks on the 'Manage Events' button.	
Normal Flow: 1. The user clicks on the 'Manage Events' button. 2. The system displays all of the SIM open house events.	
Sub-Flow: NIL	
Alternate Flow #1: 1. The user clicks on the 'Add Events' button. 2. The user is prompted to enter information pertaining to the event. 3. The user clicks on the 'Confirm Add Event' button **Alternate Flow #2:** 1. The user clicks on the Remove Events' button. 2. The system prompts the user for confirmation. 3. The user clicks on the 'Confirm Remove Event' button. 4. The system removes the event. **Alternate Flow #3:** 1. The user clicks on the 'Edit Events' button. 2. The user is prompted to enter information pertaining to the event. 3. The user clicks on the 'Save Changes' button	

Use Case Description for Search

Name: Search	ID: #019
Goals: The user is able to search for a specific item on the website.	
Description: The system displays the results of the user's search query.	
Stakeholders: SIM Staff	
Triggers: User clicks on the 'Search' button.	
Normal Flow: 1. The user enters the information they want to search for. 2. The user clicks on the 'Search' button. 3. The system displays results of the user's query.	
Sub-Flow: NIL	
Alternate Flow: NIL	

3.3.   Use Case Diagram - SIM Partners

3.3.1. Use Case Description - SIM Partners

Use Case Description for Add Events

Name: Add Events	ID: #020
Goals: The user is able to view all of SIM open house events.	
Description: The system displays all of SIM open house events.	
Stakeholders: SIM Partners	
Triggers: User clicks on the 'View All Events' button.	
Normal Flow: 1. The user clicks on the 'Add Events' button. 2. The user is prompted to enter information pertaining to the event. 3. The user clicks on the 'Confirm Add Event' button	
Sub-Flow: NIL	
Alternate Flow: NIL	

Use Case Description for **Manage Events**

Name: Manage Events	**ID**: #021

Goals: The user is able to manage all of SIM open house events.

Description: The user is able to manage all of SIM open house events.

Stakeholders: SIM Partners

Triggers: User clicks on the 'Manage Events' button.

Normal Flow: 1. The user clicks on the 'Manage Events' button. 2. The system displays all of the SIM open house events.

Sub-Flow: NIL

Alternate Flow #1:   1. The user clicks on the Remove Events' button. 2. The system prompts the user for confirmation. 3. The user clicks on the 'Confirm Remove Event' button. 4. The system removes the event.   **Alternate Flow #2:**   1. The user clicks on the 'Edit Events' button. 2. The user is prompted to enter information pertaining to the event. 3. The user clicks on the 'Save Changes' button

Use Case Description for View All Programmes

Name: View All Programmes	**ID**: #022

Goals: The user is able to view all of the programmes offered by SIM.

Description: The system displays all of the programmes offered by SIM.

Stakeholders: SIM Partners

Triggers: User clicks on the 'View All Programmes' button.

Normal Flow:

1. The user clicks on the 'View All Programmes' button.
2. The system displays all of the programmes offered by SIM.

Sub-Flow: NIL

Alternate Flow #1:

1. The user clicks on the programme name.
2. The system redirects the user to the programme information page.

Alternate Flow #2:

1. The user clicks on modify programme, on the programme information page.
2. The user is prompted to input information.
3. The user clicks on the save changes button.

Use Case Description for Add Programmes

Name: Add Programmes	**ID**: #023
Goals: The user is able to add programmes offered by SIM.	
Description: The users add programmes offered by SIM.	
Stakeholders: SIM Partners	
Triggers: User clicks on the 'View All Programmes' button.	
Normal Flow: 1. The user clicks on the 'Add Programmes' button. 2. The user is redirected to a page to enter the new programme's details. 3. The user saves the changes.	
Sub-Flow: NIL	
Alternate Flow: NIL	

Use Case Description for Manage Programmes

Name: Manage Programmes	**ID**: #024
Goals: The user is able to manage all of SIM programmes.	
Description: The user is able to manage all of SIM programmes.	
Stakeholders: SIM Partners	
Triggers: User clicks on the 'Manage Programmes' button.	
Normal Flow: 1. The user clicks on the 'Manage Programmes' button. 2. The system displays all of the SIM programmes.	
Sub-Flow: NIL	
Alternate Flow #1: 1. The user clicks on the Remove Programme' button. 2. The system prompts the user for confirmation. 3. The user clicks on the 'Confirm Remove Programme' button. 4. The system removes the programme. **Alternate Flow #2:** 1. The user clicks on the 'Edit Programmes' button. 2. The user is prompted to enter information pertaining to the programme. 3. The user clicks on the 'Save Changes' button.	

3.4.   Users' Features

3.4.1 Login/Logout

The users are required to login in order to use the features that are available on the application. Once they are done using the application, they will be able to logout from the application.

3.4.2 View Profile

The profile allows them to view information about themselves and also update their personal information if there are any changes. The profile will provide information such as email, name, contact number and also the ID that is created for them when they create an account.

3.4.3 Notifications

This feature allows the users to see the upcoming events. There will be notification prompting the students that a certain event is coming up or showing events that might interest them.

3.4.4 View All Events

Users are able to view all the events that are on-going or happening in the future. These events will be displayed in the respective schools for easy viewing.

3.4.5 View All Programmes

Users are able to view all the programmes that are offered by SIM universities. There will be details of each course. The details that will be provided are such as the school fees, details, modules and what they can be after they graduate.

3.4.6 View Student's Life

The users are able to view how the current students in SIM study or play in SIM. For example, how we provide CCAs for students to relax after their class or provide study areas for students so that they can focus more.

3.4.7 Contact Us

This page will be mainly the contact details of SIM. It will also provide contacts for various departments if the users are looking out for different types of enquiry.

3.4.8 Search

The search function allows the users to search for keywords on the website. This is so that the users do not have to click on the different links one by one to search for the information they need.

3.4.9 Interactive Bot

This feature allows users to ask questions on the website regarding SIM open house programmes. They are also able to ask questions such as what programmes from one of the partner universities offers.

3.4.10 Virtual Tour

This allows the students to view how the school looks like without having to enter the school due to the pandemic. SIM only allows current students who are having lessons to enter the school only.

3.4.11 Support

This support feature allows the users to ask for help if they need help on SIM open house programmes or if they need help in using the application.

3.5.   SIM Staff's Features

3.5.1. Login/Logout

The admins are required to login in order to use the features that are available on the application such as managing the events that are held in the app. Once they are done using the application, they will be able to logout from the application.

3.5.2. View All Events

Admins are allowed to view all the events on the application so that they will not clash with other events that are held by the same partner universities.

3.5.3 View All Interest Forms

Admins are then able to view all the forms that were submitted by the users that had shown interest in joining SIM. They are then able to contact the students if needed to.

3.5.4 View All Enquiries

The admins will be able to view all the enquires that are being asked by the users. They can also reply to the users' enquiries if needed from this feature as well.

3.5.5 View User Profiles

The admins are able to view all the information of the users that have signed up.

3.5.6 Manage Events

The admins will then be able to manage the events that are being held during the open house. They can change, delete and update the event if needed. If there is a new event, they are able to add the event into the event's calendar.

3.5.7 Search

The search function allows the users to search for keywords on the website. This is so that the user does not have to click on the different links one by one to search for the information they need.

3.6.   SIM Partner's Features

3.6.1 Login/Logout

The SIM Partners' are required to login in order to use the features that are available on the application such as managing the events and programmes. Once they are done using the application, they will be able to logout from the application.

3.6.2 View All Events

SIM Partners' are able to view all events that are on-going or happening in the future. These events will be displayed in the respective schools for easy viewing.

3.6.3 Add Events

SIM Partners' are able to click on 'Add Events' button from the view all events page to add an event. SIM Partners' will then be able to enter information pertaining to the event. By clicking on the 'Confirm Add Event' button, the event will be added to the list of all events.

3.6.4 Manage Events

SIM Partners' are able to click on 'Manage Events' button and the system will display all of the SIM Open House events. From there, the SIM Partners' will have two options, 'Remove Event' or 'Edit Event'. For the 'Remove Event' button, the system will prompt for confirmation to remove the event. Once the 'Confirm Remove Event' button is clicked, the event will be removed. For the 'Edit Event' button, the system will prompt the information pertaining to the event, SIM Partners' can then edit the information and click on the 'Save Changes' button to save the updated information.

3.6.5 View All Programmes

SIM Partners' are able to view all programmes offered by SIM by clicking on the 'View all Programmes' button. They can click on the programme name to go to the programme information page. From there, they can click on the 'Modify Programme' button to modify the information pertaining to the programme. The system will prompt for input information and they can click on the 'Save Changes' button to save the updated information.

3.6.6 Add Programmes

SIM Partners' can click on the 'Add Programmes' button from the View All Programmes page to add a programme. The system will redirect them to a new page to enter the new programme's details and there will be an 'Add Programme' button to add the programme.

3.6.7 Manage Programmes

SIM Partners' are able to click on 'Manage Programmes' button and the system will display all of the programmes available in SIM. From there, the SIM Partners' will have two options, 'Remove Programme' or 'Edit Programme'. For the 'Remove

Programme' button, the system will prompt for confirmation to remove the programme. Once the 'Confirm Remove Programme' button is clicked, the programme will be removed. For the 'Edit Programme' button, the system will prompt the information pertaining to the programme, SIM Partners' can then edit the information and click on the 'Save Changes' button to save the updated information.

4.   Non-Functional Requirements

4.1.   Security Requirements

Security shows how the site is safeguarded against deliberate and intrusive attacks from internal and external sources. Hence, all user account information should be encrypted and all users including SIM Staff and SIM partners should be required to login before performing any actions. To protect accounts from being manipulated, only SIM Staff should be able to read, update and delete accounts.

4.2.   Reliability Requirements

Reliability shows how the site consistently performs specific functions without failure. Thus, the site should operate smoothly while performing under load from users' usage. To improve reliability, there should be as few bugs as possible in the code.

4.3.   Performance Requirements

Performance shows the responsiveness of the site to user interaction with it. Hence, the site should respond quickly after the user logs into the site. Additionally, the site should take no more than 7 seconds to load information after users click on any function. The maximum number of concurrent users the site must be able to support is 300.

4.4.   Maintainability Requirements

Maintainability shows how easily the faults in our site can be found and fixed. Therefore, the code for our site should be able to add or modify features easily without affecting other functions. Additionally, the source code should be easy to understand to easily do changes. Following proper naming of classes, methods and functions and adding comments on top helps to understand code easily.

4.5.   Scalability Requirements

Scalability is the degree that the site is able to expand its processing capabilities to support business growth. Thus, the site can be used not only for SIM open house but any other day when a user wants to find out more about the programmes in SIM. By adding more functionalities to the site such as scholarships and financial aid information which are currently not planned to implement, users may find it easier to find information from our site.

4.6.   Usability Requirements

Usability shows how easily the user is able to operate and interact with the site. Hence, the site should be user-friendly, simple to use and understand without instructions. Users should not need to consult a manual every time they want to use the site. Its interface should be appealing to our target audience who are prospective students such as Polytechnic graduates, 'A' level graduates, 'O' level graduates and working adults who are looking to get a part-time degree. It has to be accessible to the requirements of both Android 10 and iOS 12.5.1 versions.

5. Annex

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