Bijlage1

Software Requirements Specification

For

CIS

Version 1.0 final

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HvA/Inaxion

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1. Introduction

1.1 Purpose

The purpose of this document is to describe the requirements specifications for the extension of the internal customer information system of Inaxion.

1.2 Document Conventions

This document is based on the standards of IEEE for Software Requirements Specification.

1.3 Intended Audience and Reading Suggestions

This document is written for the web developers, account managers and Director of Inaxion.

1.4 Project Scope

In this document the specification of the project, ticket and website modules is described. The CIS will allow users (director, manager, designers and journalists) to manage the project, ticket and website parts of their company. In addition to the customer and contact modules built in earlier stage, the project, the ticket and the website modules are also part of this scope of the project.

1.5 Definitions, Acronyms, and Abbreviations:

**CIS**: customer information system

**PHP**: Hypertext Preprocessor

**OO**: object oriented

**IEEE**: Institute of Electrical and Electronics Engineers

**LDAP**, Lightweight Directory Access protocol: an application control for querying and modifying directory services running over TCP/IP.

**SBS server**: SBS stands for Small business server; it’s a Microsoft Windows 2003 server.

**AxiTrack**: Current information system of Inaxion
Definitions

IEEE: The IEEE is an international non-profit, professional organization for the advancement of technology related to electricity. It has the most members of any technical professional organization in the world, with more than 365,000 members in around 150 countries.

1.6 References


http://standards.ieee.org/

www.processimpact.com/process_assets/srs_template.doc

http://inaxion.nl/inaxion
2. Overall Description

2.1 Product Perspective

The CIS is a new system that will replaces the current AxiTrack system. CIS should have more features and should be more users friendly. The customer and contact modules are already built; after taking those modules in exploitation 3 other modules (project, ticket, and website) will be developed.

2.2 Product Features

The features of CIS in this stage of the project are:

1. Improving the customer module
2. Improving the contact module
3. Project module
4. Ticket module
5. Website module
6. Class of use cases

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2.3 User Classes and Characteristics

Director/Account manager (favored): The Director/Account manager is the main user of the system. He interacts with customers; he will take the decision to add/edit/delete a customer, contact, project, website, ticket and his contacts on the database. He’s the person that has more contact with the customers of Inaxion.

Web Developer/designers should use the system to retrieve the needed information via the search form. This user will be allowed also to add and edit information on the application but is restricted from deleting data.

2.4 Operating Environment

OE-1: the customer information system should operate with the web browser: IE7 of higher Firefox 2 of higher, Google chrome and Safari.

OE-2: The Customer Information System shall operate on a server running the current Inaxion environment, Linux debian with Apache web server.

OE-3: The Customer Information System shall permit user access from the intranet of Inaxion

2.5 Design and Implementation Constraints

CO-1: the system’s design, code and maintenance shall conform to the MVC pattern and OO language.

CO-2: The system shall use the current MySQL database used by in Inaxion.

CO-3: All HTML code shall conform to the HTML 4.0 standard or higher

CO-4: The backend language shall be in PHP.

CO-5: The code has to be easy to maintain and to upgrade.
2.6 User Documentation

The system will be delivered with a manual for the users of the application and technical documentation for further extension of the application.

2.7 Assumptions and Dependencies

Full working of the CIS depends on the availability of internet connection and reliable CIS application

3. System Features

In this part the functional requirements are described by giving various use cases

3.1 Functional requirements:

Use case related to the system authorization

3.1.1 Use case 1: Login

Primary actor: Director/Account Manager, Web developer/Designer

Precondition: Internet Connection available

Main Scenario:
1. Start the application. User prompted for login and password
2. User gives the login name and password.
3. System performs the authentication.
4. Main screen is displayed.

Alternate Scenario:
- 4(a). Authorization fails
- 4(a) 1. Prompt the user that he typed the wrong password
- 4(a) 2. Allow him to re-enter the password.

Post condition:
User is logged on the system

Use cases related to customer administration:

3.1.2 Use case 2: Add Project

Primary actor: Director/Account Manager, Web Developer/ Designer

Precondition: Internet Connection available and the user already logged into the system. The user is on a page of customer.

Main Scenario:
User clicks on the button “Project Toevoegen”
Software Requirements Specification for the extension of the CIS with project, ticket and website modules

System opens a form
User inserts the data in the form
User clicks on the button “Gegevens Opslaan” to save the data.

Alternate Scenario:
The project name field is not filled; an error message will be displayed

Post condition:
• User has added a new Project in the system for the selected customer.

3.1.3 Use case 3: Edit Project

Primary actor: Director/Account Manager, Web Developer/ Designer
Precondition: Internet Connection available, the user already logged on the system and the project already saved in the database and he is on the project page.

Main Scenario:
User clicks on the button “Gegevens bewerken”
The System opens a form with the data of the concerned project.
User edits the data
User clicks on the button “Gegevens Opslaan” to save the data.

Post condition:
User has modified the data of the concerned project

3.1.4 Use case 4: Delete Project

Primary actor: Director/Account Manager,
Precondition: Internet Connection available, the user is already logged on the system and the project is already saved in the database and he is on the project page.

Main Scenario:
User clicks on the button “Project Verwijderen”
The System asks for a confirmation to delete the project
User confirms the deleting.

Alternate Scenario:
• 4(a). The user doesn’t want to delete the project and as such chooses “Annuleren”
• 4(a). The user doesn’t have the rights to delete the project; he will be redirect to another page with a message.

Post condition:
The Project is deleted from the system.
3.1.5 Use case 6: Add Ticket

**Primary actor:** Director/Account Manager, Web Developer/ Designer

**Precondition:** Internet Connection available and the user already logged into the system. The user is on a page of a project.

**Main Scenario:**
User clicks on the button “Ticket Toevoegen”
System opens a form
User inserts the data in the form
User clicks on the button “Gegevens Opslaan” to save the data.

**Alternate Scenario:**
The ticket name field is not filled; an error message will be displayed

**Post condition:**
- User has added a new ticket in the system for the selected project.

3.1.6 Use case 7: Edit Ticket

**Primary actor:** Director/Account Manager, Web Developer/ Designer

**Precondition:** Internet Connection available, the user already logged on the system and the project already saved in the database and he is on the ticket page.

**Main Scenario:**
User clicks on the button “Gegevens bewerken”.
The System opens a form with the data of the concerned ticket.
In this form extra fields will be visible
User edits the data
User clicks on the button “Gegevens Opslaan” to save the data.

**Post condition:**
User has modified the data of the concerned ticket.

3.1.7 Use case 8: Delete Ticket

**Primary actor:** Director/Account Manager,

**Precondition:** Internet Connection available, the user is already logged on the system and the ticket is already saved in the database and he is on the ticket page.

**Main Scenario:**
User clicks on the button “Ticket Verwijderen”.
The System asks for a confirmation to delete the ticket.
User confirms the deleting.
Alternate Scenario:

- 4(a). The user doesn’t want to delete the ticket and chooses “Annuleren”
- 4(a). The user doesn’t have the rights to delete the ticket and as such will be redirect to another page with a message.

Post condition:
The ticket is deleted from the system.

3.1.8 Use case 9: Add Website

Primary actor: Director/Account Manager, Web Developer/ Designer

Precondition: Internet Connection available and the user already logged into the system. The user is on a page of customer.

Main Scenario:
User clicks on the button “Website Toevoegen”
System opens a form
User inserts the data in the form.
User clicks on the button “Gegevens Opslaan” to save the data.

Alternate Scenario:
The website name field is not filled an error message will be displayed

Post condition:
- User has added a new website in the system for the selected customer.

3.1.9 Use case 10: Edit Website

Primary actor: Director/Account Manager, Web Developer/ Designer

Precondition: Internet Connection available, the user already logged on the system and the website already saved in the database and he is on the website page.

Main Scenario:
User clicks on the button “Gegevens bewerken”
The System opens a form with the data of the concerned website.
User edits the data
User clicks on the button “Gegevens Opslaan” to save the data.

Post condition:
User has modified the data of the concerned website
3.1.10 Use case 11: Delete Website

**Primary actor:** Director/Account Manager,

**Precondition:** Internet Connection available, the user already logged on the system and the website already saved in the database and he is on the website page.

**Main Scenario:**
User clicks on the button “Website Verwijderen”
The System asks for a confirmation to delete the website
User confirms the deleting.

**Alternate Scenario:**
- 4(a). The user doesn’t want to delete the website and so chooses “Annuleren”
- 4(a). The user doesn’t have the rights to delete the website and as such will be redirect to another page with a message.

**Post condition:**
The Website is deleted from the system.

3.1.11 Use case 12: Print Contact Data

**Primary actor:** Director/Account Manager,

**Precondition:** Internet Connection available, the user already logged on the system and the contact already saved in the database and he is on the contact page.

**Main Scenario:**
User clicks on the button “Contact Uitprinten”
The system asks for a confirmation to print the website
User confirms the print.

**Post condition:**
The contact information is printed.

3.1.12 Use case 13: Mail template

**Primary actor:** Director/Account Manager,

**Precondition:** Internet Connection available, the user already logged on the system and the contact already saved in the database and he is on the contact page.

**Main Scenario:**
User clicks on the button “Contact Mailen”
The system generates on the display a document with the address information of the contact on a standard letter template.

**Post condition:**
The mail template is generated in Word format.
4. External Interface Requirements

4.1 User Interfaces

The CIS is for internal use, the layout and style guide will be based on the Inaxion website. The users of the application of the average age this is why no special buttons of size are requested for the application.

4.2 Hardware Interfaces

No hardware interfaces have been identified.

4.3 Software Interfaces

The login will use the actual LDAP of Inaxion. The login of CIS will be coupled to the SBS server of Inaxion.

4.4 Communications Interfaces

The CIS will is a web based application, thus its communication interface is a web browser. All kind of web browsers could be used to communicate with the application.

5. Other Nonfunctional Requirements

5.1 Performance Requirements

PE-1: The system shall accommodate 40 users during peak usage time with estimated average session duration of 10 minutes

PE-2: All web pages generated by the system shall be fully downloadable in no more than 10 seconds over a 5MBps speed internet connection.

PE-3: Response to queries shall take no longer than 7 seconds to load onto the screen after the user submits the query.
5.2 Safety Requirements

No Safety requirements have been identified

5.3 Security Requirements

SE-1: Users shall be required to log on to the Customer Information System for all the operations.

SE-2: The system shall permit only the authorized members to add, edit and delete users from the database.

SE-3: The system will be protected against SQL injections.

SE-4: The login will use the actual LDAP of Inaxion. The login of CIS will be coupled to the SBS server of Inaxion.