Non-Functional Requirements Model

Requirements

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1 Introduction

1.1 Purpose of Document

The Purpose of this Document is to define the Requirements. The following is a summary of the requirements defined ….

1.2 Glossary

Group	Term	Definition
Technical		
	Dell	A manufacturer of computer equipment.
	SMS	Short Message Service is a service available on mobile phones that support Global System for Mobile (GSM) communication. It is limited to 160 characters per message.
	SMTP	Simple Mail Transfer Protocol is the common protocol by which e-mail messages are transferred over the Internet.
Business		
	Attachment	Any piece of information that can be sent in addition to a message. It may take the form of a file in the case of an e-mail message or the form of a physical document in the form of a postal mail message.
	Contact	A person or organization that needs to be reached with a message and is not part of the organization using the messenging system.
	Fax	A fax is an electronic transmission of printed material. The material was traditionally scanned at the source and printed at the destination.

2 Extensibility

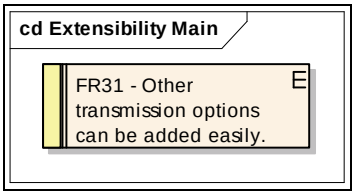

Figure 1: Extensibility Main

FR31 - Other transmission options can be added easily.

The system should be able to adapt to future requirements with respect to transmission options. If new ways of communicating become available and part of common business practice then they should be able to be added to the system easily.

Status: *Proposed* Difficulty: *Medium* Priority: *Medium* Updated: *9/04/2003*

3 Implementation

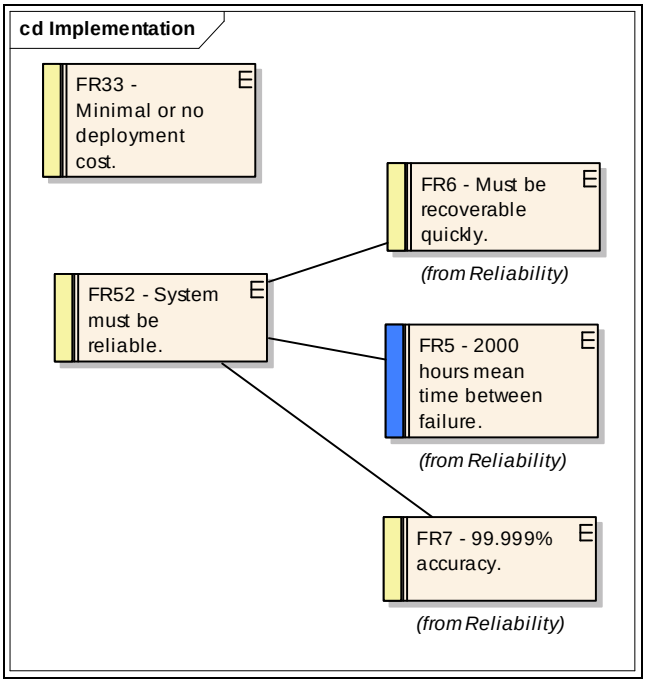

Figure 2: Implementation

FR33 - Minimal or no deployment cost.

Status: *Proposed* Difficulty: *Medium* Priority: *Medium* Updated: *23/08/2004*

Relates to:

- ►FR2 - Zero client side footprint.
  - ◄FR33 - Minimal or no deployment cost.

FR52 - System must be reliable.

Systems must be must maintain perform to a standard of reliability to ensure transactions are fully accountable for.

Status: *Proposed* Difficulty: *Medium* Priority: *Medium* Updated: *23/08/2004*

Relates to:

- ►FR6 - Must be recoverable quickly.
  - ◄FR52 - System must be reliable.
- ►FR5 - 2000 hours mean time between failure.
  - ◄FR52 - System must be reliable.
- ►FR7 - 99.999% accuracy.
  - ◄FR52 - System must be reliable.

4 Legal and Regulatory

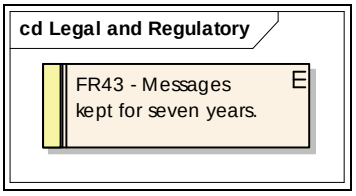

Figure 3: Legal and Regulatory

FR43 - Messages kept for seven years.

There is a legal requirement that some messages pertaining to customer contracts be kept for seven years. This does NOT apply to all messages but just the ones that relate to negotiations about the contract. There should be a facility to mark these messages and ensure that they are not deleted before seven years from the creation date.

Status: *Proposed* Difficulty: *High* Priority: *Medium* Updated: *5/05/2003*

5 Performance

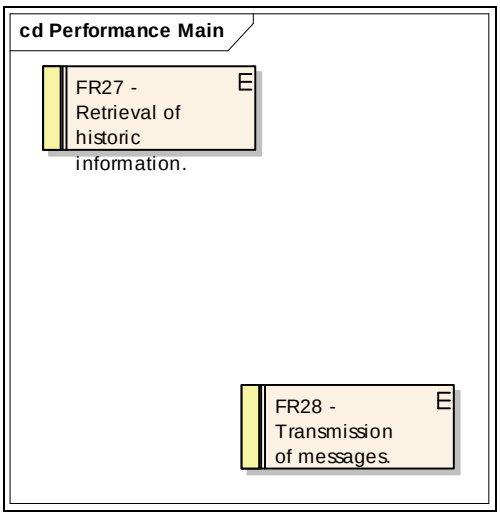

Figure 4: Performance Main

FR27 - Retrieval of historic information.

The system must be able to retrieve all historic information including deleted messages and their attachments within the following ranges.

Importance High < 2 Minutes
Importance Medium < 15 Minutes
Importance Low< 120 Minutes

Status: *Proposed* Difficulty: *Medium* Priority: *Medium* Updated: *9/04/2003*

FR28 - Transmission of messages.

Status: *Proposed* Difficulty: *Medium* Priority: *Medium* Updated: *9/04/2003*

6 Reliability

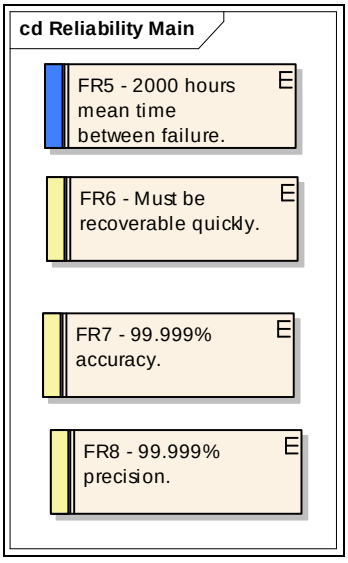

Figure 5: Reliability Main

FR5 - 2000 hours mean time between failure.

The Mean time between failure (MTBF) defines the failure tolerance of the system and the number of hours that it is operational before a failure occurs.

Status: *Approved* Difficulty: *High* Priority: *Medium* Updated: *23/08/2004*

Relates to:

└ ◄FR52 - System must be reliable.
- ►FR6 - Must be recoverable quickly.
- ►FR5 - 2000 hours mean time between failure.
- ►FR7 - 99.999% accuracy.

FR6 - Must be recoverable quickly.

In the event of software or hardware failure the system must be able to be recovered to full operating mode within the tolerances listed below. In the event of parts of the system failing the system must be able to be run in a safe mode.

Status: *Proposed* Difficulty: *Medium* Priority: *Medium* Updated: *23/08/2004*

Relates to:

└ ◄FR52 - System must be reliable.
- ►FR6 - Must be recoverable quickly.
- ►FR5 - 2000 hours mean time between failure.
- ►FR7 - 99.999% accuracy.

FR7 - 99.999% accuracy.

The system accuracy defines that the system will pre form as expected and in its key areas of functionality will produce the expected result within the following tolerances:

Status: *Proposed* Difficulty: *Medium* Priority: *Medium* Updated: *23/08/2004*

Relates to:

└ ◄FR52 - System must be reliable.
- ►FR6 - Must be recoverable quickly.
- ►FR5 - 2000 hours mean time between failure.
- ►FR7 - 99.999% accuracy.

FR8 - 99.999% precision.

The precision

Status: *Proposed* Difficulty: *Medium* Priority: *Medium* Updated: *9/04/2003*

7 Security

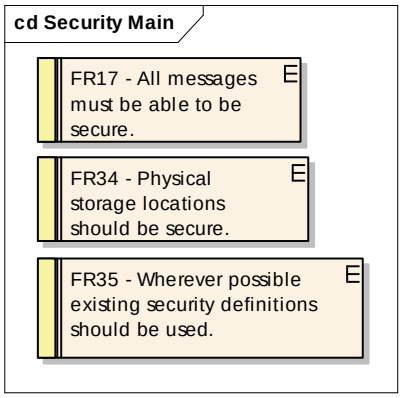

Figure 6: Security Main

FR17 - All messages must be able to be secure.

Status: *Proposed* Difficulty: *Medium* Priority: *Medium* Updated: *9/04/2003*

FR34 - Physical storage locations should be secure.

Status: *Proposed* Difficulty: *Medium* Priority: *Medium* Updated: *2/05/2003*

FR35 - Wherever possible existing security definitions should be used.

The organization has made significant investment into the setup of security privileges and groupings in other systems such Active Directory and where possible these should be used.

Status: *Proposed* Difficulty: *High* Priority: *High* Updated: *3/06/2003*

8 Useability

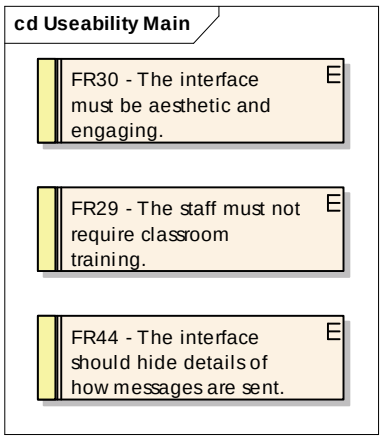

Figure 7: Useability Main

FR29 - The staff must not require classroom training.

The system must use standard usability models and must not require additional offline training. It should be intuitive and the following requirement defines the usability. A new user must be able to be proficient with the software within one hour of usage.

Status: *Proposed* Difficulty: *Medium* Priority: *Medium* Updated: *13/06/2003*

FR30 - The interface must be aesthetic and engaging.

Critical to the success of the application is an interface that is simple and engaging. Users must want to use the application and be delighted by its appeal. While this is a difficult to measure the interface must comply with aesthetic principles including color and layout.

Status: *Proposed* Difficulty: *Medium* Priority: *Medium* Updated: *13/06/2003*

FR44 - The interface should hide details of how messages are sent.

An important aspect of the proposed system is that it should hide the way that messages are sent. The intent of this is to free the sender's time to concentrate on the message itself rather than on the sending of the message. There should however be some indication of the amount of time required for the transmission and the sender should know this in advance.

Status: *Proposed* Difficulty: *Medium* Priority: *Medium* Updated: *13/06/2003*