Software Requirements Specification

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Revision History

Name	Date	Version	Reason for the change	Who made the change
Archival process	Date	3.0	• Added archival process feature; • Added requirement for image compression; • Added constraint regarding the uselessness of separate image archivation.	Ilya Matantsau

Change Requests

Name	Date	Reason for the change	Who made the change	What needs to be changed
Mobile application	Requested during Stage 1 (Analysis and Design)	The decision of the Bank	The Bank Customer	The responsive web app
Change Request: password management, security, and storage			The Bank Customer	Active Directory

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Introduction

1.1 Purpose

This System Requirements Specification describes the whole system that the Bank Customer is going to use to automate the entire auditing process of its premises (both locally and internally). The system will provide tracking questions/jobs for the scope of the incidents documented by the Bank Customer's staff so that all stakeholders are aware of the fact that audits are carried out. On the basis of it, the analytics for further scrutiny of audits will be available.

1.2 Document Conventions

This Document is created based on the IEEE template for System Requirements Specification Documents.

Use Case IDs are formed according to the UC-CREATE-PREMISES-SUBTYPE formula where:

- UC – a Use Case;
- CREATE-PREMISES-SUBTYPE – an abbreviation of functionality (here, it is functionality for creating premises subtypes).

Functional Requirements' IDs are formed according to the FR-LOG-01 formula where:

- FR – a Functional Requirement;
- LOG – an abbreviation of functionality (here, it is the login functionality);
- 01 – an integer number of the requirement.

Descriptions of features are formed in such a way that all the use cases in the scope of a feature are located one after another and functional requirements are relevant for all use cases.

There are three priority levels for features:

HIGH - High priority. Important for implementation in Stage 2.

MEDIUM - Medium priority. Important for implementation as early as possible but can be postponed to following releases.

LOW - Low priority. Not important for implementation in Stage 2.

1.3 Intended Audience and Reading Suggestions

- The Bank Customer's IT department specialists who will approve/comment on the solution and plan Stage 2 and the activities of the next releases together with Andersen's representatives;
- The Bank Customer's business representatives who will review the requirements and further confirm and use the solution;
- A development team who are interested in working on the project to further develop it or fix the existing bugs;
- Other future users and staff who will use the system and take part in audit activities.

1.4 Project Scope

Automating the Quality Assurance NDA Audits of the Bank Customer's premises is the main aim of this project. It includes automated creation of checklists (with the possibility to attach photos to and comment on each question) for individual premises types and their subtypes. When these checklists are filled in and confirmed, a report needs to be generated, and all problems (incidents) need to be documented in a structured manner for further work.

The solution is supposed to allocate the incidents and questions/jobs to any external vendors (the vendors will be provided with limited access to view job details and upload images of the job completion) for handling and to the Bank Customer's employees (executors and QA engineers) for review and resolution of the problem according to predefined settings. The completion images will be added to the reports generated to show that those incidents are closed.

The system is expected to allow for customizing templates, checklists, premises types/subtypes, and items. Also, there needs to be the possibility to create new users and user groups.

All data points from this system/web-based app will be displayed in an analytics dashboard that most users can access, allowing them to get insights on how to improve processes and costs or enhance communication or production materials/methods (Analytics is not conducted in Stage 2).

When audits are completed, the information about inventory is supposed to be visualized in an appropriate division. In case of their quantitative and qualitative changes, they need to be appropriately edited (Inventory is not conducted in Stage 2).

The Bank Customer's employees will be able to communicate via push notifications, system notifications, and emails (emails are included in Stage 2; push and system notifications and notifications in the system are not included in Stage 2).

Unit tests are not included in the development stage.

1.5 References

Business Requirements Document

References are not available in this sample.

Overall Description

2.1 Product Perspective

The future system is an automation portal for auditing the Bank Customer's premises (both locally and internationally), tracking the jobs stemming from those audits, and briefing vendors. The system will also work as an analytics platform to derive information about the work and audits done.

Currently, audits are processed manually: reports for each type of premises are written manually, and the work is controlled by regular communication between employees.

2.2 System Features

№	Feature	For Stage 2	For the next release
1	Bank Customer's staff login	+	
2	Work with users	+	
3	Work with premises types	+	
4	Work with vendors	+	
5	Work with premises subtypes	+	
6	Work with premises items	+	

Overall Description

№	Feature	For Stage 2	For the next release
7	Work with templates	+	
8	Work with checklists	+	
9	Working process within automated incidents	+	
10	Working process within manual incidents	+	
11	Notifications to be sent via email	+	
12	Notifications to be sent as push notifications and system notifications		+
13	Sending information about incidents/questions/jobs	+	
14	Review of QA reports	+	
15	Preview of reports in PDF	+	
16	Inventory		+
17	Administration of 2FA	+	
18	Analytics		+
19	Administration of a profile. Pages on mobile devices	+	
20	Archival process	+	

Note:

- Stage 2 includes development for the Bank Customer’s country in the English language (with comments in English and the country's national language);
- The platforms that users will be able to use in Stage 2 are listed in the User Classes and Characteristics division (responsive web for mobile and tablet versions are included in Stage 2);
- Email notifications are included in Stage 2;
- Push notifications and system notifications may be not included in Stage 2;
- Analytics is not included in Stage 2.

2.3 User Classes and Characteristics

User class	Position within the user class	Department	Core responsibilities in the company	Permissions in the system	Platforms to be used in Stage 2
QA	Auditor	QA	• Processing audits within reports; • Making sure that all issues are fixed (final confirmation for incidents).	• Create reports (with answered questions, comments, and attached photos) and edit them prior to the final confirmation; • Review the completed incidents/ questions/ jobs;	• mobile; • web (without report generation).

Overall Description

User class	Position within the user class	Department	Core responsibilities in the company	Permissions in the system	Platforms to be used in Stage 2
				• Leave comments and attach photos to incidents and questions; • View all the reports in the department in relation to the country and the associated areas; • View all the incidents and questions in the department in relation to the country and the associated areas.	
Executor	• Specialist; • Team Lead.	• Merchandising; • IT; • Engineering.	• Manually creating incidents; • Assigning questions or jobs to vendors or to QA specialists for reviewing; • Resolving problems. Team Leads can also assign questions and jobs to other executor departments.	• Manually create incidents; • Assign questions or jobs to vendors (for handling) or to QA specialists for reviewing; • Resolve problems; • Review questions/ jobs; • Leave comments and attach photos to incidents and questions.	• mobile; • web.
High-level management	Will be determined later.	Will be determined later.	High-level management views all reports and incidents/ questions/jobs.	Read-only rights for reviewing: • reports; • incidents; • questions; • jobs.	• web (view)

Overall Description

User class	Position within the user class	Department	Core responsibilities in the company	Permissions in the system	Platforms to be used in Stage 2
Super user (overall or within one country)	Not required.	Any department.	Not determined as the system is not ready yet.	• Do everything with reports and incidents/ questions/jobs; • Create new premises types/ subtypes, items, templates, checklists, vendors, notifications, and new users and user groups; • Edit 2FA for different user groups.	• web
Vendor	–	–	Vendors resolve problems assigned to them.	• View only active questions; • Comment and take photos for their questions and jobs; • Complete the questions and jobs for further review.	• mobile

Table with screens available for user classes

User class	Mobile/Web	Screens available
QA	Web	• Reports; • Incidents; • Questions; • Jobs; • The logout section.
QA	Mobile	• Reports; • Incidents; • Questions; • Jobs; • The “Profile” tab (to log out).
Executor	Web	• Reports; • Incidents; • Questions; • Jobs; • The logout section.
Executor	Mobile	• Reports; • Incidents; • Questions; • Jobs; • The “Profile” tab (to log out).

Overall Description

User class	Mobile/Web	Screens available
High-level management	Web	• Reports; • Incidents; • Questions; • Jobs; • The logout section.
Super user	Web	• Users; • 2FA authentication; • Templates; • Checklists; • Premises types; • Premises subtypes; • Items; • Vendors; • Reports; • Incidents; • Questions; • Jobs; • The logout section.
Vendor	Mobile	• Questions; • Jobs; • The “Profile” tab (to log out).

2.4 Operating Environment

OE-1 – In order to run on mobile devices, the system needs to support iOS 8+ (for Apple devices) and API 16+ (for Android devices).

OE-2 – The solution is supposed to be stored and deployed on the Bank Customer's side.

OE-3 – It must be possible to open the web app in Internet Explorer and Edge, Google Chrome, Safari, and Mozilla Firefox (the versions will be determined later).

OE-4 – PC screen resolution will be primarily 1920x1024 and 1280x1024.

OE-5 – Photos for the mobile versions need to be uploaded from the camera, not from the gallery.

OE-6 – When push notifications are implemented, the mobile user will be asked to confirm or decline push notifications in the system. As a consequence, this feature will be available for editing in System Settings in the device. It's a default system requirement for iOS and Android platforms.

OE-7 – When camera integration is implemented, the mobile user will be asked to confirm or decline access for the app to the device camera. As a consequence, this feature will be available for editing in System Settings in the device. It's a default system requirement for iOS and Android platforms.

2.5 Design and Implementation Constraints

CN-1 – The implementation of customizable user groups will be postponed to the next release due to its complexity and long development.

CN-2 – The implementation of the inventory view functionality is included into the specification. The possibility to move inventories from one location to another will be more suitable to discuss after the viewing functionality is implemented.

CN-3 – The customization of notifications needs to include a lot of triggers that will cause them to be sent. It would be better to continue the discussion on this issue when planning the activity for future releases.

CN-4 – The search for location in a dynamic list (which can be edited) is a very complex functionality; therefore, this search via Google Maps and the creation of the report would be better discussed within the scope of further releases.

CN-5 – As the Analytics division is not of HIGH priority, this matter should be discussed in detail later as it is quite a complex part of the project and will require a lot of time to develop.

CN-6 – A separate feature for archiving images is not needed since all photos will be compressed to the size 72 or 92 DP when uploaded.

2.6 User Documentation

User guides and user documentation are not available in this sample.

2.7 Assumptions and Dependencies

Not applicable.

3.1 Feature "Bank Customer’s Staff Login"

3.1.1 Description and Priority

The basic security measures are, first of all, login restrictions. All of the Bank Customer’s employees should be obligated to log in to the system (no matter if they log in via the mobile or the web version). They will need to enter their employee number, predefined in the bank system, and password. During the validation, the user will be checked in the system’s database. If the user is listed in both systems with filled values, they will get access to the system.

The priority of this feature is HIGH as it is a basic security measure for system access.

3.1.2 Stimulus/Response Sequences

ID	UC-LOG
Description	The Bank Customer’s staff are authorized in the system to have access to the data.
Actor(s)	QA, Executor, High-level management, Super user.
Precondition(s)	Actors are on the Sign In page.
Postcondition	Actors are authorized by the system and redirected to the home page.

Success flow scenario – Actors are successfully authorized by the system.

Step	Action
1	Actors fill in text fields with their employee numbers and passwords.
2	Actors initiate the check of the information in the fields.
3	The system checks the fields' data: all mandatory fields are filled in.
4	The system verifies entered data using the system database: the Actor is listed in both databases.
5	The system verifies that the Actor is active.
6	The system redirects the user to the page for two-factor authorization and sends a code via email or SMS.
7	The user enters the code from the email or SMS during the lifetime of the code.
8	The system authorizes the Actor in the system.

System Features

ID	UC-LOG
Description	The Bank Customer’s staff are authorized in the system to have access to the data.
Actor(s)	QA, Executor, High-level management, Super user.
9	The system redirects the Actor to the home page.

Alternative flow scenario 1 – Mandatory text fields are not filled in.

Alternative step	Step	Action
4	4a1	The system highlights empty text fields with the The field can't be empty notification.
	4a2	The system prompts the Actor to enter data.
	4a3	Resumption of the main scenario from Step 1.

Alternative flow scenario 2 – The user enters the code after its lifetime has passed.

Alternative step	Step	Action
8	8a1	The system shows the The lifetime of the code has passed notification.
	8a2	The user clicks the button for a new code.
	8a3	The system sends a new code to the user.
	8a4	Resumption of the main scenario from Step 8.

ID	UC-LOG
Description	The Bank Customer’s staff are authorized in the system to have access to the data.
Actor(s)	QA, Executor, High-level management, Super user.

Alternative flow scenario 3 – The user enters a wrong code during its lifetime.

Alternative step	Step	Action
8	8b1	The system shows the The code is wrong notification.
	8b2	The user clicks the button for a new code.
	8b3	Resumption of the main scenario from Step 8a1.

Exception 1 – The system database has no entered data record and/or LDAP doesn't have a record of the user’s full name.

Exception step	Step	Action
5	5a1	The system shows the You have entered an invalid employee number or password notification in the form.

Exception 2 – The system verifies that the Actor is active: the Actor is deactivated.

Exception step	Step	Action
6	6a1	The system shows the You have entered an invalid employee number or password notification in the form.

3.1.3 Functional Requirements

FR-LOG-01 – The mandatory fields are Employee number and Password. After that, the Login button is clicked to enable authorization in the system. The Login button only becomes clickable when the Employee number and Password fields are filled in.

FR-LOG-02 – If all mandatory fields are not filled, the The field can't be empty notification will be shown after any data that has been entered is deleted from one of the mandatory fields.

FR-LOG-03 – If the user is not listed in the database and/or LDAP or is listed but deactivated in the system, the You have entered an invalid employee number or password notification is shown in the Login form.

FR-LOG-04 – If the user filled in a valid employee number and password, they will be redirected to the page with the code for two-factor authentication or confirmation via biometrics, and a code with a lifetime will be sent via email or SMS or access will be allowed after a biometrics check.

FR-LOG-05 – If the user entered the correct code during its lifetime (the timer for the lifetime is shown under the field for the security code), they will be authorized in the system according to the user group and redirected to the home page.

FR-LOG-06 – If the user entered an incorrect code during its lifetime, didn't confirm their identity with biometrics, or entered the correct code after its lifetime, they will be shown the corresponding notification.

FR-LOG-07 – If the user didn’t enter anything in the security code field, the Confirm button isn't clickable.

FR-LOG-08 – The session should last for 9 hours, and then the user has to log in again.

3.2 Feature "Work with Users"

3.2.1 Description and Priority

Super users need to be able to edit new users. At the moment, there is no functionality for restoring passwords. If the functionality is needed, it will be implemented in future releases.

When creating a new user, information about the **user type** (QA, Executor, High-level management, Super user), **password**, **first** and **last names**, **employee number**, **country**, **position**, **department**, **phone number**, and **email** is required.

The priority for this feature is **HIGH**.

Optional for MVP.

Creating users for the Bank Customer's country is obligatory for Stage 2.

For users from other countries, this functionality can be postponed to future releases.

3.2.2 Stimulus/Response Sequences

3.2.2.1 Create a new user

System Features

ID	UC-CREATE-USER
Description	The Super user adds a new user in the system.
Actor(s)	Super user.
Precondition(s)	The Actor is authorized as a Super user; The Actor is on the Add User page.
Postcondition	A new user is added to the system database; The user is transferred to the list of users.

Success flow scenario – A new user is added to the system database.

Step	Action
1	The Actor clicks on the Add User button.
2	The system prompts the Actor to fill in text fields.
3	The Actor enters data and initiates a data check.
4	The system checks the mandatory text fields' data and confirms that the fields are filled in.
5	The system shows a list of the entered data and prompts the Actor to confirm saving it.

Success flow scenario – A new user is added to the system database.

Step	Action
6	he system checks the entered data for duplicate records using the system database.

System Features

ID	UC-CREATE-USER
Description	The Super user adds a new user in the system.
Actor(s)	Super user.
7	The system makes a new record in the database.
8	The system informs the Actor that a new user was added with the User is created successfully notification.

Alternative flow scenario 1 – A mandatory text field or dropdown has no data.

Alternative step	Step	Action
4	4a1	The system highlights empty text fields or dropdowns with the The field can't be empty notification.
	4a2	Resumption of the main scenario from Step 2.

Alternative flow scenario 2 – The Actor cancels editing a user's data on the confirmation step.

Alternative step	Step	Action
5	5a1	The system hides the confirmation popup and leaves the Actor on the Add User page.
	5a2	Resumption of the main scenario from Step 2 with pre-filled information.

ID	UC-CREATE-USER
Description	The Super user adds a new user in the system.
Actor(s)	Super user.

Exception 1 – The Actor cancels the creation of a new user.

Exception step	Step	Action
5	5b1	The system hides the confirmation popup and leaves the Actor on the Add User page.

Exception 2 – The system database already has a user with the entered employee number.

Exception step	Step	Action
6	6a1	The system informs the Actor that such data already exists in the system with the The employee number already exists in the database notification.

3.2.2.2 Edit an existing user

The full description of the feature is not available in this SRS example.

3.2.2.3 Delete a user

The full description of the feature is not available in this SRS example.

3.2.3 Functional Requirements

FR-USR-1 – The User Type dropdown needs to include all the user type options (for Stage 2, these are QA, Executor, High-level management, and Super user). The default value is Empty.

FR-USR-2 – The Employee number field should have ≤ 20 but ≥ 2 symbols and only contain numbers. The field can only be filled in when a new user is being created and can't be edited later. The default value is Empty.

FR-USR-3 – The Last name and First name fields should have ≤ 30 but ≥ 1 symbols; no special characters are available. The default value is Empty.

FR-USR-4 – The Position and Department fields should be formed according to the user type selected. The default value is Empty.

FR-USR-5 – The Country dropdown should include countries available for the system (only the Bank Customer’s country for Stage 2). The default value is the Bank Customer’s country for Stage 2.

The full description of the feature is not available in this SRS example.

3.3 Feature "Work with Premises Types"

3.3.1 Description and Priority

The premises types identify high-level groups of premises. There might be a situation where any premises type is absent in the country. That's why the country should be mentioned when creating or editing the premises types. For the premises types, more definite subtypes will be defined. The premises types can't be deleted if there are subtypes for them or there are attached templates of checklists.

One separate premises type – Inventory – should be created without editing for inventories.

The priority of this feature is HIGH as it is obligatory for creating checklists.

Optional for MVP.

The Inventory premises type is optional for Stage 2.

The Bank Customer’s country is obligatory for Stage 2. Other countries will be available in further releases.

3.3.2 Stimulus/Response Sequences

3.3.2.1 Create a new premises type

ID	UC-CREATE-PREMISES-TYPE
Description	The Super user adds a new premises type.
Actor(s)	Super user.
Precondition(s)	The Actor is authorized as a Super user; The Actor is on the Premises Type Management page.
Postcondition	A new premises type is added to the system database.
Success flow scenario – A new premises type is added to the system database.	
Step	Action
1	The Actor clicks on the Create a New Premises Type button
2	The system prompts the Actor to enter the name and description in the text fields and choose a country from the dropdown.
3	The Actor enters mandatory data and initiates a data check.
4	The system checks the text fields' data and confirms that all mandatory fields are filled in.
5	The system checks entered data for duplicate records in the Name text field using the system database.

ID	UC-CREATE-PREMISES-TYPE
Description	The Super user adds a new premises type.
Actor(s)	Super user.
6	The system makes a new record in the database.
7	The system informs the Actor that a new premises type was created with the Premises Type is created successfully notification.

Alternative flow scenario 1 – A mandatory text field or dropdown has no data.

Alternative step	Step	Action
4	4a1	The system highlights an empty text field or dropdown with the The field can't be empty notification.
	4a2	Resumption of the main scenario from Step 2.

Alternative flow scenario 2 – The system database already has the entered data record.

Alternative step	Step	Action
5	5a1	The system shows the The value is not unique notification meaning that this data already exists in the system.
	5a2	Resumption of the main scenario from Step 2.

3.3.2.2 Edit an existing premises type

The full description of the feature is not available in this SRS example.

3.3.2.3 Delete a premises type

The full description of the feature is not available in this SRS example.

3.3.3 Functional Requirements

FR-PRT-1 – Mandatory fields for filling in are Name and Description, and at least one country should be assigned to a premises type.

FR-PRT-2 – The Name text field is a mandatory field, is unique in character, and can't be of more than 100 symbols. The default value is Empty.

FR-PRT-3 – If a mandatory field is empty, the The field can't be empty notification should be shown near the field.

FR-PRT-4 – The list of countries should only contain the Bank Customer’s country.

FR-PRT-5 – The Description text field should contain no more than 300 symbols. The default value is Empty.

The full description of the feature is not available in this SRS example.

3.4 Feature "Work with Vendors"

3.4.1 Description and Priority

Vendor management is obligatory in the system, as they provide external services that can't be carried out by the Bank Customer’s staff. The information mandatory for a vendor includes the company, the full name of the representative, country, phone number, and email.

The priority of this feature is HIGH as it is obligatory for completing questions/jobs and delegating for coping with the system.

Optional for MVP.

The Bank Customer’s country is obligatory for Stage 2 for vendors. Other countries will be added in further releases.

3.4.2 Stimulus/Response Sequences

3.4.2.1 Create a new vendor

ID	UC-CREATE-VENDOR
Description	Super user adds a new vendor to the system.
Actor(s)	Super user.
Precondition(s)	The Actor is authorized as a Super user; The Actor is on the page with the list of vendors.
Postcondition	A new vendor is added to the system database.
Success flow scenario – A new vendor is added to the system database.	
Step	Action
1	The Actor clicks on the **Add Vendor** button.
2	The system prompts the Actor to fill in the text fields.
3	The Actor enters the data and initiates a data check.
4	The system checks the mandatory text fields' data and confirms that the fields are filled in.
5	The system prompts the Actor to confirm saving it.
6	The system checks the entered data for duplicate records using the system database.

System Features

ID	UC-CREATE-VENDOR
Description	Super user adds a new vendor to the system.
Actor(s)	Super user.
7	The system makes a new record in the system database.
8	The system informs the Actor that a new vendor is added with the Vendor is created successfully notification.

Alternative flow scenario 1 – A mandatory text field or dropdown has no data.

Alternative step	Step	Action
4	4a1	The system highlights empty text fields or dropdowns with the The field can't be empty notification.
	4a2	Resumption of the main scenario from Step 2.

Exception 1 – The Actor cancels the adding of a new vendor.

Exception step	Step	Action
5	5a1	The system hides the confirmation popup and leaves the Actor on the Create a New Vendor page.

Exception 2 – The system database already has the entered data record.

Exception step	Step	Action
6	6a1	The system informs the Actor that the entered information already exists in the system with the The value is not unique notification.

3.4.2.2 Edit an existing vendor

The full description of the feature is not available in this SRS example.

3.4.2.3 Delete an existing vendor

The full description of the feature is not available in this SRS example.

3.4.3 Functional Requirements

FR-VEN-1 – The mandatory fields for creating a new Vendor or editing the existing one are Company, Full Name of the Representative (First Name and Last Name), Country, Phone Number, and Email.

FR-VEN-2 – The Company and Full Name of the Representative (First Name and Last Name) fields are textual and should have ≤ 30 but ≥ 1 symbols, no special symbols are available for filling.

FR-VEN-3 – The Country dropdown should include all available countries (only the Bank Customer's country for Stage 2). Only one option can be selected. The default value for a new vendor is Select country.

FR-VEN-4 – The Phone Number field should start with a dialing code according to the country selected in the dropdown; only numbers are available. The default value for a new vendor is Enter phone number.

FR-VEN-5 – The Email field should validate the email. The default value for a new vendor is Enter email.

The full description of the feature is not available in this SRS example.

3.5 Feature "Work with Premises Subtypes"

The detailed description of the feature is not available in this SRS example.

3.6 Feature "Work with Premises Items"

3.6.1 Description and Priority

Premises items are the most low-level features that will be audited (examples: the door, the light, etc.). The items will determine the department that incidents should be assigned to as a precondition (further in templates, it will be specified that individual questions can be assigned to different departments).

The priority of this feature is HIGH as it is obligatory for creating checklists.

3.6.2 Stimulus/Response Sequences

3.6.2.1 Create a new premises item

ID	UC-CREATE-PREMISES-ITEM
Description	The Super user adds a new premises item.
Actor(s)	Super user.
Precondition(s)	The Actor is authorized as a Super user; The Actor is on the **Premises Item Management** page.
Postcondition	A new premises item is added to the system database.
Success flow scenario – A new premises item is added to the system database.	
Step	Action
1	The Actor clicks on the **Create a New Premises Item** button
2	The system prompts the Actor to fill in all fields.
3	The Actor enters the mandatory data and initiates a data check.
4	The system checks the text fields' data and confirms that all mandatory fields are filled in.
5	The system checks entered data for duplicate records in the **Name** text field using the system database.
6	The system makes a new record in the system database.

ID	UC-CREATE-PREMISES-ITEM
Description	The Super user adds a new premises item.
Actor(s)	Super user.
7	The system informs the Actor that a new Premises Item is created with the Item is created successfully notification.

Alternative flow Scenario 1 – A mandatory text field or dropdown has no data.

Alternative step	Step	Action
4	4a1	The system highlights empty text fields or dropdowns with the The field can't be empty notification.
	4a2	Resumption of the main scenario from Step 2.

Alternative flow Scenario 2 – The system database already has the entered data record.

Alternative step	Step	Action
5	5a1	The system shows the The value is not unique notification meaning that the entered information already exists in the system.
	5a2	Resumption of the main scenario from Step 3.

3.6.2.2 Edit an existing premises item

The full description of the feature is not available in this SRS example.

3.6.2.3 Delete a premises item

The full description of the feature is not available in this SRS example.

3.6.3 Functional Requirements

FR-PRI-1 – The mandatory fields for filling in are **Name**, **Description**, and **Default Department** that questions/jobs will be assigned to.

FR-PRI-2 – The **Name** text field is unique and can't be more than 100 symbols. The default value is Empty.

FR-PRI-3 – If a mandatory field is empty, the The field can't be empty notification should be shown near the field.

FR-PRI-4 – The **Default Department** that questions/jobs will be assigned to is a dropdown with the departments of Executors that the incident and all questions/jobs related to the incident should be assigned to. The default value is Empty. If another department is mentioned in the template/checklist for a definite question, then:

1. This question is assigned to the mentioned department;
2. All other questions and the incident are assigned to the department chosen in the dropdown.

FR-PRI-5 – The Description text field should contain no more than 300 symbols. The default value is Empty.

FR-PRI-6 - For each Item, it is possible to define sub-items that will be shown in the questionnaire to determine which sub-items we have and in what quantity.

The full description of the feature is not available in this SRS example.

3.7 Feature "Work with Templates"

3.7.1 Description and Priority

Templates are common entities that identify the premises types common for all countries, which are attached to the template. It's necessary to resolve several challenges:

1. Creating a checklist for a new subtype will be easier if we take a common template and, based on the template, edit a final checklist for a particular premises subtype;

2. It is necessary to eliminate the creation of plenty of checklists for a great variety of subtypes in large numbers of countries.

The logic is the following: a template is for one premises type in many countries; checklists are for particular subtypes (a subtype is a subentity of a premises type) in different countries on the basis of the common template.

The priority of this feature is HIGH as it is obligatory for creating checklists and hence reports.

3.7.2 Stimulus/Response Sequences

3.7.2.1 Create a new template

ID	UC-CREATE-TEMPLATE
Description	The Super user adds a new template.
Actor(s)	Super user.
Precondition(s)	The Actor is authorized as a Super user; The Actor is on the Template Management page.
Postcondition	A new template is added to the system database.
Success flow scenario – A new template is added to the system database.	
Step	Action
1	The Actor clicks on the Create a New Template button.
2	The system prompts the Actor to fill in all fields.
3	The Actor enters the mandatory data and initiates a data check.
4	The system checks the text fields' data and confirms that all mandatory fields are filled in.
5	The system checks entered data for duplicate records in the Name text field using the system database.
6	The system makes a new record in the system database.

System Features

ID	UC-CREATE-TEMPLATE
Description	The Super user adds a new template.
Actor(s)	Super user.
7	The system informs the Actor that a new template is created with the Template is created successfully notification.

Alternative flow scenario 1 – There is no question added to the questionnaire.

Alternative step	Step	Action
2	2a1	The system shows a common notification: There are no questions added. Please, add questions.
	2a2	Resumption of the main scenario from Step 2.

Alternative flow scenario 2 – A mandatory text field or dropdown has no data.

Alternative step	Step	Action
4	4a1	The system highlights empty text fields or dropdowns with the The field can't be empty notification.
	4a2	Resumption of the main scenario from Step 2.

Alternative flow scenario 3 – The system database already has the entered data record.

Alternative step	Step	Action
5	5a1	The system shows the The value is not unique notification meaning that the entered information already exists in the system.

ID	UC-CREATE-TEMPLATE
Description	The Super user adds a new template.
Actor(s)	Super user.
5a2	Resumption of the main scenario from Step 3.

3.7.2.3 Edit an existing template

The full description of the feature is not available in this SRS example.

3.7.2.3 Delete a template

The full description of the feature is not available in this SRS example.

3.7.3 Functional Requirements

FR-TMP-1 – The mandatory fields for filling in are Name, Attached Premises Type, and Questionnaire.

FR-TMP-2 – The Name text field is unique and can't be more than 100 symbols. The default value is Empty.

FR-TMP-3 – If a mandatory field is not filled, the The field can't be empty notification needs to be shown near the unfilled field with the changes not saved.

FR-TMP-4 – If there is no question added to the Questionnaire, then, when saving a template, the There are no questions added. Please, add questions common notification needs to be shown with the changes not saved.

FR-TMP-5 – The Attached Premises Type dropdown shows:

1. For a new template: only premises types without attached templates;
2. For an existing template: a currently attached premises type without attached templates.

The full description of the feature is not available in this SRS example.

3.8 Feature "Work with Checklists"

The full description of the feature is not available in this SRS example.

3.9 Feature "Working Process within Automated Incidents"

The full description of the feature is not available in this SRS example.

3.10 Feature "Working Process within Manual Incidents"

3.10.1 Description and Priority

This flow is also very important as it ensures the completion of incidents created manually by Executors.

Almost all user groups from the table will take part in the system. The future working process of manual incidents is visualized In BPMN. It includes the flow according to which the incidents are created by Executors. Then, the incidents are resolved by Executors themselves or assigned to vendors. After the work is completed, the resolved incidents should be reviewed by a responsible Executor and then by a QA engineer, if needed. In the manual incidents, the Questions term is changed to Jobs since mostly definite jobs will be created there.

In the use case, the statuses of incidents and questions (the same logic as with jobs) are noted. The diagrams for their visualization can be found here.

The priority of this feature is HIGH as it is obligatory for processing main purposes in audits.

3.10.2 Stimulus/Response Sequences

ID	UC-FLOW-MANUAL-INCIDENTS
Description	The flow describes the full process, from creating to finalizing all incidents.
Actor(s)	QA Engineer, Executor, Vendor, System, Executor Team Lead.
Precondition(s)	An Executor is authorized in the system. If we discuss a new installment, a new location should be added for the subtype.
Postcondition	The incidents with the jobs are resolved.

Success flow scenario – All the Incidents are resolved

Step	Action
1	The Executor clicks **Create Incident**
2	The system opens the form for entering information about an incident.
3	The Executor 1) selects the needed **Premises type, Subtype, Country, Incident name, Department for the Incident**; 2) selects **Type of work**; 3) adds the required number of items with jobs, their description, and quantity; 4) adds images (at least one image is obligatory); 5) selects the **QA review is needed** checkbox; 6) assigns the incident and jobs (items) to a specialist and confirms the creation of the incident.
4	The system 1) checks whether all mandatory fields are filled in; 2) creates the incident with jobs within it; 3) assigns the incident and its jobs to the specified departments with the **Due Date Required** status; and 4) shows the **The Incident with the Jobs is created successfully** notification.
5	The Executor assigns the incident and questions to themselves, sets **Due Date**, and clicks **Save**.

System Features

ID	UC-FLOW-MANUAL-INCIDENTS
Description	The flow describes the full process, from creating to finalizing all incidents.
Actor(s)	QA Engineer, Executor, Vendor, System, Executor Team Lead.
6	The system changes the status of the incident and its jobs to Assigned to Executor.
7	The Executor activates the **Vendor is Needed** switch, sets a responsible vendor in **Jobs** (selects a vendor from the **Responsible Vendor** dropdown), fills in **Invoice number**, and saves changes.
8	The system 1) changes the status of the jobs to **Vendor briefed**; 2) notifies the vendor about the job; 3) generates links for the vendor; and 4) sends the links to the vendor via email.
9	The vendor 1) gets the links via email and 2) opens the links.
10	The system opens all active questions and jobs that are not fully completed.
11	The vendor 1) opens the job; 2) resolves the problem before the due date passes; 3) clicks on the **Complete** button, attaches photos, and comments on the completed job; and 4) clicks **Save** to confirm changes.
12	The system changes the status of the job to **Assigned to Executor**.
13	The Executor 1) checks all the jobs; 2) clicks **Complete** and approves all of them with a comment; and 3) clicks **Complete**.
14	The system notifies the QA department about the resolved incident and its jobs.
15	The QA Engineer 1) selects themselves on the page of the incident and clicks **Save**; 2) checks the incident and its jobs; 3) clicks **Approve** and leaves a comment; and 4) clicks **Save**.
16	The system changes the status of the incident and its jobs to **Approved**.

ID	UC-FLOW-MANUAL-INCIDENTS
Description	The flow describes the full process, from creating to finalizing all incidents.
Actor(s)	QA Engineer, Executor, Vendor, System, Executor Team Lead.

Alternative flow scenario 1 – Not all mandatory fields are filled when creating a Manual Incident.

Alternative step	Step	Action
4	4a1	The system underlines all unfilled mandatory fields with the **The field can't be empty** notification.
	4a2	Resumption of the main scenario from Step 3.

Alternative flow scenario 2 – The Executor completes the jobs on their own.

Alternative step	Step	Action
7	7a1	The Executor 1) resolves the problems before the due date passes; 2) clicks **Complete** and adds a comment and a photo; and 3) clicks on the **Confirm** button.
	7a2	The system 1) changes the status of the jobs to **Under Review**; 2) changes the status of the incident (when all jobs are **Assigned to Executor**) to **Under Review**); and 3) The system notifies the QA department.
	7a3	Resumption of the main scenario from Step 17.

Alternative flow scenario 3 – The Executor didn't complete the jobs before the due date.

Alternative step	Step	Action

ID		UC-FLOW-MANUAL-INCIDENTS
Description		The flow describes the full process, from creating to finalizing all incidents.
Actor(s)		QA Engineer, Executor, Vendor, System, Executor Team Lead.
7a1	7a1a1	The system sends a notification to the Executor Team Lead about the overdue jobs.
	7a1a2	The Executor Team Lead scrutinizes the problem and extends the due date.
	7a1a3	Resumption of the alternative flow scenario 2 from Step 7a1.

Alternative flow scenario 4 – The vendor didn't complete the jobs before the due date.

Alternative step	Step	Action
11	11a1	The system sends a notification to the Executor Team Lead about the overdue jobs.
	11a2	The Executor Team Lead scrutinizes the problem and extends the due date.
	11a3	Resumption of the main scenario from Step 14.

Alternative flow scenario 5 – The Executor 1) checks all the jobs; 2) clicks **Decline** the fix and leaves a comment; and 3) clicks **Save**.

Alternative step	Step	Action
13	13a1	The system 1) sends a notification to the vendor that the task has been returned because it's not resolved; 2) changes the status of the job to **Vendor Briefed**; 3) changes the status of the incident (as all jobs are not **Under Review**) to **Assigned to Executor**.
	13a2	The vendor opens the link sent before.
	13a3	Resumption of the main scenario from Step 14.

System Features

ID	UC-FLOW-MANUAL-INCIDENTS
Description	The flow describes the full process, from creating to finalizing all incidents.
Actor(s)	QA Engineer, Executor, Vendor, System, Executor Team Lead.

Alternative flow scenario 6 – The QA engineer 1) checks all the incidents and jobs; 2) clicks **Decline** the job and leaves a comment; and 3) clicks **Save**.

Alternative step	Step	Action
15	15a1	The system 1) changes the status of the jobs to **Vendor Briefed**; 2) changes the status of the incident (as all questions are not **Under Review**) to **Assigned to Executor**; and 3) notifies the Executor and vendor about the incident and failed questions.
	15a2	Resumption of the alternative flow scenario 5 from Step 13a2.

Exception 1 – The **QA Review is Needed** checkbox is not selected.

Exception step	Step	Action
3	3a1	Resumption of the main scenario from Step 4 till Step 13.
	3a2	The system changes the status of the incident and its jobs to **Approved**.

Exception 2 – The job can't be completed and has to be closed.

Exception step	Step	Action
6	6a1	If the job can’t be completed, the Executor assigns the **Closed** status to it with a comment and clicks **Save**.

ID		UC-FLOW-MANUAL-INCIDENTS
Description		The flow describes the full process, from creating to finalizing all incidents.
Actor(s)		QA Engineer, Executor, Vendor, System, Executor Team Lead.
	6a2	The system 1) changes the status of the job to **Closed** (if there is no other job, then the system completes the incident, i.e. changes its status to **Approved**) and 2) shows the **The Job is closed successfully** notification.

Alternative flow scenario 7 – The user has the role of **High-level management** and is on the **Create Incident** page.

Exception step	Step	Action
7	7a1	The user fills in all the mandatory fields to create a manual incident.
	7a2	The system disables the **Save** button. The user is not able to create a manual incident.

3.10.3 Functional Requirements

FR-MNL-01 – To initiate the creation of a manual incident, the user needs to click on the **Create Incident** button.

FR-MNL-02 – When the **Create Incident** button is clicked, the system 1) opens the page with the **Premises Type, Subtype, Country, Location**, and **Incident Name** fields; 2) selects **Type of Work**, 3) adds the required number of items with jobs and their description and quantity; 4) adds images (at least one image is obligatory for an incident), 5) selects the **QA Review is Needed** checkbox, 6) specifies the default departments and confirms the creation of the incident:

1. The **Premises Type** dropdown includes all the premises types available for the selected country. The field is mandatory.

2. The **Premises Subtype** dropdown includes all the subtypes for the selected premises type. The dropdown is available when the premises type is selected. The field is mandatory.

3. The **Location** dropdown includes all the locations of the subtype for the selected country.

4. The **Country** field is filled with the country of the user and can't be edited.

5. **Created Date** specifies the date when the incident is created. It can't be edited.

6. The **Executor** specifies the current user who created the incident. The field can't be edited.

7. The **Department** dropdown specifies the department to which the incident will be assigned after creation.

8. **Incident Name**. The default value is Empty. It can't be more than 100 symbols. The field is mandatory.

9. The **Type of Work** dropdown is mandatory and includes the following options:

    1. New installment (with a photo);
    2. Repair;
    3. Other (with a comment).

10. The **Add Item** button initiates the creation of an item. Under the item, there is the **Add Job** button. At least one item needs to be specified.

10.0 Each job needs to include:

0.0 Each job needs to include:

0.1 Quantity – a numeric field that can't be more than 10 symbols. The field is mandatory;

0.2 The Assign To field. The field specifies to which department the job will be assigned.

11. Images with the Add Image button. At least one image needs to be in the incident.

12. The QA Review is Needed checkbox specifies whether a check by the QA specialist is needed after the completion of the job by the Executor. The default value is Unselected.

FR-MNL-03 – If, when saving the report, a mandatory field is empty, the The field can't be empty notification is shown near each empty mandatory field.

FR-MNL-04 – When the Executor fills in all the fields and clicks on the Create button, the incident with its jobs will be created (with the Due Date Required status) and assigned to the departments and lists, and then, the Incident with the Jobs is created successfully notification will be shown.

FR-MNL-05 – If the user clicks on the Cancel button during the process of the manual incident creation, then all the information entered is canceled.

The full description of the feature is not available in this SRS example.

3.11 Feature "Notifications to be Sent via Email"

3.11.1 Description and Priority

Business representatives now share all information via email. This way of communication is used in the system as well.

This means that, due to some triggers, the system sends notifications to specific stakeholders or their groups.

The priority of this feature is HIGH.

3.11.2 Notifications for the Bank Customer's staff

ID	Trigger	When	Notification text	Recipient
1	A reminder to complete a report	Every day, from the next day after the creation of the report till its completion	You have an incomplete report, {{Report_Location as a link}}, started on {{Creation_Date}}.	The QA specialist who created the report
2	A notification that the report is ready under review	After a report is completed	A new report, {{Report_Name as a link}}, is added and ready for review.	All users who are marked in settings as Report Reviewers
3	A reminder to complete a review	Every day, from the next day after the report is completed till it's reviewed	You have {{Report_Name as a link}} to be reviewed; received on {{Receipt_Date}}.	All users who are marked in settings as Report Reviewers

ID	Trigger	When	Notification text	Recipient
4	A notification that an incident/question has been created	Once it is created	New Incident/Question, {{Incident_Name as a link}}/ {{Question1_Name as a link}}, {{Question2_Name as a link}}/{{Job1_Name as a link}}, and {{Job2_Name as a link}} are created.	Responsible QA specialists and responsible Department Executors
5	A notification that an incident's/question's status has changed	Once it is changed	The status of {{Incident_Name as a link}} has changed from {{Previous_Status}} to {{Current_Status}}. The status of {{Question_Name as a link}}/ {{Job_Name as a link}} has changed from {{Previous_Status}} to {{Current_Status}}.	Associated Executor Team Lead
	The full list of the notifications is not available in this SRS example.			
17	A notification that a manual incident with jobs is ready for review by a QA specialist	Upon being updated by the user	{{Incident_Name as a link}} with all included Jobs is ready for review. Please check the Incident.	All QA specialists

3.11.3 Notifications for the Bank Customer’s staff

The full list of notifications is not available in this SRS example.

3.12 Feature "Notifications to be Sent as Push Notifications and System Notifications"

The detailed description of the feature is not available in this SRS example.

3.13 Feature "Sending Information about Incidents/ Questions/Jobs"

The detailed description of the feature is not available in this SRS example.

3.14 Feature "Review of QA Reports"

The detailed description of the feature is not available in this SRS example.

3.14 Feature "Preview of Reports in PDF"

The detailed description of the feature is not available in this SRS example.

3.15 Feature "Preview of Reports in PDF"

The detailed description of the feature is not available in this SRS example.

3.16 Feature "Inventory"

The detailed description of the feature is not available in this SRS example.

3.17 Feature "Administration of 2FA"

The detailed description of the feature is not available in this SRS example.

3.18 Feature "Administration of Profile Pages on Mobile Devices"

The detailed description of the feature is not available in this SRS example.

3.19 Feature "Archival Process"

The detailed description of the feature is not available in this SRS example.

4.1 User Interfaces

The brand book for UI/UX designers is not available in this SRS example.

4.2 Software Interfaces

The system will exchange information with the LDAP of the Bank Customer’s bank. During the login process when valid employee number and password values are entered, the first and last names of the user will be sent to LDAP to check whether such a user exists in the bank’s database. If they don't exist, the user won't have access to the system.

Other Non-Functional Requirements

5.1 Performance Requirements

Not applicable.

5.2 Safety Requirements

SF-1 – In the mobile version, uploading photos must only be available via camera, not via gallery.

5.3 Security Requirements

5.3.1 Adherence to OWASP's top 10 recommendations

SR-OWASP-01 – Injection attacks will be prevented by validating and/or sanitizing user-submitted data. In addition, a database admin can set controls to minimize the amount of information an injection attack can expose.

SR-OWASP-02 – Regarding broken authentication, 2FA will be implemented (it is possible to enable and disable this). Also, the requirements for complex passwords will be taken into account.

The full list of security requirements is not available in this SRS example.

5.3.2 Detection of rooted/jailbroken devices

SR-ROOTD-01 – The requirement for the React Native version is 0.27+.

SR-ROOTD-02 – For iOS devices, the requirement is iOS 8+. The application won't work if the appropriate checks show that:

- the device is jailbroken;
- the device has a screen lock enabled.

SR-ROOTD-03 – For Android devices, the requirement is API 16+. The application won't work if the appropriate checks show that:

- the device is rooted;
- the device has a screen lock enabled.

5.3.3 Application Security

Application security is the process of protecting websites, online services, databases, and microservices against various security threats that exploit vulnerabilities in an application's code. Common targets for application attacks are content management systems and database administration tools and modules.

Those who fail to secure their web applications run the risk of being attacked. Among other consequences, this can result in information theft, damaged client relationships, and revoked licenses.

Application vulnerabilities are typically the result of a lack of input/output sanitization, which is often exploited to either manipulate source code or gain unauthorized access.

Such vulnerabilities enable the use of various attack vectors, including:

- SQL Injection;
- Cross-site Scripting;
- Remote File Inclusion;
- Cross-site Request Forgery;
- DoS/DDoS Attacks.

The full list of security requirements is not available in this SRS example.

5.4 Software Quality Attributes

SQA-AVAILABILITY-01 – The produfct for Stage 2 is going to support web and mobile versions according to the tables.

SQA-AVAILABILITY-02 – The Stage 2 version doesn't support the adaptive version for tablets and smartphones in the browser.

SQA-AVAILABILITY-03 – Future releases will support web adaptive versions for tablets and smartphones.

SQA-STORAGE-01 – The photos, when uploaded, are compressed into a JPEG format of 72 or 92 DPI and stored in the system.

Other Requirements

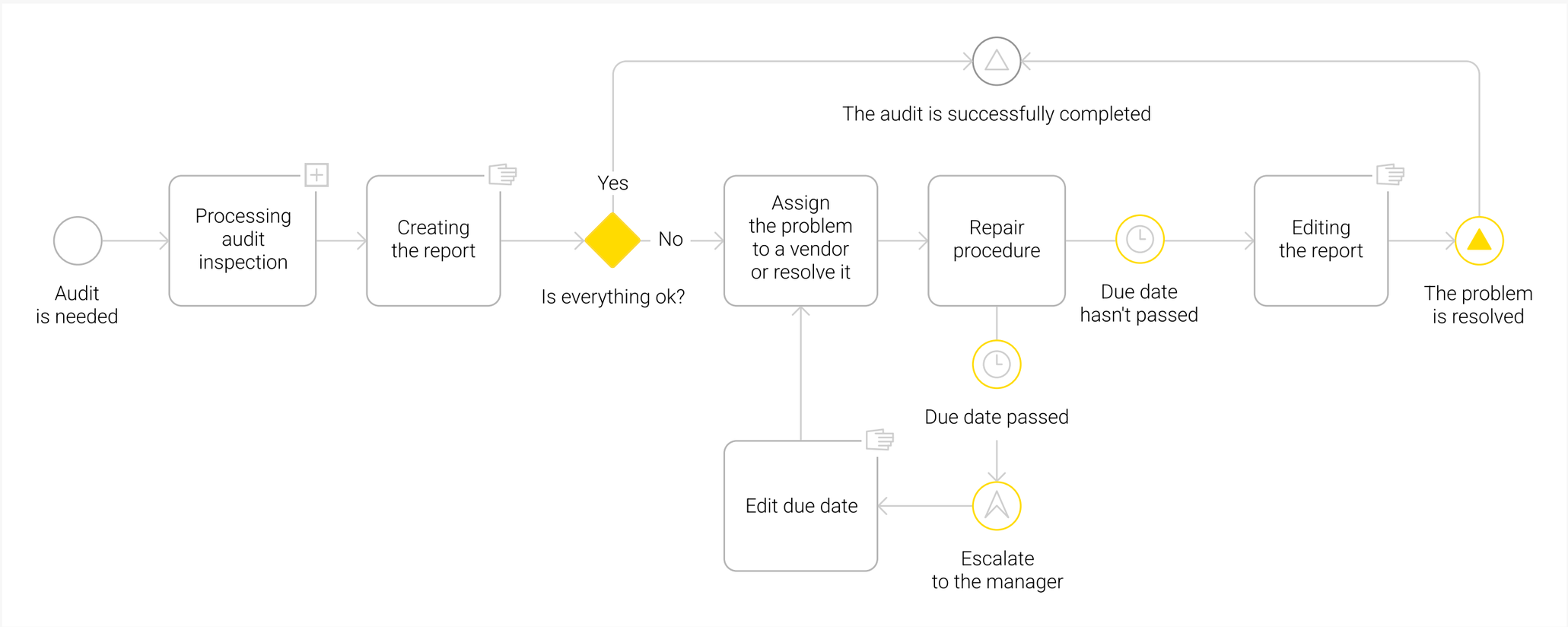
Not applicable.

Appendix A: Glossary

№	Term	Definition
1	Template	A common template of the checklist for a premises type. It's the basis of the checklist for a certain subtype.
2	Checklist	A ready checklist for a certain subtype in the scope of a premises type.
3	Premises type	A common entity identifying a high-level type of premises (ATM, office, or branch).
4	Premises subtype	A more definite entity of premises.
5	Item	A thing that is going to be checked.
6	Incident	A problem found in an item. It can include several questions that are possible to assign to different stakeholders (QA specialists, Executors, or Vendors).
7	Question	A question in a checklist. If it is failed, it will be created in the scope of an incident as a failed question.
8	Job	A task in a manual incident. It is included manually in an incident.
9	Automatic incident	An incident that is created after a report is completed. It includes questions.
10	Manual incident	An incident that is created manually without any report. It includes jobs.
11	Vendor	An external stakeholder who is responsible for working on a question/job.
12	Executor	A representative of the Bank Customer's staff who is responsible for resolving incidents. The Executor supervises the resolution of a problem or resolves it themselves. There are three teams included in the list of executors: • Merchandising team; • IT team; • Engineering team.
13	Team Lead	The head of the team of Executors, who is responsible for supervising the team's work. They can reassign tasks to another team and extend due dates for incidents and questions/jobs.
14	The Bank Customer	The customer in the current SRS.
15	Report	The result of an audit. It's a completed checklist for a premises subtype in a certain location.

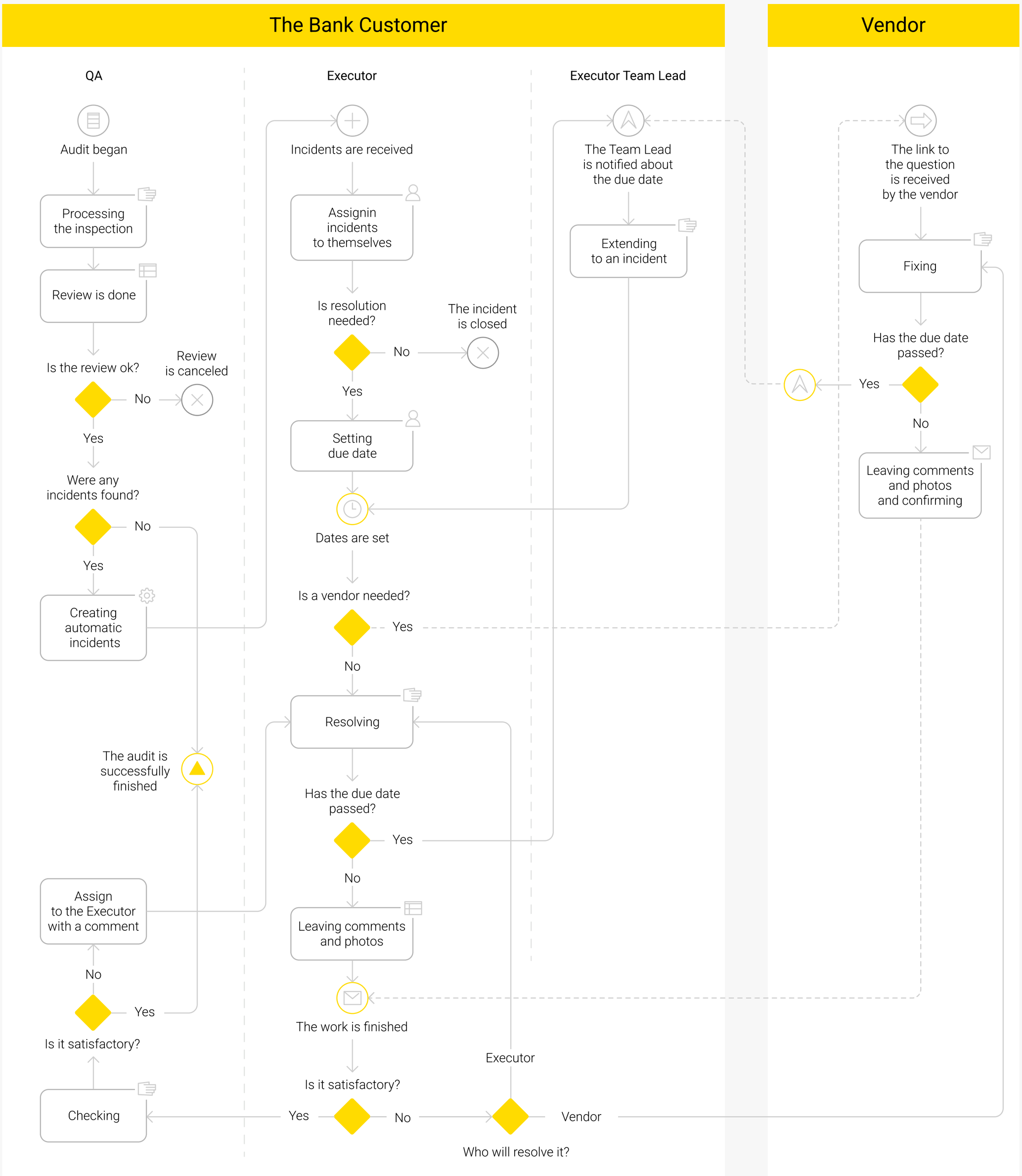
Appendix B: Analysis Models

The current business workflow



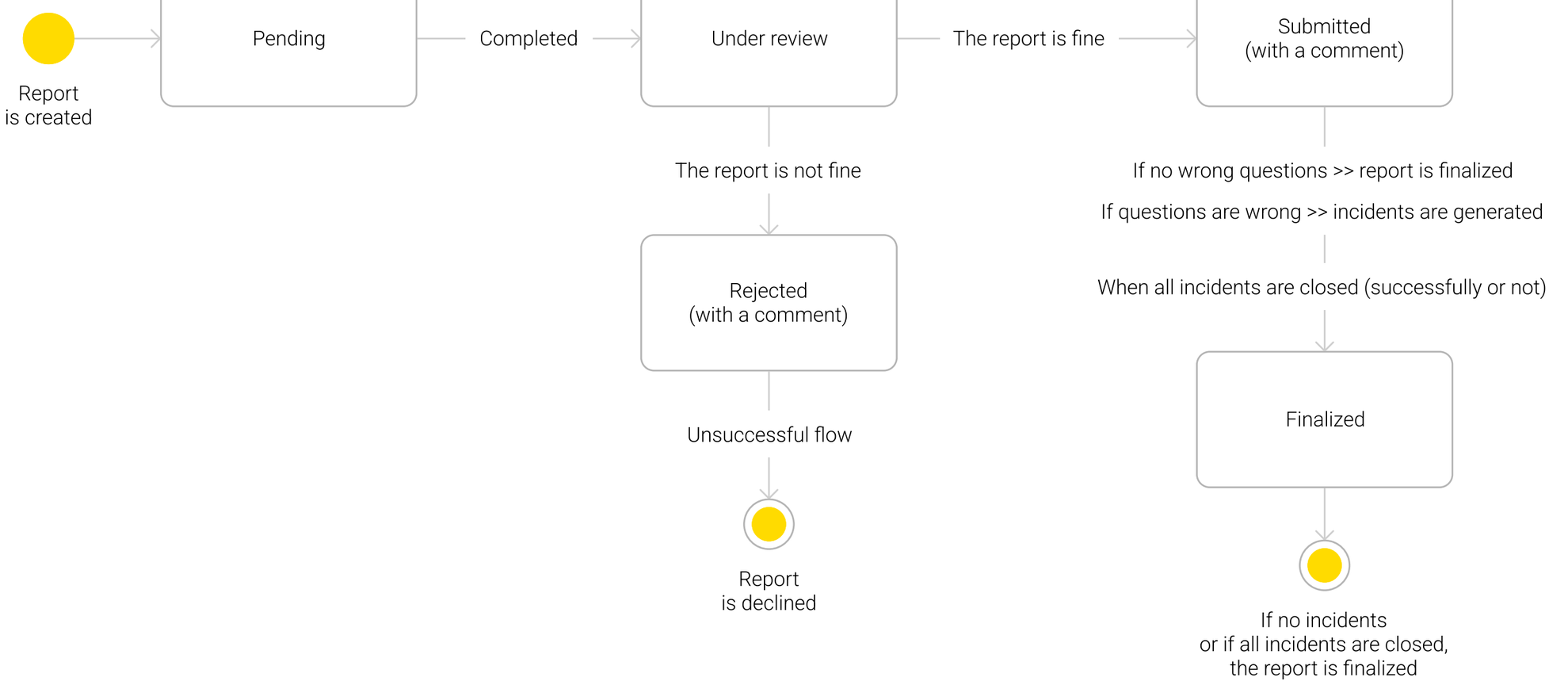
Appendix B: Analysis Models

The flow in the system for automatic incidents, from processing reports by QA specialists

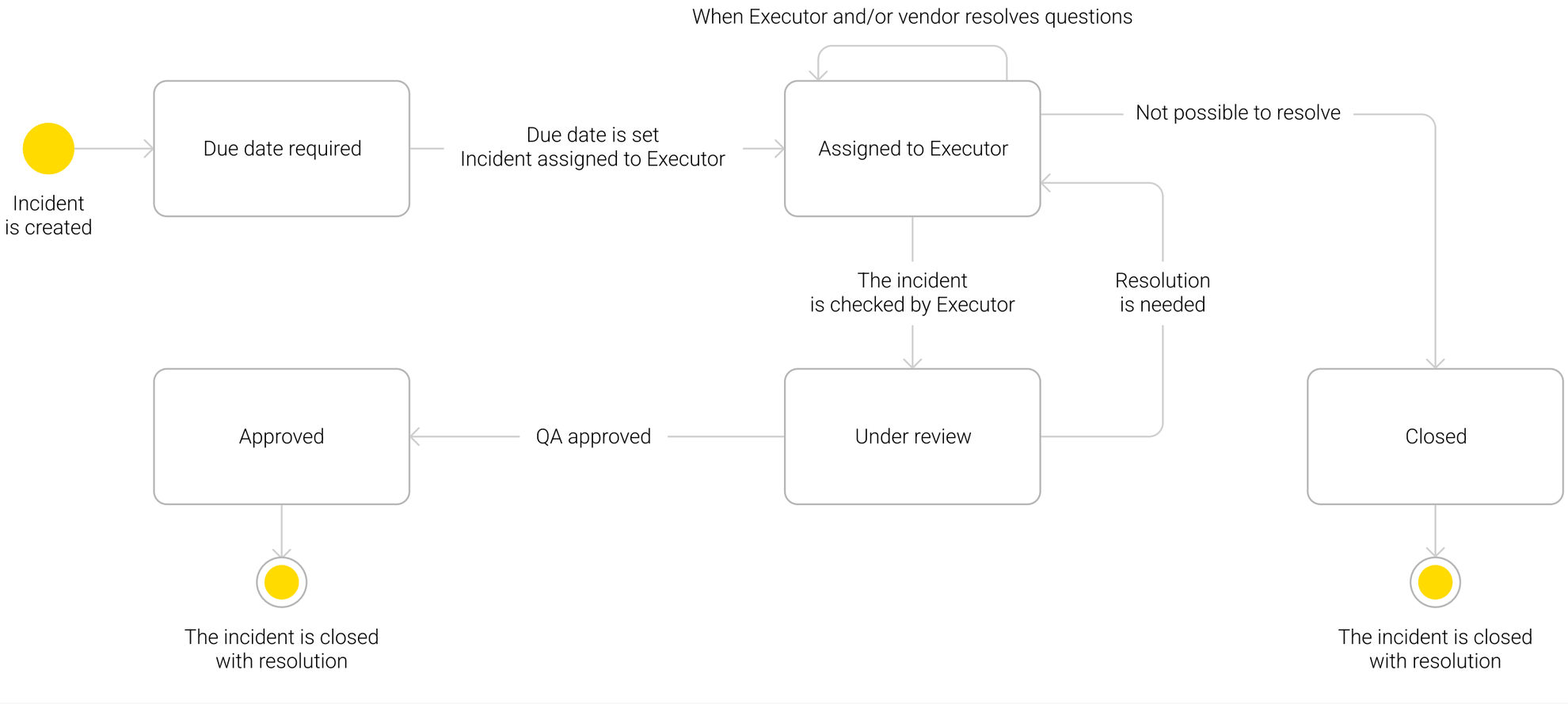


Appendix B: Analysis Models

State-machine diagram of the report

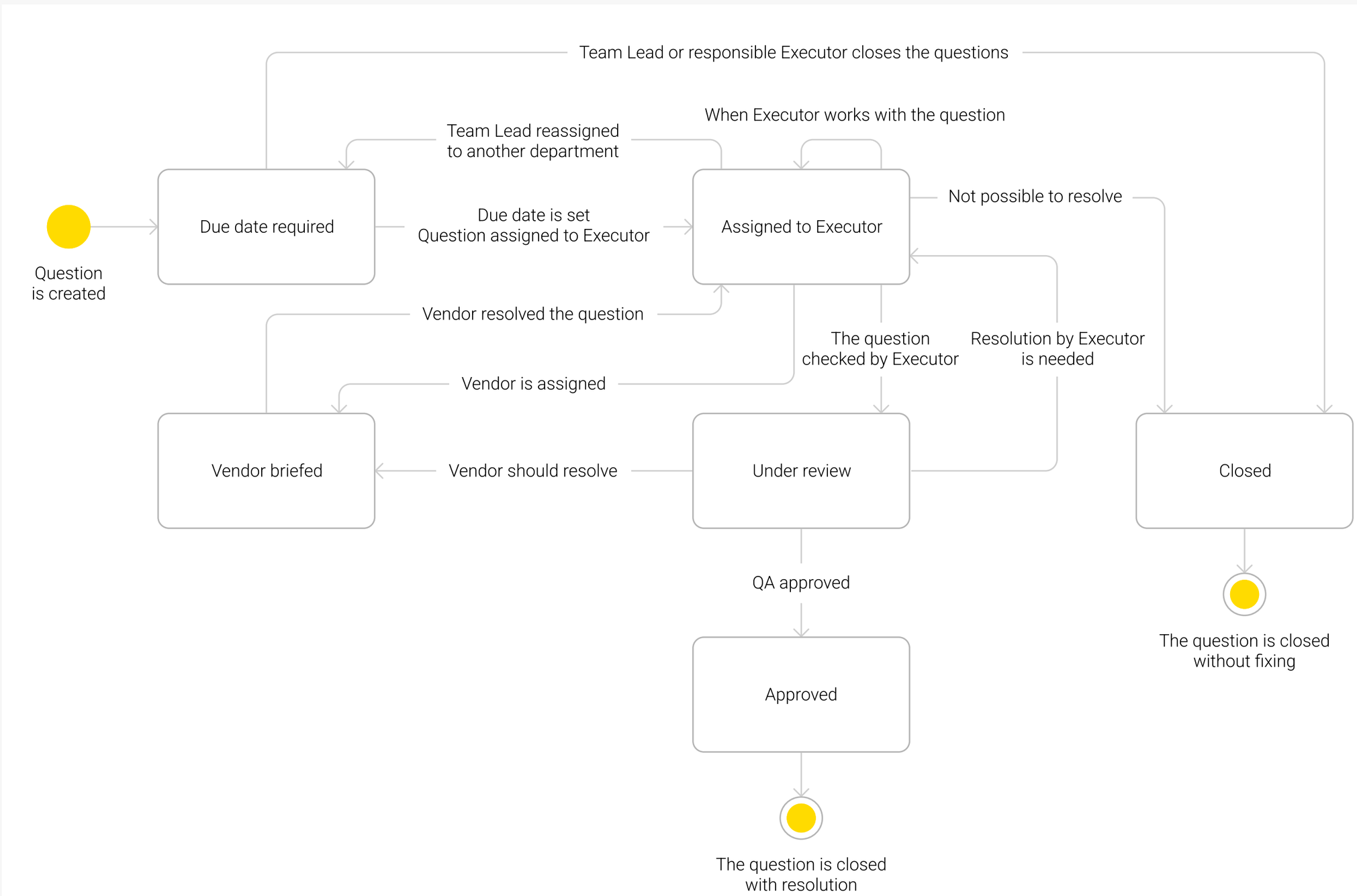


State-machine diagram of the incident



Appendix B: Analysis Models

State-machine diagram of a question

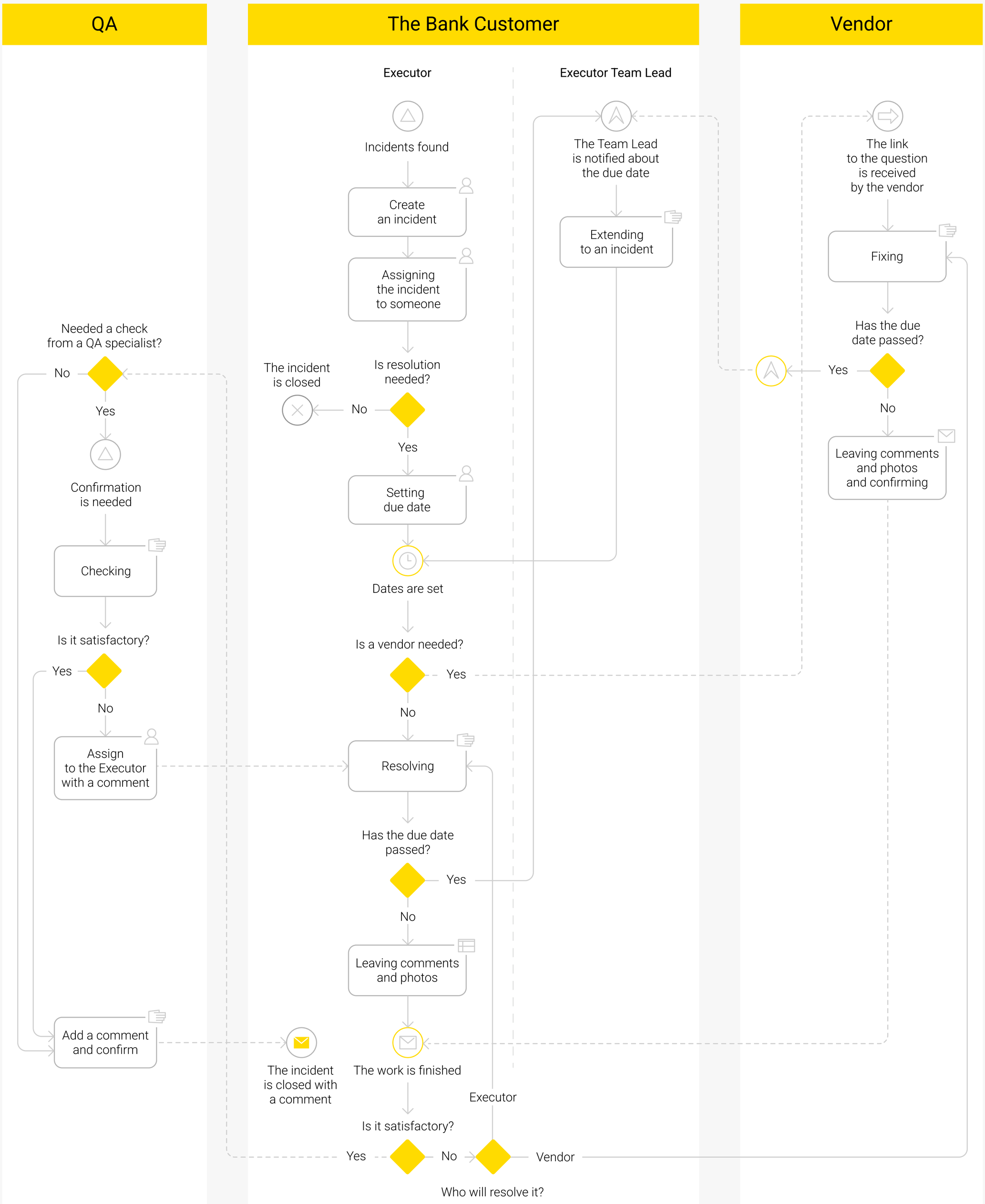


The table for the calculation of KPI

The schemes and mock-ups are not available in this SRS example.

Appendix B: Analysis Models

The flow in the system for manual incidents created by Executors



Appendix B: Analysis Models

Examples of reports provided by the business

The examples of the attached reports are not available in the sample.

The button for system notifications

Not applicable.

The interconnection between statuses of incidents and related questions/jobs

This table is not available in this SRS example.

Appendix C: List of Issues

Not applicable.