Team Alpha

Version 1.3

Revision History

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# Introduction

## Purpose

The purpose of this document is to collect, analyze, and define high-level needs and features of the 360 Schedule Application. It focuses on the capabilities needed by the stakeholders, and the target users, and why these needs exist. The details of how the application fulfills these needs are detailed in the use-case and supplementary specifications.

## Scope

This Vision Document applies to the 360 Schedule cell phone applications, which will be developed by Team Alpha of SYSM 6309. Team Alpha will develop this cloud cell phone application to interface with iPhones and iPads. The 360 Schedule application will periodically synchronize an individual’s different schedules from their computing devices and store it in the cloud

## Definitions, Acronyms, and Abbreviations

|  |  |
| --- | --- |
| 3G | Refers to the third-generation of mobile phone standards and technology. The technology has been an enhancement over previous wireless technologies, such as providing high-speed transmission, advanced multimedia access, and global roaming. 3G is mostly used with mobile phones and handsets as a means to connect the phone to the Internet. |
| Alarm | An electronic sound or signal that that serves to notify the user of an event or warning. |
| Application | Refers to any smartphone application, or simply “app”, which is a small program that can be downloaded from a website, such as iTunes, and run on a personal smartphone or tablet.  |
| Appointment | An arrangement to do something or to meet an individual or group of individuals at a particular time and place. |
| Auto-lock | A function that automatically locks the keypad on your mobile phone so that no input can be given without un-locking.  |
| Cloud | Refers to the delivery of a cloud computing service, whereby shared resources, software, and information are provided to computers and other devices as a [utility](http://en.wikipedia.org/wiki/Utility_computing) (like an [electricity grid](http://en.wikipedia.org/wiki/Electrical_grid)) over a [network](http://en.wikipedia.org/wiki/Computer_network) (typically the [Internet](http://en.wikipedia.org/wiki/Internet)). End users access cloud based [applications](http://en.wikipedia.org/wiki/Application_software) through a [web browser](http://en.wikipedia.org/wiki/Web_browser) or a light weight desktop or [mobile app](http://en.wikipedia.org/wiki/Mobile_app) while the [software](http://en.wikipedia.org/wiki/Software) and data are stored on [servers](http://en.wikipedia.org/wiki/Server_%28computing%29) at a remote location. Cloud application providers strive to give the same or better service and performance than if the software programs were installed locally on end-user computers. |
|  | (Note: The Schedule 360 application will employ the Software as a Service (SAAS) service model and a Public Cloud deployment model.) |
| Computing Devices | A computer or mobile computer that allows people to connect to the internet. A mobile device provides wireless data transmission to access information in a portable environment. (Note: Definition also applies to Communicable Devices) |
| Electronic Calendar | Refers to calendaring software, which is software that, at a minimum, provides users with an electronic version of a calendar. Additionally, the software may provide an appointment book, address book, and/or contact list. Examples of electronic calendars include Microsoft Outlook, Google, Yahoo, and Lotus Notes. |
| Error Handling | Refers to exception handling, which is the process of responding to the occurrence, during computation, of exceptions. Exceptions are anomalous or exceptional situations requiring special processing- often changing the normal flow of [program](http://en.wikipedia.org/wiki/Computer_program) [execution](http://en.wikipedia.org/wiki/Execution_%28computing%29). In general, an exception is handled (resolved) by saving the current state of execution in a predefined place and switching the execution to a specific [subroutine](http://en.wikipedia.org/wiki/Subroutine) known as an exception handler. |
| Filesize | Filesize measures the size of a computer file. Typically it is measured in bytes, denoted with a prefix. The actual amount of disk space consumed by the file depends on the file system. |
| GUI | A GUI, pronounced “gooey”, is an acronym for “Graphical User Interface”. It is a type of user interface in computing that allows the user to interact with images rather than text commands.  |
| iPad | The iPad is a touchscreen tablet computer developed by Apple Inc. (see also: Tablet) |
| iPhone | The iPhone is a touchscreen smartphone developed by Apple Inc. (see also: Smartphone) |
| iPhone App Store | A digital marketplace to download software applications for the iPhone. |
| Password | A secret character string that must be supplied by a user in order to gain access to a multiuser computer system or its data resources.  |
| Scheduling Operations | Refers to all functional software operations for creating or modifying a calendar appointment.  |
| Search Function | Capability within the software program to gather and report information from within the application database that contains a keyword or phrase.  |
| Server | A computer that manages centralized data storage or network communications resources. A server provides and organizes access to these resources for other computers linked to it.  |
| Smartphone  | A smartphone is a mobile phone with computer-like features that includes functionality such as email, high-speed internet connectivity, an internet browser, media players, a portable camera(s), a personal organizer, and a touch screen and/or a keyboard. Smartphones may also have compatibility with third-party smartphone applications and software. |
| Software Fault | A mistake in the software code that leads to an error or unexpected result. |
| Synchronize | Synchronizing, or “synching”, across multiple devices will typically update the devices with the most recent information. This is also referred to as "merging" the data. Most syncing programs also remove entries that have been [deleted](http://www.techterms.com/definition/delete) on either device since the last sync. |
| Tablet | A "tablet computer", or simply "tablet", is a computer contained entirely within a flat touch screen interface. The user typically uses a stylus, digital pen, or fingertip as the primary input device instead of a keyboard or mouse. |
| Username | An identification used by a person with access to a computer network. Also commonly referred to as a login [name](http://dictionary.reference.com/browse/name), logon name, sign-in name, or sign-on name. |
| Wireless Connection | A type of Internet access that does not require a physical connection. Allows users to access the Internet while traveling outside of their home or office. Often a password is required to connect to a wireless network. |

## References

TBD

# Positioning

## Business Opportunity

As the communication and scheduling tools in our technologically advanced, the need for a scheduling tool which is interconnected with a person’s professional and personal computing devices becomes more and more evident.

The average young tech savvy professional interfaces with as many as six computing devices during a normal day and each of them have their own calendar or schedule application or program. While some of these devices have common scheduling programs and can be synched the majority of the different platforms do not. Additionally, any given program or system is at risk of failure causing the permanent loss of critical information.

In order to meet the needs of professionals who also juggle personal obligations a smart phone application is needed which utilizes cloud computing in order to perform all scheduling operations while synching schedule with other personal computing devices (i.e. smart phones, personal laptops, tablets, etc.).

This application would periodically synchronize an individual’s different schedules from their computing devices and store it in the cloud. The periodic storage of this information in a secure server location would ensure the data was readily available regardless of which device the user had at his/her disposal at a particular time. Additionally, it would ensure that the data is safe for loss or corruption.

## Problem Statement

|  |  |
| --- | --- |
| The problem of | Multiple schedules without a source to consolidate into a single form of media |
| affects | Business Professionals with lives outside of work |
| the impact of which is | An unawareness of all appointments and various other commitments |
| a successful solution would be | A device to synchronize all schedules and store in a cloud to be accessed through an iPhone or iPad application. |

##

## Product Position Statement

|  |  |
| --- | --- |
| For | Business professionals with multiple schedules/agendas |
| Who | Need to consolidate their schedules into their iPhone or iPad |
| 360 Schedule | Is an iPhone and iPad application |
| That | Consolidates all schedules into one location and allows the user to modify them at their convenience. |
| Unlike | Other scheduling applications |
| Our product | Brings all schedules into one location |

# Stakeholder and User Descriptions

## Market Demographics

The target market segment includes business professionals and students living in large towns and metropolitan areas with cell phone service at their disposal. The users are anticipated to be consumers who already use cell phones on a regular basis for personal and/or business use. All users will be within range of cell phone providers that are supported by Apple products (iPhone and iPad). We anticipate covering a large portion of cell phone users given the popularity of Apple products. Apple’s wide popularity will help grab the attention of other cell phone manufacturers and service providers, leading to their need of 360 Schedule in the near future.

## Stakeholder Summary

|  |  |  |
| --- | --- | --- |
| **Name** | **Description** | **Responsibilities** |
| Project ManagerSoftware EngineerWeb DesignerSystems Engineer | This is a stakeholder that is primary for leading the system development.This is a stakeholder that is primary for leading the system development.This is the stakeholder needed to ensure front end registration and all online interfaces are up to date. This stakeholder works with all other stakeholders to ensure all requirements are defined. | Plans, manages and allocates resources, shapes priorities, coordinates interactions with customers and users, and keeps the project team focused. Also establishes a set of practices that ensure the integrity and quality of project artifacts.Responsible for the software architecture, which includes the key technical decisions that constrain the overall design and implementation for the project. Ensures that the system is going to be maintainable and the architectural solution supports the functional and non-requirements.Responsible for the web interface and design. Ensures online usability.Responsible for ensuring all systems work together to form a final product that meets the needs of the user. |

## User Summary

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Description** | **Responsibilities** | **Stakeholder** |
| Business ProfessionalStudent | Primary end user of the systemEnd user of system | Work calendar and personal calendar.School calendar and personal calendar. | SelfSelf |

## User Environment

The users access 360 Schedule through their iPhone or iPad anywhere Sprint, AT&T Wireless or Verizon Wireless cell phone services are available.

## Stakeholder Profiles

### Business Professional

|  |  |
| --- | --- |
| **Representative** |  |
| **Description** | A commercial individual who will use the service to consolidate their work schedule with their personal schedule |
| **Type** | This is an advanced user with experience in juggling multiple schedules at once |
| **Responsibilities** | Ensure that business and personal schedules are consolidated and all needs are met to satisfy the typical business professional |
| **Success Criteria** | The success is completely defined by the customers continuing business with using the application. |
| **Involvement** | Sample business professionals will be identified |
| **Deliverables** |  |
| **Comments / Issues** |  |

### Student

|  |  |
| --- | --- |
| **Representative** |  |
| **Description** | A private individual who will use the service to consolidate their school schedule with their personal schedule |
| **Type** | This is an advanced user with experience in juggling multiple schedules at once |
| **Responsibilities** | Ensure that school and personal schedules are consolidated and all needs are met to satisfy the typical business professional |
| **Success Criteria** | The success is completely defined by the customers continuing business with using the application. |
| **Involvement** | Sample students will be identified |
| **Deliverables** |  |
| **Comments / Issues** |  |

## User Profiles

See previous section.

## Key Stakeholder or User Needs

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Need** | **Priority** | **Concerns** | **Current Solution** | **Proposed Solutions** |
| Secured Access | High | Management of private user information | None | Manage user access with PIN number and encryption |
| Easy to use | High | Ability to provideintuitive navigation foriPhones and iPads | None | Provide user functionality similar to what is seen in other common applications. |
| Mobile access | High | Ability to access all schedules from any location | None | All schedule info stored on cloud and is accessible from a mobile device. |

## Alternatives and Competition

### Personal assistant

### Clone

# Product Overview

## Product Perspective

 

## Summary of Capabilities

**Table 4-1 360 Schedules**

|  |  |
| --- | --- |
| **User Benefit** | **Supporting Features** |
| User can access work appointments and meetings away from work. | All schedules are combined into one and accessible from the users’ personal iPhone/iPad. |
| User can access personal appointments away from home. | All schedules are combined into one and accessible from the users’ personal iPhone/iPad. |
| User can modify their work schedule away from work. | Built in edit, create and delete functionality. |
| Secured access to the users’ schedule. | User name and password protected. |

##

## Assumptions and Dependencies

360 Schedule is dependent upon the preliminary list of components below:

Product name: iOS

Additional information available at:

http://www.apple.com/ios/

Vendor: Apple

Overview: iOS is the operating system upon which all iPhone and iPad devise run.

Product name: Sprint

Additional information available at:

http://www.sprint.com

Vendor: Sprint

Overview: Sprint is one of three cell phone providers that is supported by the iPhone.

Product name: AT&T Wireless

Additional information available at:

http://www.att.com/wireless/

Vendor: AT&T

Overview: AT&T wireless is one of three cell phone providers that is supported by the iPhone.

Product name: Verizon Wireless

Additional information available at:

http://www.verizonwireless.com

Vendor: Verizon

Overview: Verizon Wireless is one of three cell phone providers that is supported by the iPhone.

## Cost and Pricing

TBD

## Licensing and Installation

TBD

# Product Features

The goal of the software is to create a cloud based schedule software called Schedule360 for synchronizing a users’ personal and work appointments in one location so that there is a reduction of the likelihood of users missing important events in their lives - work or personal. This application will primarily be accessed through smart phones. Another access method is through the cloud. The goal is a synchronization of a user’s schedule (work, play and personal) on one device, ensuring that the user will always have the most current appointment schedule with them at all times. Product features of the device are currently defined as follows.

* + 1. The application shall be compatible with specific calendars and not all available calendars in the marketplace.
			1. *The reason is that with the timeframe for getting this product to market, we will be hard pressed to develop, port, and ensure Schedule 360 works with every calendar system.*
			2. *Schedule360 shall be compatible with the follow calendars – Google Gmail, Microsoft Outlook and IBM Lotus Notes and Yahoo Mail.*
		2. The application shall allow users to synchronize information between the application and all other existing electronic calendars (personal, work, etc.)
			1. *When users login to Schedule360 on their smart phones, they will have the option to set-up automatic or manual synchronization. This option will be used to synchronize the user’s work/personal appointments and schedules.*
		3. The application will display all of the user’s appointments and reminders.
			1. *Schedule360 will display a merged appointment screen for users, with color notation on each appointment specifying if appointment item is personal or work.*
		4. The application shall allow it’s users to interface with it via their smart phones.
			1. *Schedule360 provides a GUI on a user’s smart phone. This means that the application is a separate software entity than what the user previously used as a calendar application.*
		5. The application will be maintained on a server accessible through the cloud.
			1. *Schedule360 is a hosted application on the cloud. Space will be purchased from Cloud Application Provider for the software.*
		6. The application shall allow users to create an account with password in order to create/access their information via the cloud.
			1. *Users will be able to create user accounts, company accounts and family accounts.*
		7. The user shall be able to specify which calendar is updated, whether it’s the personal or work.
			1. *Users will have the option to choose whether they want their calendar updated or not. A dialog screen/window will be displayed asking the user specify if they want their calendar updated or not.*

# Constraints

## Screen size: Smartphone screen sizes are limited to 3-to-4 inch screens and a limited amount of data can be displayed at one time

## Battery life: Users want their phone to last throughout the day with regular use of applications, internet, gaming, phone calls, and texting.

## CPU: Smartphones CPU’s are generally slower than a desktop or laptop because of size and battery life.

## Memory: Smartphones are limited in onboard memory compared to larger computing devices. The cloud SAS service should correct this problem.

## Budget: The Schedule 360 development team has a limited budget, schedule, and resources to develop the application.

## Operating System: The application needs to be compatible with the iPhone iOS operating system.

## Development Plan: TBD

### The Schedule 360 software team will factor the constraints into the product development cycle by being aware of the following characteristics and design guidelines:

| **Characteristic**  | **Guideline**  |
| --- | --- |
| Small Screen Size  | Stay focused on the user's immediate task. Display only the information that users need at any one moment. For example, a customer relationship management system can provide a massive amount of information, but users only require a small amount of that information at one time. Design the UI so that users can perform tasks easily and access information quickly.  |
| One screen appears at a time  | Allow users to switch between applications using the application switcher.  |
| Shorter Battery Life  | Since a shorter battery life can impact the user experience, be aware that the more efficiently that a device handles data, the less often it needs to turn on the radio and the longer the battery life.  |
| Wireless Network Connections  | Longer latency periods for wireless network connections can influence how quickly users receive information that is transmitted over the wireless network.  |
| Slower Processor Speeds  | Slower processor speeds can affect how users perceive the responsiveness of an application. Applications can use background threads to manage processor-intensive tasks.  |
| Less Available Memory  | Memory use also impacts the experience that users have with an application. |

# Quality Ranges

The Schedule 360 smartphone application will have quality requirements that will be derived in part from the quality goals given below. Non-functional requirements will require further iterations during the product development process and preliminary definitions will change pending requirements review. The starting point for quality ranges are given below.

* + 1. The software shall be compatible on smartphones with wireless internet connectivity.
		2. The software shall be available for download from a database containing the Schedule 360 smartphone application.
			1. *When users go to Schedule360.com, there will be a download Call To Action CTA link prompting users to download of the software*
			2. *Users will be prompted to install the software*
		3. The filesize of the software application shall not exceed 20 MB.
			1. *The software download size will be >1MB and less or equal to 20MB*
		4. The software shall be understandable to users familiar with software scheduling functions.
			1. *The software will have functionality interface similar to the most popular scheduling software to ensure users already familiar with the popular software are able to use 360Schedule*
		5. The software functions shall be accessible through a GUI application interface.
			1. *After a user installs the software, the application GUI will appear in the list of installed applications on the users device*
		6. The software shall perform greater than 95% of its computations in the cloud.
			1. The application is meant to require limited on-board computations in order to utilize a cloud computing architecture.
			2. The application is expected to have faster operating speeds, smaller filesize, better maintainability, and better security features on the cloud.
		7. The software shall have the flexibility to operate on the following iPhone smartphone platform.
			1. The iPhone will provide the best platform to move our software to market and has the largest user base of app users.
			2. The app can expand to multiple platforms over time with increased demand.
		8. The software shall allow no more than one user to access the profile at any given time.
			1. This security requirement is meant to prevent multiple users on the same profile in order to keep data secure from unknown sources.
			2. The requirement prevents data conflicts (data integrity) if multiple approved users attempt to use a common profile.
		9. The software shall contain a password security feature with a user interface.
			1. The password security feature will meet our security requirement goals of keeping data secure on the cloud.
		10. The software security feature shall be modifiable by the user in order to change the password.
			1. Modifying the password security feature will be required in order for the user to protect their data if they feel a password is no longer secure.
		11. The software shall be maintainable using software updates.
			1. Software updates will be applied to the server where the application is stored.
			2. Maintainability on the cloud will limit the need for downloads to the smartphone.
			3. The smartphone application will appear to be almost “maintenance free” to the user.
		12. Software updates shall be applied wirelessly through an internet connection.
			1. When an update is needed to the smartphone file, instead of the server, the update will need to be made wirelessly over a 3G connection.
		13. Software updates shall prompt the user to accept the update before proceeding.
			1. If an update is needed on the smartphone, the user will be prompted before the update occurs.
		14. The software shall perform output within 0.5 seconds any user function.
			1. The speed of the application will affect the usability.
			2. Exact processing speeds of data output are to be determined.
			3. Maximizing computation speed will be a design goal during product development.
		15. The software shall output correct scheduling information from communicable devices.
			1. Synchronization of multiple devices presents an opportunity for data mishandling.
			2. Errors or inconsistencies may occur when merging calendar data.
			3. Development team will further define error handling and correctness and update requirements as needed.

# Precedence and Priority

## The application’s priorities are defined below in the order of importance

### The application shall function as a calendar containing all information necessary for keeping track of important meetings and appointments

### The application shall allow for the creation of appointments and meetings which shall contain all necessary information

### The application shall allow users to synchronize information between the application and all other existing electronic calendars (personal, work, etc.)

### The application shall be updateable.

#

# Other Product Requirements

## Applicable Standards

### The application shall operate on Apple iPhone 3GS or newer.

### The application shall operate on iPad2 or newer

### The application shall run on Apple iPhone 3GS or newer

### The application shall transmit data in accordance with applicable wireless standards

### The application shall meet the standards of Google, Microsoft Outlook, Yahoo, and Lotus Notes calendars.

##

## System Requirements

### The application shall run on iOS5 or newer

### The data shall be transmitted over a 3G network or newer

### The application shall be able to communicate with Google, Microsoft Outlook, Yahoo, and Lotus Notes operating systems

### The application shall not interrupt the normal operation of the iOS5 operating system.

## Performance Requirements

### The application shall not drain the iPhone battery more than 10% when run continuously for 30 minutes

### The application shall run on the iPhone without interrupting the system’s normal operation

### The software shall operate continuous for 1 hour without encountering a fault

### The software error handling feature shall notify the user once an error is identified

### The software shall allow scheduling operations to be completed in a reasonable amount of time

### The software shall output correct scheduling information from communicable devices in a format that allows for minimal misinterpretation of data.

## Environmental Requirements

### The application shall allow users to synchronize information between the application and other existing electronic calendars

### The application shall be capable of interface with the Apple iPhone 3GS & iPad 2 or newer

### The application shall be searchable.

### The application shall be updated via the network link or wireless link

### The application shall be downloaded for the iPhone App Store

### The software shall be accessible through a GUI application interface

### The application file size shall not exceed the maximum limit applications transmitted over a 3G connection

### The software functions shall be accessible through a GUI application interface

### The GUI application interface shall be easy to use by someone without prior training or exposure to the application

### The GUI application interface shall have readable text such that a user with 20/20 eyesight or corrected vision can read the text in ambient lighting from a distance of 6 inches to 24 inches

### The software code shall be modifiable in order for a programmer to make a minor change to the code easily and without changing the software functionality

### The software code shall be maintained on a server in the cloud allowing programmers to fix a bug in the code easily and without changing the software functionality.

# Documentation Requirements

## User Manual

## A user manual will be developed in order to describe the basic functions of the Schedule360 software. The manual needs to briefly explain the basic functions of the software. It shall contain a table of contents explaining what is included in the user manual. The following topics shall be included in the user’s manual:

## How to register to obtain the product

## Home screen with explanation of the buttons depicted

## Viewing appointments

## Creating appointments

## Updating the calendar

## Deleting appointments

## Searching the software

## Changing appointment views

## Synchronizing Schedule360 software

Each section should have screen shots depicting the different functions discussed. Labels shall be used to explain the buttons on the screen shots.

## Online Help

## Online help will be provided through the software application with an icon that gives brief definitions of the buttons used on that particular screen. Feedback about the application can also be provided through the Apple App Store. This feedback will be monitored regularly to assist in the creation of required updates and software bug fixes. The application shall be easy to use with little or no initial instructions necessary.

## Installation Guides, Configuration, and Read Me File

## There will be no installation guide since the instructions are simple and will be provided as part of the User’s Manual. Additionally, the software will be updated through the Apple App Store as required or requested by customers. Updates will be available for download through the user’s wireless connection or across the 3G network or newer version.

## Labeling and Packaging

## There is no labeling and/or packaging required since the application shall only be available via download from the Apple App Store.

Some GUI’s that will be used are defined in the table below:

#

# Buttons

|  |  |  |
| --- | --- | --- |
| C:\Users\obi\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\KZMU1RNU\MC900431495[1].png | Home | Organize your calendar and your life with Schedule360 on your iPhone device and keep your life up to date on all of your other mobile devices  |
| C:\Users\obi\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\EGZXX75B\MC900434804[1].png | Calendar | Access your calendar on Schedule360. Organize your life with due dates and never miss your appointments.  |
|  | Settings | Personalize your Schedule360 settings in one convenient place—network, photos, and more. Set up Picture Frame, calendar accounts, synching and backup options and contacts. Manage your cellular data account. Set an auto-lock and a passcode for security.  |
|  | Synchronize Devices | Synchronize your calendar with your other computing devices and other scheduling software such as Outlook, Yahoo and Google Calendar. Sync over the Internet with work and home calendars. |