



# Product Requirements Document

## SOS - Transport Providers

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## 1. PURPOSE OF DOCUMENT

The purpose of this document is to identify the requirements to allow Transport Providers to update their route availability in the event of closure and for subscribers to be notified of them. It will also detail any existing issues that are currently outstanding with the SOS web application.

## 2. EXISTING PRODUCT OVERVIEW

The current SOS web application manages information about school closures and notifies members of the public that have subscribed to the service. Schools can login to the system and update their status along with any supporting notices. The web app also allows for users to subscribe to receive all highway alerts and view any information uploaded about Transport providers.

The website provides invaluable information to parents about the status of schools during adverse weather condition and currently has approximately 1800 users subscribed to receive email alerts. The information provided is largely dependent on schools updating in a timely manner although updates can be made by the administrator.

The application has been configured to create accounts for Transport Providers but at present this information isn't used. Notifications are sent via email as it is believed the additional costs incurred to use SMS to provide notifications are too high. Consideration of SMS notifications is outside of scope of this work.

## 3. CURRENT SITUATION

### 3.1 Overview

Currently the SOS application cannot provide notifications about the Transport Providers to those affected by routes being closed. During adverse weather, telephone calls increase significantly between transport providers, schools, parents and CBC all trying to relay or obtain information about whether routes are open and transport is running. Parents phone schools or the CBC transport teams to check on routes and CBC will contact parents directly for those with children at special schools. Each school may have multiple transport providers and each Transport Provider may have multiple routes serving many schools.

### 3.2 Issues

There are a number of issues with the application in its current state:

- Parents currently can't subscribe to Transport alerts affecting their chosen schools
- Increased phone traffic during adverse weather to obtain Transport updates between schools, transport providers, CBC and parents
- User passwords are visible to admins within SOS creating a security risk
- No ability to pre-date school closures in the event of strike action or polling days
- Administrator function is unfriendly – no ability to search or sort

## **4. SCOPE**

The following items have been identified as being within scope or outside:

### **4.1 In Scope**

- Amendments to the existing applications to improve functionality and security
- Creation of Transport Providers and their associated routes
- Provision of access to Transport Providers to allow updates to be administered
- The ability for Parents to subscribe to route information

### **4.2 Out of Scope**

- Implementation of SMS notifications
- Management of Transport Provider contracts
- Management of Children on specific routes

## 5. REQUIREMENTS

The following table identifies the requirements around the subscription and notification of route availability from Transport Providers. Prioritisation method used is the MoSCoW rule where; M = Must have, S = Should Have, C = Could Have and W = Would like to/won't Have:

No	Requirement	Additional Info	Priority (MoSCoW)	Notes
1.	Transport Providers to be given and/or reminded of their login access to SOS	Access required for the TP's to update information about their routes	M	Access support and training may be required. Additional communications will be required to send to those already on the system
2.	Transport Provider records to be linked to schools via a route association	There needs to be the ability to 'add route' between a Transport Provider and a school and provide details to include route number	M	A single TP may run multiple routes to one school
3.	Transport Providers to be able update the status of their routes	Status examples: Running, Closed, Partially Closed	S	
4.	The ability for Transport Providers to update routes individually or 'update all' in the instance of total closure of all routes	Routes need to be visible along with associated schools to allow one or multiple closures	S	One or all routes should be able to be closed
5.	'Free Text' to be available to add information into when closing any route	This would be added to the notification to provide further detail if required	M	Optional field
6.	Parents to be able to request transport notifications by school	Parents need to be able to receive timely notifications about Transport routes that affect their child(ren) in the case of adverse weather conditions or localised problems with transport	M	Route numbers change each year and therefore to minimise the amount of administration required by parents the subscription needs to be independent of routes
7.	Notifications to be sent out to Schools in the event that a closed route impacts the school	This would be an automated email for information purposes and sent to a nominated email address and include the route number	S	The school will communicate this information further as it sees fit

8.	Notifications to be sent out to subscribed parents in the event of a closed route	This would be an automated email for information purposes and sent to a nominated email address and include the route number	M	For security purposes only route numbers will be provided rather than specific locations
9.	Subscriber passwords to be hidden from admin view	Currently an admin can see the passwords of users who have subscribed to the SOS services.	S	For security purposes passwords should not be visible to admins
10.	Ability for SOS Admins to update route statuses where applicable	Admins will always need to ability to update route statuses as they can school statuses currently	M	This is useful in the instances where TP's can't use the application
11.	SOS Admins to amend/update/remove routes and create the associations between schools	Admins need the ability to manage the route in the application so the relevant information is visible to the Transport providers	M	
12.	Transport providers to receive a notification if an associated school closes	If a school closes via the SOS app and a Transport provider is associated via a route link then a notification should be automatically sent	S	This should not be the only form of communication but support other means
13.	The ability for the administrator to send a communication to all subscribers of the SOS application	There may be an instance when the administrator is required to communicate to all subscribers (e.g. housekeeping purposes to identify active/inactive users)	C	Careful consideration would need to be given before sending a notification to all users
14.	To be able to remove subscribers to the SOS application	This could be based on 'last used' or where duplicates exist	C	General housekeeping
15.	To provide the ability for users to unsubscribe to the alert on each notification that is sent out	Links will be needed to remove users from the application	S	General housekeeping to prevent spam
16.	To be able to pre-date school closures	This allows pre planned closures to be added to the system and notifications to be sent out	C	Currently closures have to be updated on the day they happen
17.	When users have selected to receive notification of 'All schools' this should incorporate any new schools added to the system since their registration	'Register for all schools & services' is an option on the front screen of SOS. New schools should automatically be included in the 'All' list	C	
18.	The ability to filter the front screen of schools by open/closed am/pm	Currently if you're looking for closed schools on the front page you have to scroll through them all	S	

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19.	The ability to search/sort users in the admin part of the system	Currently the only way to find those registered on the system is to scroll through page after page	S	
20.	The creation of different Administrator log ins	Currently Admin logins are split by schools and transport but there needs to be a high level one that accesses both areas	S	Roles and responsibilities matrix at the end of this document

## 6. ROLES & RESPONSIBILITIES

The table below identifies the different accounts required within SOS and their access/function.

Function	User Group				
	System Admin	School Admin	Transport Admin	Transport User	Parent/Subscriber (portal)
Create/Update user account	✓				✓
View User account	✓	✓		✓	✓
Create/Update School account	✓	✓			
View School account	✓	✓	✓		
Create/Update Transport account	✓		✓		
View Transport account	✓	✓	✓		
Add/Amend Route Association	✓		✓		
Reset Password (system)	✓	✓			
Reset Password (portal)					✓
Send global email	✓				
Update route status	✓			✓	

## 7. ASSUMPTIONS

This document has been created based on the following assumptions:

- A change to the SOS system to incorporate Transport Providers route statuses does not negate the need for some additional communications. This is an information service and exists to provide timely updates to those effected but shouldn't be relied upon solely
- Changes will not be made in time for winter of 2013
- The management of Transport Providers and the routes awarded to them is outside the scope of SOS and is not administered by the system
- The information about the children on each bus/taxi is not held within SOS
- The number of Transport Providers and associated routes is a manageable number to administer within the system
- That each mode of transport only contains students going to one school and is not mixed. If a route contains pick-ups to multiple schools further consideration will need to be given to allow a link between a route and more than one school



## **8. RECOMMENDATIONS**

This paper recommends that the documented requirements are prioritised for development and detailed further where applicable.

A specific recommendation that is made is regarding the subscription by parents to receive route notifications. As routes change on a yearly basis it is felt that parents shouldn't have to administer their SOS account to subscribe to specific routes to replicate these amendments. Therefore it is recommended that parents subscribe to receive transport updates based on the school alerts they sign-up to. Parents may receive information that isn't pertinent to their affected route but this is preferable than to assume they would remember to update SOS on a yearly basis (or when routes change).

## **9. FUTURE CONSIDERATIONS**

Further developments in the future may be considered externally to this project. These include (but are not limited to); the creation of a Mobile App to allow push notification alerts along with emails, to extend the SOS system to be a 'Service Open Status' rather than just schools. This may include information relating to libraries, Customer Service Centres, Day Care Centres etc.

## 10. DOCUMENT REVIEW

### Document Ownership

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### Document Version Control

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### Distribution

Name	Role	Version	Date
Pete Hardy	Compliance & Risk Adviser	0.2	21/10/13
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### Authorisation

Name	Role	Date Approved