

Waterfall Project Part 1

SMS Traffic Management System

January 28, 2025

COPED

**Document 1- Business case document template**

* Why is this project initiated?
* The project is initiated to address the current problems with the outdated and inefficient SMS traffic management system, which is leading to delayed message delivery, poor customer experience, and revenue loss.
* The company wants to enhance a modern and efficient SMS traffic management system that can provide real-time visibility, automate manual processes, and offer advanced data analysis capabilities, thereby improving customer experience and increasing revenue.
* What are the current problems?

The current problems with the SMS traffic management system are:

1. Delayed message delivery

2. Poor customer experience

3. Revenue loss

4. Lack of real-time visibility

5. Inefficient manual processes

6. Limited data analysis capabilities

* With this project how many problems could be solved?
* This project has the potential to solve the following problems:

**1. Delayed message delivery:** The new system will provide real-time visibility and automated data analysis, enabling the company to identify and resolve issues quickly.

**2. Poor customer experience:** The new system will improve message delivery times and reduce errors, leading to a better customer experience.

**3. Revenue loss:** The new system will optimize SMS traffic management, reducing costs associated with manual processes and increasing revenue.

**4. Lack of real-time visibility:** The new system will provide real-time visibility into SMS traffic, enabling the company to make informed decisions.

**5. Inefficient manual processes:** The new system will automate manual processes, reducing the workload and improving efficiency.

**6. Limited data analysis capabilities:** The new system will offer advanced data analysis capabilities, enabling the company to gain insights and make data-driven decisions.

* What are the resources required?
* **Human Resources:** Project managers, Senior Java Developer, Java developer, Network admin, DB admin, testers, BA, and other IT professionals
* **Financial Resources:** 10 Lakh INR budget provided by the company.
* **Technical Resources:** Hardware, software tools, and new modules needed for development, testing, and deployment / implementation.
* How much organizational change is required to adopt this technology?
* The organizational change required to adopt this technology is significant, as it involves:

1. Enhancing the current SMS traffic management system.

2. Training users and technical staff on the updated system.

3. Establishing new support processes.

4. Adapting to new technology and workflows.

The company will need to invest time and resources in training and supporting employees to ensure a smooth transition.

* Time frame to recover ROI?
* The time frame to recover ROI is not explicitly stated, but based on the project objectives, it is expected that the new system will:

1. Improve customer experience and increase revenue.

2. Reduce costs associated with manual processes.

3. Optimize SMS traffic management.

Assuming the project is successful, the company can expect to recover its investment within 1-2 years, depending on the actual benefits realized.

* How to identify Stakeholders?
* The stakeholders for this project can be identified as:

1. Project team members from the client community and ITS.

2. End-users of the SMS traffic management system.

3. Technical staff responsible for maintaining the system.

4. Management and decision-makers who will be impacted by the project.

5. Customers who will benefit from improved message delivery times and reduced errors.

**Document 2: BA Strategy**

As a business analyst, what are the steps that you would need to follow to complete a project-What Elicitation Techniques to apply, how to do Stakeholder Analysis RACI/ILS, What Documents to Write, What process to follow to Sign off on the Documents, How to take Approvals from the Client, What Communication Channels to establish n implement, How to Handle Change Requests, How to update the progress of the project to the Stakeholders, How to take signoff on the UAT-Client Project Acceptance Form)

**Elicitation Techniques:**

**1. Interviews:** Conduct interviews with stakeholders to gather requirements and understand their needs.

**2. Surveys:** Conduct surveys to gather information from a larger group of stakeholders.

**3. Workshops:** Conduct workshops to gather requirements and facilitate discussion among stakeholders.

**4. Observation:** Observe the current system and processes to identify areas for improvement.

**5. Document analysis:** Analyse existing documents and reports to gather information.

**Stakeholder Analysis:**

**1. Identify stakeholders:** Identify all stakeholders who will be impacted by the project, including project team members, end-users, technical staff, and management.

**2. RACI (Responsibility Assignment Matrix):** Create a RACI chart to identify the roles and responsibilities of each stakeholder.

* R: Responsible for the task
* A: Accountable for the task
* C: Consulted on the task
* I: Informed of the task

**3. ILS (Influence-Level-Stake):** Create an ILS chart to identify the level of influence and stake of each stakeholder.

 - I: High influence, high stake

 - L: Low influence, low stake

 - S: High influence, low stake

 - H: Low influence, high stake

**Documents to Write:**

**1. Business Requirements Document (BRD):** Write a BRD to document the business requirements and stakeholders' needs.

**2. Functional Requirements Document (FRD):** Write a FRD to document the functional requirements.

**3. Non-Functional Requirements Document (NFRD):** Write a NFRD to document the non-functional requirements.

**4. Project Plan:** Write a project plan to outline the project scope, timeline, budget, and resources.

**5. Test Plan:** Write a test plan to outline the testing approach and strategy.

**Sign off on Documents:**

1. Obtain sign off from stakeholders on the BRD, FRD, and NFRD.

2. Obtain sign off from the project sponsor on the project plan.

3. Obtain sign off from the testing team on the test plan.

**Approvals from Client:**

1. Obtain approval from the client on the project plan and budget.

2. Obtain approval from the client on the test plan and testing approach.

3. Obtain approval from the client on the final product and implementation plan.

**Communication Channels:**

1. Establish a project website to share information and updates.

2. Establish a project email list to communicate with stakeholders.

3. Establish regular project meetings to discuss progress and issues.

4. Establish a project dashboard to track progress and metrics.

**Handle Change Requests:**

1. Establish a change management process to handle change requests.

2. Evaluate the impact of change requests on the project scope, timeline, and budget.

3. Obtain approval from the client and stakeholders on change requests.

4. Update the project plan and documents to reflect changes.

**Update Progress:**

1. Establish a project status report to track progress and metrics.

2. Provide regular updates to stakeholders on project progress and issues.

3. Use the project dashboard to track progress and metrics.

4. Conduct regular project meetings to discuss progress and issues.

**Take Signoff on UAT-Client Project Acceptance Form:**

1. Conduct UAT with the client to ensure that the system meets their requirements.

2. Obtain sign off from the client on the UAT results.

3. Document the client's acceptance of the project in the client project acceptance form.

4. Obtain final sign off from the client on the project.

By following this BA approach strategy, we can ensure that the project is completed on time, within budget, and to the satisfaction of the client and stakeholders.

**Document 3- Functional Specifications**

|  |  |
| --- | --- |
| **Project name** | SMS Traffic Management System |
| **Customer name** | Techno Solutions |
| **Project Version** | Version 1.1.0 |
| **Project Sponsor** | Prashant Kumar |
| **Project Manager** | Vaibhav Kumar |
| **Project Initiation date** | 28-Jun-23 |

**Functional Requirement specifications:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Req ID**  |  **Req Name**  |  **Req Description**  |  **Priority**  |
|  FR1  |  Real-time Visibility  |  Provide real-time visibility into SMS traffic  |  High  |
|  FR2  |  Automated Data Analysis  |  Automate data analysis and reporting  |  High  |
|  FR3  |  Customizable Dashboards  |  Provide customizable dashboards for users  |  Medium  |
|  FR4  |  User Management  |  Implement user management and access control  |  Medium  |
|  FR5  |  Integration with Existing Systems  |  Integrate with existing systems and infrastructure  |  Low  |
|  FR6  |  Data Export and Import  |  Provide data export and import capabilities  |  Low  |
|  FR7  |  Alert and Notification System  |  Implement an alert and notification system  |  Medium  |
|  FR8  |  Search and Filtering  |  Provide search and filtering capabilities  |  Low  |
|  FR9  |  Drill-down Capabilities  |  Provide drill-down capabilities for detailed analysis  |  Medium  |
|  FR10  |  Support for Multiple Data Formats  |  Support multiple data formats  |  Low  |
|  FR11  |  Automated Report Generation  |  Automate report generation and scheduling  |  Medium  |
|  FR12  |  Support for Ad-hoc Reporting  |  Support ad-hoc reporting and querying  |  Low  |
|  FR13  |  Data Visualization  |  Provide data visualization and charting capabilities  |  Medium  |
|  FR14  |  Support for Multiple Languages  |  Support multiple languages  |  Low  |
|  FR15  |  User-defined Alerts and Notifications  |  Allow users to define custom alerts and notifications  |  Medium  |
|  |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Req ID**  |  **Req Name**  |  **Req Description**  |  **Priority**  |
|  NFR1  |  System Availability  |  Ensure system availability and uptime  |  High  |
|  NFR2  |  System Performance  |  Ensure system performance and response times  |  High  |
|  NFR3  |  Data Security  |  Ensure data security and integrity  |  High  |
|  NFR4  |  Scalability  |  Ensure system scalability and flexibility  |  Medium  |
|  NFR5  |  Usability  |  Ensure system usability and user experience  |  Medium  |
|  NFR6  |  Maintainability  |  Ensure system maintainability and supportability  |  Medium  |
|  NFR7  |  Compatibility  |  Ensure system compatibility with different devices and browsers  |  Low  |
|  NFR8  |  Disaster Recovery  |  Ensure disaster recovery and backup capabilities  |  Low  |
|  NFR9  |  Compliance  |  Ensure compliance with industry standards and regulations  |  High  |
|  NFR10  |  Support for Auditing and Logging  |  Provide support for auditing and logging  |  Medium  |

**Document 4- Requirement Traceability Matrix**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Req ID**  |  **Req Name**  |  **Req Description**  |  **Design**  |  **D1**  |  **T1**  |  **D2**  |  **T2**  |  **UAT**  |
|  FR1  |  Real-time Visibility  |  Provide real-time visibility into SMS traffic  | Yes |  Done  |  Pass | Yes | Pass |  Pending  |
|  FR2  |  Automated Data Analysis  |  Automate data analysis and reporting  | Yes |  Done  |  Pass | Yes | Pass |  Pending  |
|  FR3  |  Customizable Dashboards  |  Provide customizable dashboards for users  | Yes |  Done  |  Pass | Yes | Pass |  Pending  |
|  FR4  |  User Management  |  Implement user management and access control  | Yes |  Done  |  Pass | Yes | Pass |  Pending  |
|  FR5  |  Integration with Existing Systems  |  Integrate with existing systems and infrastructure  | Yes |  Done  |  Pass | Yes | Pass |  Pending  |
|  FR6  |  Data Export and Import  |  Provide data export and import capabilities  | Yes |  Done  |  Pass | Yes | Pass |  Pending  |
|  FR7  |  Alert and Notification System  |  Implement an alert and notification system  | Yes |  Done  |  Pass | Yes | Pass |  Pending  |
|  FR8  |  Search and Filtering  |  Provide search and filtering capabilities  | Yes |  Done  |  Pass | Yes | Pass |  Pending  |
|  FR9  |  Drill-down Capabilities  |  Provide drill-down capabilities for detailed analysis  | Yes |  Done  |  Pass | Yes | Pass |  Pending  |
|  FR10  |  Support for Multiple Data Formats  |  Support multiple data formats  | Yes |  Done  |  Pass | Yes | Pass |  Pending  |
|  FR11  |  Automated Report Generation  |  Automate report generation and scheduling  | Yes |  Done  |  Pass | Yes | Pass |  Pending  |
|  FR12  |  Support for Ad-hoc Reporting  |  Support ad-hoc reporting and querying  | Yes |  Done  |  Pass | Yes | Pass |  Pending  |
|  FR13  |  Data Visualization  |  Provide data visualization and charting capabilities  | Yes |  Done  |  Pass | Yes | Pass |  Pending  |
|  FR14  |  Support for Multiple Languages  |  Support multiple languages  | Yes |  Done  |  Pass | Yes | Pass |  Pending  |
|  FR15  |  User-defined Alerts and Notifications  |  Allow users to define custom alerts and notifications  | Yes |  Done  |  Pass | Yes | Pass |  Pending  |
|  NFR1  |  System Availability  |  Ensure system availability and uptime  | Yes |  Done  |  Pass | Yes | Pass |  Pending  |
|  NFR2  |  System Performance  |  Ensure system performance and response times  | Yes |  Done  |  Pass | Yes | Pass |  Pending  |
|  NFR3  |  Data Security  |  Ensure data security and integrity  | Yes |  Done  |  Pass | Yes | Pass |  Pending  |
|  NFR4  |  Scalability  |  Ensure system scalability and flexibility  | Yes |  Done  |  Pass | Yes | Pass |  Pending  |
|  NFR5  |  Usability  |  Ensure system usability and user experience  | Yes |  Done  |  Pass | Yes | Pass |  Pending  |
|  NFR6  |  Maintainability  |  Ensure system maintainability and supportability  | Yes |  Done  |  Pass | Yes | Pass |  Pending  |
|  NFR7  |  Compatibility  |  Ensure system compatibility with different devices and browsers  | Yes |  Done  |  Pass | Yes | Pass |  Pending  |
|  NFR8  |  Disaster Recovery  |  Ensure disaster recovery and backup capabilities  | Yes |  Done  |  Pass | Yes | Pass |  Pending  |
|  NFR9  |  Compliance  |  Ensure compliance with industry standards and regulations  | Yes |  Done  |  Pass | Yes | Pass |  Pending  |
|  NFR10  |  Support for Auditing and Logging  |  Provide support for auditing and logging  | Yes |  Done  |  Pass | Yes | Pass |  Pending  |

**Note:**

- D1: Design review 1

- T1: Testing 1

- D2: Design review 2

- T2: Testing 2

- UAT: User Acceptance Testing

- Done: Requirement is complete

- Passed: Requirement has passed the corresponding review or testing phase

- Pending: Requirement is pending review or testing

- Implemented: Requirement has been implemented in the system

This matrix shows the status of each requirement throughout the development process, from design to testing to implementation. It helps to ensure that all requirements are met and that the system is thoroughly tested before deployment.

**Document 5- BRD Template**

**Project Name:** SMS Traffic Management System

**Project ID:** P-2023-001-SMS-TMS

**Version:** 1.1.0

**Author:** Rahul Kumar

1. **Document Revisions**

|  |  |  |
| --- | --- | --- |
| **Date**  |  **Version Number**  |  **Document Changes**  |
|  January 20, 2025  | 1 |  Initial document creation, including project overview, business requirements, and technical specifications  |
|  January 22, 2025  | 1.1 |  Updated business requirements to include additional stakeholder feedback, revised project timeline and budget  |
|  January 24, 2025  | 1.2 |  Added technical specifications for system architecture and infrastructure, updated development lead and quality lead roles  |
|  January 26, 2025  | 1.3 |  Revised users experience lead role and responsibilities, updated content lead role and responsibilities  |
|  January 28, 2025  | 1.4 |  Finalized document, including all approvals and signatures, updated project sponsor and business owner roles  |

**2. Approvals**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Role**  |  **Name**  |  **Title**  |  **Signature**  |  **Date**  |
|  Project Sponsor  |  Arjun Singh  |  Director of Operations  |  Arjun Singh  |  January 28, 2025  |
|  Business Owner  |  Priya Sharma  |  Business Owner  |  Priya Sharma  |  January 28, 2025  |
|  Project Manager  |  Arjun Singh  |  Project Manager  |  Arjun Singh  |  January 28, 2025  |
|  System Architect  |  Rohan Jain  |  System Architect  |  Rohan Jain  |  January 28, 2025  |
|  Development Lead  |  Asutosh Gupta  |  Development Lead  |  Asutosh Gupta  |  January 28, 2025  |
|  User Experience Lead  |  Ramesh Kumar  |  User Experience Lead  |  Ramesh Kumar  |  January 28, 2025  |
|  Quality Lead  |  Suresh Patel  |  Quality Lead  |  Suresh Patel  |  January 28, 2025  |
|  Content Lead  |  Nalini Iyer  |  Content Lead  |  Nalini Iyer  |  January 28, 2025  |

**3. RACI Chart for This Document**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Business Req. ID**  |  **Description**  |  **R** |  **A** |  **C** |  **I** |
| BR001 |  Real-time Visibility  |  Asutosh Gupta  |  Arjun Singh  |  Priya Sharma  |  Users, Customers, Management  |
| BR002 |  Automated Data Analysis  |  Asutosh Gupta  |  Arjun Singh  |  Priya Sharma  |  Users, Customers, Management  |
| BR003 |  Customizable Dashboards  |  Asutosh Gupta  |  Arjun Singh  |  Priya Sharma  |  Users, Customers, Management  |
| BR004 |  User Management  |  Asutosh Gupta  |  Arjun Singh  |  Priya Sharma  |  Users, Customers, Management  |
| BR005 |  Integration with Existing Systems  |  Asutosh Gupta  |  Arjun Singh  |  Priya Sharma  |  Users, Customers, Management  |
| BR006 |  Data Export and Import  |  Asutosh Gupta  |  Arjun Singh  |  Priya Sharma  |  Users, Customers, Management  |
| BR007 |  Alert and Notification System  |  Asutosh Gupta  |  Arjun Singh  |  Priya Sharma  |  Users, Customers, Management  |
| BR008 |  Search and Filtering  |  Asutosh Gupta  |  Arjun Singh  |  Priya Sharma  |  Users, Customers, Management  |
| BR009 |  Drill-down Capabilities  |  Asutosh Gupta  |  Arjun Singh  |  Priya Sharma  |  Users, Customers, Management  |
| BR010 |  Support for Multiple Data Formats  |  Asutosh Gupta  |  Arjun Singh  |  Priya Sharma  |  Users, Customers, Management  |
| BR011 |  Automated Report Generation  |  Asutosh Gupta  |  Arjun Singh  |  Priya Sharma  |  Users, Customers, Management  |
| BR012 |  Support for Ad-hoc Reporting  |  Asutosh Gupta  |  Arjun Singh  |  Priya Sharma  |  Users, Customers, Management  |
| BR013 |  Data Visualization  |  Asutosh Gupta  |  Arjun Singh  |  Priya Sharma  |  Users, Customers, Management  |
| BR014 |  Support for Multiple Languages  |  Asutosh Gupta  |  Arjun Singh  |  Priya Sharma  |  Users, Customers, Management  |
| BR015 |  User-defined Alerts and Notifications  |  Asutosh Gupta  |  Arjun Singh  |  Priya Sharma  |  Users, Customers, Management  |

**4. Introduction**

**4.1. Business Goals**

The business goals of the SMS Traffic Management System project are to:

- Improve customer experience by reducing message delivery delays and increasing message throughput

- Increase revenue by optimizing SMS traffic management and reducing costs associated with manual processes

- Enhance the company's competitiveness by providing a modern and efficient SMS traffic management system

**4.2. Business Objectives**

The business objectives of the project are to:

- Develop a centralized platform for monitoring and analyzing SMS traffic in real-time

- Automate data analysis and reporting to improve decision-making

- Provide customizable dashboards for users to improve their experience

- Implement user management and access control to ensure security and compliance

**4.3. Business Rules**

The business rules of the project are to:

- Ensure that all SMS traffic is monitored and analyzed in real-time

- Automate data analysis and reporting to reduce manual errors and improve efficiency

- Provide customizable dashboards for users to improve their experience and productivity

- Implement user management and access control to ensure security and compliance

**4.4. Background**

The SMS Traffic Management System project was proposed and initiated to address the business issues and problems identified in the current system. The current system is outdated and inefficient, leading to problems such as delayed message delivery, poor customer experience, and revenue loss. The expected benefit of implementing the project is to improve customer experience, increase revenue, and enhance the company's competitiveness.

**4.5. Project Objective**

The project objective is to develop a modern and efficient SMS traffic management system that provides real-time visibility into SMS traffic, automates data analysis and reporting, and offers advanced data analysis capabilities. The system will be aligned with the business objectives and will interact with other systems to ensure seamless integration.

**4.6. Project Scope**

The project scope includes the development of a centralized platform for monitoring and analysing SMS traffic in real-time, automating data analysis and reporting, providing customizable dashboards for users, and implementing user management and access control.

**4.6.1. In Scope Functionality**

The in-scope functionality includes:

- Real-time visibility into SMS traffic

- Automated data analysis and reporting

- Customizable dashboards for users

- User management and access control

- Integration with existing systems and infrastructure

- Data export and import capabilities

- Alert and notification system

- Search and filtering capabilities

- Drill-down capabilities for detailed analysis

- Support for multiple data formats

- Automated report generation and scheduling

- Support for ad-hoc reporting and querying

- Data visualization and charting capabilities

- Support for multiple languages

- User-defined alerts and notifications

**4.6.2. Out Scope Functionality**

The out-scope functionality includes:

- Development of a new database management system

- Integration with third-party systems and applications

**5. Assumptions**

The assumptions of the project are:

- The current system is inefficient for real time SMS traffic monitoring.

- The new modules will be developed using modern technologies and frameworks

- The users will be trained on the new modules.

- The new enhancement will be integrated with existing systems and infrastructure

**6. Constraints**

The constraints of the project are:

- Time: The project must be completed within 6 months

- Budget: The project budget is Rs. 1,000,000.00

- Resources: The project team will consist of 5 members

- Technology: The project will be developed using modern technologies and frameworks

**7. Risks**

The risks of the project are:

- Delay in completion of the project

- Exceeding the budget

- Lack of resources and expertise

- Technical issues and bugs

- Change in requirements and scope

**Technological Risks**

The technological risks of the project are:

- New technology issues that could affect the project

- Compatibility issues with existing systems and infrastructure

- Technical debt and maintenance issues

**Skills Risks**

The skills risks of the project are:

- Lack of expertise and experience in the project team

- Difficulty in finding and hiring skilled resources

- Training and development of the project team

**Political Risks**

The political risks of the project are:

- Change in management and leadership

- Shift in business priorities and objectives

- Regulatory and compliance issues

**Business Risks**

The business risks of the project are:

- Cancellation of the project

- Delay in completion of the project

- Exceeding the budget

- Lack of return on investment

**Requirements Risks**

The requirements risks of the project are:

- Incorrectly captured requirements

- Changing requirements and scope

- Lack of clarity and definition in requirements

**Other Risks**

The other risks of the project are:

- Natural disasters and unforeseen events

- Security and data breaches

- Reputation and brand damage

**8. Business Process Overview**

The business process overview of the SMS Traffic Management System project includes the following phases:

**1. Message Receipt:** The system receives SMS messages from various sources and other systems.

**2. Message Processing:** The system processes the received messages, including routing, filtering, and formatting.

**3. Message Delivery:** The system delivers the processed messages to the intended recipients.

**4. Message Analysis:** The system analyses the messages, including tracking delivery status, message content, and recipient responses.

**5. Reporting and Alerting:** The system generates reports and alerts based on the message analysis, including notifications of delivery failures, message content, and recipient responses.

The overall process flow is as follows:

Message Receipt → Message Processing → Message Delivery → Message Analysis → Reporting and Alerting

**8.1. Legacy System (AS-IS)**

The legacy system is a manual process that relies on multiple systems and manual intervention to manage SMS traffic. The process is as follows:

1. Message Receipt: Messages are received through a manual process, including manual entry of message content and recipient information.

2. Message Processing: Messages are processed manually, including routing, filtering, and formatting.

3. Message Delivery: Messages are delivered manually, including printing and mailing of messages.

4. Message Analysis: Message analysis is performed manually, including tracking delivery status, message content, and recipient responses.

5. Reporting and Alerting: Reporting and alerting are performed manually, including generating reports and sending alerts via email or phone.

The legacy system has several challenges, including:

- Manual errors and inconsistencies

- Lack of automation and efficiency

- Limited scalability and flexibility

- Poor reporting and alerting capabilities

The process flow diagram for the legacy system is as follows:



**8.2.. Proposed Recommendations (TO-BE)**

The proposed system is designed to address the challenges of the legacy system and provide a modern and efficient SMS traffic management system. The proposed system includes the following features:

- Automated message receipt and processing

- Real-time message delivery and analysis

- Automated reporting and alerting

- Scalable and flexible architecture

- User-friendly interface and customizable dashboards

The proposed system will address the challenges of the legacy system by:

- Reducing manual errors and inconsistencies

- Increasing automation and efficiency

- Improving scalability and flexibility

- Enhancing reporting and alerting capabilities

The process flow diagram for the proposed system is as follows:



**9. Business Requirements**

The business requirements for the SMS Traffic Management System project are as follows:

**Functional Requirements**

- Real-time message receipt and processing

- Automated message delivery and analysis

- Customizable dashboards and reporting

- User management and access control

- Integration with existing systems and infrastructure

- Data export and import capabilities

- Alert and notification system

- Search and filtering capabilities

- Drill-down capabilities for detailed analysis

- Support for multiple data formats

- Automated report generation and scheduling

- Support for ad-hoc reporting and querying

- Data visualization and charting capabilities

- Support for multiple languages

- User-defined alerts and notifications

**Non-Functional Requirements**

- System availability and uptime

- System performance and response times

- Data security and integrity

- Scalability and flexibility

- Usability and user experience

- Maintainability and supportability

- Compatibility with different devices and browsers

- Disaster recovery and backup capabilities

- Compliance with industry standards and regulations

The business requirements are categorized by priority and area of functionality as follows:

**High Priority**

- Real-time message receipt and processing

- Automated message delivery and analysis

- Customizable dashboards and reporting

- User management and access control

**Medium Priority**

- Integration with existing systems and infrastructure

- Data export and import capabilities

- Alert and notification system

- Search and filtering capabilities

- Drill-down capabilities for detailed analysis

**10. Appendices**

**10.1: List of Acronyms**

The following acronyms are used throughout this document:

- SMS: Short Message Service

- TMS: Traffic Management System

- CRM: Customer Relationship Management

- ERP: Enterprise Resource Planning

- API: Application Programming Interface

- JSON: JavaScript Object Notation

- CSV: Comma Separated Values

- XML: Extensible Markup Language

**10.2: Glossary of Terms**

The following terms are used throughout this document:

SMS Traffic: The flow of SMS messages through the system

Message Receipt: The process of receiving SMS messages from external sources

Message Processing: The process of processing and analysing SMS messages

Message Delivery: The process of delivering SMS messages to intended recipients

Customizable Dashboards: User-configurable interfaces for viewing and analysing SMS traffic data

 Integration: The process of connecting the system to external systems and infrastructure

**10.3: Related Documents**

The following documents are related to the SMS Traffic Management System project:

- Project Charter: A document that outlines the project scope, objectives, and stakeholders

- Business Case: A document that outlines the business justification and benefits of the project

- Technical Requirements Document: A document that outlines the technical requirements and specifications of the system

- System Design Document: A document that outlines the system architecture and design

- Test Plan: A document that outlines the testing strategy and approach for the system