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Student ID (last 2 digits):_____ Batch_____

Daffodil International University

Faculty of Science & Information Technology

Department of Information Technology & Management

MID Examination, Summer 2026

Course Code: ITM321; Course Title: Software Documentation

Sections & Teachers: All

Time: **Marks: 25**

Answer ALL Questions

[The figures in the right margin indicate the full marks and corresponding course outcomes. All portions of each question must be answered sequentially.]

A city hospital is building **MediBook**, an online appointment system. Consider the following statements collected during requirements elicitation:

- **S1:** MediBook shall allow patients to book and manage doctor appointments online.
- **S2:** The system shall send an SMS confirmation within 1 minute of a successful booking.
- **S3:** Appointment records shall be stored for 3 years and indexed by patient ID, doctor and date.
- **S4:** MediBook shall show all reports.

The hospital director also said: *"The system should be simple to use, quick to respond, safe for patient data and should rarely go down."*

1	**Classify** statements S1, S2 and S3 as either a user requirement or a system requirement. **Explain** each classification by explaining how the two types of requirements differ.	4	**CLO1**
2	**Identify** which statement in the scenario suffers from requirements imprecision. **Explain** two different ways a patient and a developer might interpret it, and **rewrite** it as a precise requirement.	3	**CLO1**
3	**Explain** why a goal such as "ease of use" cannot be tested directly. **List** two metrics that can be used to make a non-functional requirement testable	2	**CLO2**
4	**Examine** the director's comment and **extract** four non-functional goals from it. **Rewrite** each goal as a verifiable non-functional requirement with a measurable metric.	4	**CLO2**
5	**Explain** whether natural language, a table or a diagram would best present each of the following, and justify your choice: (i) The overall purpose of MediBook for the hospital board. (ii) Doctors' available time slots across the week.	2	**CLO4**

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For parts 6 and 7, use two requirements taken from the scenario:

- **R1:** A patient should be able to book a doctor appointment online.
- **R2:** A patient should be able to cancel a booked appointment up to 2 hours before the slot.

6	Following **ISO/IEC/IEEE 29148:2018, write** R1 and R2 in **natural language** as both: **(i) User Requirements (StRS),** using the user story format with at least two *Given / When / Then* acceptance criteria each, including one refusal scenario; and **(ii) System Requirements (SyRS),** using EARS patterns with at least two requirements each, including one *unwanted behaviour* (If… then…) requirement.	4	**CLO3**
7	**Construct** R1 in the ISO/IEC/IEEE 29148:2018 **tabular format** as a User Requirement and R2 as a System Requirement.	6	**CLO3**

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