

# OmniNet: The Internet Everywhere

## Marketing Requirements Document

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## Table of Contents

<b>1.</b>	<b>Scope.....</b>	<b>2</b>
1.1	Terms Acronyms and Abbreviations.....	2
1.2	Applicable Documents.....	2
<b>2.</b>	<b>Required release date .....</b>	<b>3</b>
<b>3.</b>	<b>Description of requirements .....</b>	<b>3</b>
3.1	General technical requirements .....	3
3.1.1	Welcome .....	3
3.1.2	Payment.....	3
3.1.3	Internet Browser .....	3
3.1.4	Localization.....	3
3.1.5	Content Control.....	4
3.1.6	Session Termination.....	4
3.1.7	Confidentiality .....	4
3.2	Administration.....	4
3.2.1	Software Updates .....	4
3.2.2	View Users .....	5
3.2.3	Modify User .....	6
3.2.4	Terminate User .....	6

## 1. Scope

This document specifies the requirements for a family of Internet kiosks called Omninet. These kiosks shall provide cash, credit card, and debit card customers with simple, fast, reliable Internet access in public places for reasonable prices per minute of usage.

### 1.1 Terms Acronyms and Abbreviations

For the purposes of this project, the following abbreviations apply:

AS	Application Server
Cable	Cable high-speed Internet connection at least 128 KBPS
CC	Credit card (for payment): American Express, Visa, or MasterCard
CS	Communication Server
DBMS	Database Management System (server)
DC	Debit card (for payment): PLUS or Cirrus networks.
DSL	Digital Subscriber Line high-speed Internet connection (either asymmetric or symmetric) at least 128 KBPS
IE	The Internet Explorer Internet browser
KBPS	Kilobits per second
Kiosk	The free-standing Omninet Internet access point
Linux	Red Hat Linux Release 8.0 operating system
Opera	The Opera freeware Internet browser
PIN	Personal Identification Number (for debit card)
PSTN	Public Switched Telephone Network Internet connection (ordinary dial-up connectivity) at least 50 KBPS
URL	Universal resource locator
WS	Web Server
WXP	Windows XP Professional operating system

### 1.2 Applicable Documents

- [1] See the Omninet System Requirements Document for system design requirements
- [2] See the Omninet Screen Prototype Document for the kiosk and call center screens (currently unavailable).

## 2. Required release date

The first set of 1,000 Omninet kiosks shall be live, accepting payment and accessing the Internet, as of the financial third quarter.

## 3. Description of requirements

### 3.1 General technical requirements

Omninet shall give customers in airports, malls, theaters, and other public places access to the Internet.

Omninet shall provide call center agents with access to information about current and past kiosk sessions, as well as the ability to control current sessions.

#### 3.1.1 Welcome

Between sessions, each Omninet kiosk shall display an inviting welcome message (see screen prototype K.1).

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#### 3.1.2 Payment

Once a user navigates past the Welcome screen, the kiosk shall give the user the option to purchase a block of browser time in the Payment screen (see screen prototype K.2). The kiosk shall sell blocks of time in five (5) minute increments, up to one (1) hour.

The system accepts the following forms of payment:

- Cash (bills only) (see screen prototype K.3)
- Credit card (American Express, Visa, or Mastercard only) (see screen prototype K.4 and K.7)
- Debit card (PLUS or Cirrus networks only) (see screen prototype K.5 and K.7)

Once the current block of time is within sixty (60) seconds of expiration, the kiosk shall pop up a message asking if the user wants to purchase more time (see screen prototype K.9).

#### 3.1.3 Internet Browser

At the Welcome screen, each Omninet kiosk shall provide the user with a choice of the latest version of Netscape, Opera, or Internet Explorer (available on Windows kiosks only).

#### 3.1.4 Performance

On kiosks operating with a PSTN connection, users shall have greater than 50 KBPS connection speed.

On kiosks operating with DSL or cable connections, users shall have greater than 128 KBPS connection speed.

**3.1.5** Localization

Each Omninet kiosk shall be configured to operate in the primary local language for its installed locale.

In locales where multiple languages are commonly used, the Welcome screen shall present the user with the option to select the language for the session.

Each Omninet kiosk browser shall be configured to support all languages supported by the operating system and browser.

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**3.1.6** Content Control

Because Omninet users will access the Internet in public places, Omninet shall implement site blocking that prevents the display of pornographic, objectionable, lewd, obscene, or violent material.

Omninet shall protect each kiosk against sending or receiving a virus, worm, or other malicious code.

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**3.1.7** Session Termination

Users may terminate sessions in one of two ways:

- Logging out (no refund is given for unused time)
- Allowing time to expire.

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**3.1.8** Confidentiality

To protect user confidentiality – e.g., URLs visited – once a session terminates, each kiosk shall clear all cookies and other downloaded files, clear the URL history, exit the browser, and restart the browser at the Welcome screen.

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**3.2** Administration

**3.2.1** Software Updates

Under ordinary circumstances, software updates will take place automatically. At 2:00 AM local time, each kiosk shall connect to the server farm and ask for updates. Those updates include:

- Operating system or browser patches
- New network, modem, or graphics drivers
- New logos
- Updated per-minute payment rate tables

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- Virus, worm, malicious code, or other firewall definitions
- Blocked Web sites.

If there are no updates available, the kiosk shall disconnect.

If the update application on the application server tells the kiosk that it is overloaded, the kiosk shall disconnect, then retry at a later time. The delay for retry is a random period between ten (10) and sixty (60) minutes.

Call center agents may also push software updates to kiosks.

### 3.2.2 View Kiosks

Call center agents shall be able to browse a list of kiosks. For each kiosk, call center agents shall be able to see:

- Current operating system version
- Current browser version
- Total uptime since installation
- Total update since last software update
- Number of crashes, reboots, or other hard failures since last software update.

Kiosks shall connect to the server farm once per hour to report status.

If a kiosk is not connected to the server farm, the call center agent may force a connection to check status.

If a kiosk is down, that kiosk shall show up at the top of the list of kiosks, highlighted in red.

### 3.2.3 View Users

For those kiosks that have active users, call center agents shall have access to the following information:

- Current and past URLs.
- Credit or debit card number (if applicable)
- Name (if available from credit card validation)
- Amount paid for this session
- Blocks of time purchased
- Previous session (if available from credit card number and name)
- Paid time remaining

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3.2.4 Modify User

Call center agents shall be able to modify a user's session by adding blocks of time.

Supervisory override is required for an agent to add more than sixty (60) minutes of time per day.

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3.2.5 Terminate User

If a call center agent believes that a user is engaged in illegal, inappropriate, or fraudulent use of a session, the agent may terminate that session.

The user shall receive a refund for any unused time at the point of termination.

The user shall receive a message that the session was terminated for inappropriate activity. The message shall specify the amount of the refund.

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