

# Business Requirement Document (BRD)

CR No: \_\_\_\_\_

CR Description: **Mobile SIM Management-MSM**

Details:

<b>Name of the Requestor</b>	Badiani, Vishal - Nayara Energy <a href="mailto:vishal.badiani@nayaraenergy.com">vishal.badiani@nayaraenergy.com</a>
<b>Business Vertical</b>	Refinery
<b>Department</b>	Admin
<b>Project Sponsor</b>	IT
<b>Business IT Coordinator</b>	Chirag Agara
<b>Request Received Date</b>	Feb 25
<b>Expected Delivery Date</b>	TBD
<b>Project Category (update by Delivery team)</b>	New Project Minor Enhancement Major Enhancement

<b>Value</b>	<b>Rating</b>	<b>Description</b>
1	Critical	This requirement is critical to the success of the project. The project will not be possible without this requirement.
2	High	This requirement is high priority, but the project can be implemented at a bare minimum without this requirement.
3	Medium	This requirement is somewhat important, as it provides some value but the project can proceed without it.
4	Low	This is a low priority requirement, or a “nice to have” feature, if time and cost allow it.
5	Future	This requirement is out of scope for this project, and has been included here for a possible future release.



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## 1 Document Revisions

Date	Version No	Change Details
31-Mar-25	1.0	Initial BRD Preparation

## 2 Document Approvals

Role	Name	Action	Signature	Expected Date	Actual Date
Business Analyst	Chirag Agara	Prepared By			
COE		Approved By			
Business Head IT	Sathyanarayana Singh	Approved By			

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## 3 Change Request Preamble:

### 3.1 Project / CR Summary

#### 3.1.1 Objectives:

- Digitization of end-user's manual process to an online solution/portal.
- The objective of this development is to digitize their manual process like Mobile SIM activation/cancellation, SIM issuance, Porting, eSIM, Temporary suspension etc.

#### 3.1.2 Background:

- This will improve the productivity of Admin Team & end users for SIM Card Management standpoint.

#### 3.1.3 Value adds to the business with this change: -

Quantitative (Tangible) benefits	Qualitative (Intangible) benefits
System will be set	No manipulation
Automation on all the SIMs	Avoid errors

#### 3.1.4 Impact of not incorporating this change: -

- End-users has to continue with their manual process.

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## 4 Business Requirements

### 4.1 Current Business Process (As-Is)

As per the current process, HR and Admin team both are involved in this Mobile SIM Card process. HR plays the role of requester for various types of requests for employees and Admin plays the role of executer/handler for employees SIM management.

Following is the list of activities of current manual process:

- SIM issuance
- Activation of new SIM
- Deactivation of SIM
- Porting of COCP number
- Activation of eSIM
- SIM replacement
- Temporary Suspension
- Active International roaming for official usage / **Data card with CEO's approval**
- Active International roaming for personal usage
- ISD activation

Currently, this entire process is being managed manually, using outlook emails for communication and XLS file for managing & tracking employees SIM records.

ADMIN receives request from HR/HOD for Sim activation/cancelation, provides a mobile number to the employee and forwards the request to service provider.

ADMIN receives the bill from the service provider, Sends mail to HR for bill recovery.

As present there is no solution available to cater user's requirement.

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IT sends request for the Data Card issuance with approval from IT and HOD Administration.

## 4.2 Proposed Business Process (To-Be - Requirement)

As mentioned in above section, as on today, Mobile SIM Card management is dependent on department individuals and all the activities are being performed manually.

Admin team, being an owner of this process, requested IT team to provide a digital solution for this requirement. Admin team has requested to digitize this manual process into a digital platform.

Below is the list of activities along with activity owner department details:

#	Types of Requests	Current Approval Process
1	SIM issuance	HR
2	Activation of new SIM	HR
3	Deactivation of SIM	HR
4	Porting of COCP number	HR
5	Activation of eSIM	End-user
6	SIM replacement	End-user
7	Temporary Suspension	End-user
8	Active International roaming for official usage	CEO
9	Active International roaming for personal usage	Head HR / User concurrence
10	ISD activation	HOD

In the next section, sub tasks are explained in detail (step wise) for each activity.

### Expected benefits from proposed solution:

- Streamlined communication
- quickly respond to emergencies by having a centralized system for mobile communication
- Improve collaboration among teams and departments by having a centralized system
- improve efficiency and productivity
- Reduced paperwork and enhanced workspace
- Improvement in maintain data records and also time saving

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## Activation of new SIM

- Request received from HR along with Govt. ID proof (Adhar card) of user
- Admin received new SIM request.
- For issuance of SIM card admin action as per below:
- Select a SIM number[ 20 digit] from the available SIM stock. SIM stock format is following.

Sr. no.	Service provider	SIM number	Location	Given by
1	VI	1 to 20	Vadinar	Ravikumar Jha

- Admin sent Purchase Order to service provider (VI) for activation numbers as per TRAI format (manual process and over email of VI official)

S. No.	Name	Mobile No.	SIM No.	Designation	POI Document Type	POI Document No.	Address	Porting Code	Email ID	Rental Plan name
1	Ravikumar Jha	8435533662	1 to 20	Sr Manager	Adhaar	XYZ	XYZ	NA for new SIM, if porting request from then Porting code to be mentioned	XYZ	399

## Airtel PO

Sr.No	Mobile Number	Sim Number	EMP Name	DESIGNATION	Plan details
1	XXXXXXXXXX	8991922406942903XXXU	XYZ	Manager	Plan- INFINITY 349

- User should get automated email indicating that their SIM activation request is in process with PO date.
- SIM activation processing by VI authorized representative.



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- Admin Share s-KYC link to user (via email) for further processing.
- Completion of s-KYC process through user mobile
- SIM active

## Activation of Common SIM

- Request received from user along with Govt. ID proof (Adhar card) of user.
- Flow chart for approval.



- Select a SIM number form the available SIM stock. (Format is same as below)

Sr. no.	Service provider	SIM number	Location	Given by
1	VI	1 to 20	Vadinar	Ravikumar Jha

- Admin sent Purchase Order to service provider (VI) for activation numbers as per TRAI format (manual process and over email of VI official).

S. No.	Name	Mobile No.	SIM No.	Designation	POI Document Type	POI Document No.	Address	Email ID	Rental Plan name
1	Ravikumar Jha	84355 33662	1 to 20	Sr Manager	Adhaar	XYZ	XYZ	XYZ	349



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## Airtel PO

Sr.No	Mobile Number	Sim Number	EMP Name	DESIGNATION	Plan details
1	XXXXXXXXXX	8991922406942903XXXU	XYZ	Manager	Plan- INFINITY 349

- User should get automated email indicating that their SIM activation request is in process with PO date.
- SIM activation processing by VI authorized representative.
- Admin Share s-KYC link to user (via email) for further processing.
- Completion of s-KYC process through user mobile
- SIM active

## Deactivation of SIM (once employee leaving organization)

- Request received from HR
- Process the deactivation request through the service provider portal.
- After deactivation is completed, enter the request number in the MSM portal.
- Auto generated email is sent to HR for clearance that is confirming the deactivation.
- Airtel TAT 5 working days for deactivation.

## Porting of COCP number (ownership change)

- Request received from HR
- Admin Issue No Objection Certificate (NOC) to user.
- Final process at VI/Airtel store, converted into IOIP (Individual Owned Individual Payment)
- Issuance of New SIM once process done by VI/Airtel Store.
- User must go to the gallery for COCP to IOCP process. This is mandatory
- After completion of ownership change process, enter the request number in the MSM portal.
- Users submit their old SIM card to the Admin representative.
- Auto generated email is sent to HR for clearance that is confirming that number has converted into IOIP.

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## Activation of e-SIM

- Request received from User
- Admin raised request via mail to VI ([corporatecare.india@vodafoneidea.com](mailto:corporatecare.india@vodafoneidea.com))
- Received confirmation along with receipt from VI via email
- User follow process as per VI instruction to active e-SIM
- Airtel user do it in Airtel thanks app by themselves.

## SIM (old) replacement

- Request received from User
- Admin raised request via mail to VI/Airtel portal ([corporatecare.india@vodafoneidea.com](mailto:corporatecare.india@vodafoneidea.com))
- After level 1 Approval SIM card starts immediately.
- Received confirmation along with receipt from VI via email
- User follow process as per VI instruction to active e-SIM

## Temporary Suspension (mobile theft, SIM card misplaced)

- Request received from User
- Admin raised request via VI portal
- Number suspended within an hour
- We follow SIM change process for Airtel user's.

## Activation of International roaming for official usage (as per define period)

- Request received from user with CEO approval
- Admin raised request via mail to VI ([corporatecare.india@vodafoneidea.com](mailto:corporatecare.india@vodafoneidea.com))
- Confirmation along receipt from VI via email.
- Request received from user with CEO approval
- Admin raised request via Airtel portal.
- Confirmation mail shared to End user for activation of international roaming activation.

## De-activation of international roaming for official usage (as per define period)

- Admin raised request via mail to VI ([corporatecare.india@vodafoneidea.com](mailto:corporatecare.india@vodafoneidea.com)).



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- Airtel International roaming packs are defined for number of days. There is No need to deactivate IR pack.

## Active International roaming for personal usage (as per define period)

- Request received from user with Head HR approval
- Admin raised request via mail to VI ([corporatecare.india@vodafoneidea.com](mailto:corporatecare.india@vodafoneidea.com))
- Confirmation along receipt from VI via email.
- Request received from user directly to admin with a mail confirmation of recovery beyond eligibility amount.
- Admin raised request via Airtel portal.
- Confirmation mail shared to End user for activation of international roaming activation.

## De-activation of international roaming for personal usage (as per define period)

- Admin raised request via mail to VI ([corporatecare.india@vodafoneidea.com](mailto:corporatecare.india@vodafoneidea.com)).
- Airtel International roaming packs are defined for number of days. There is No need to deactivate IR pack.

## ISD activation

- Request received from user with HOD approval
- Admin raised request via mail to VI ([corporatecare.india@vodafoneidea.com](mailto:corporatecare.india@vodafoneidea.com)).
- Request received from user with HOD approval
- Admin raised request via Airtel portal.

## De-activation of ISD for personal usage (as per define period)

- Admin raised request via mail to VI ([corporatecare.india@vodafoneidea.com](mailto:corporatecare.india@vodafoneidea.com))



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## Master data for configuration:

Entitlement			
Sr. No.	Level	Mobile usage limit	Existing VI Monthly Rental Plan
1	M-1	4000	399
2	M-2	3000	399
3	M-3 & M-4	1500	399
4	M-5 to M-7	1000	399
5	M-8 to M-11	750	399
6	Common	500	349 & 299

Types of Invoices		
Sr. No.	Account Name	Customer ID
1	Refinery	43214721
2	CPP	43213817
3	Marketing (S&D)	43216198
4	Marine	43223535
5	Corporate office BKC Mumbai	1-2729023310311

## 4.3 Functional Requirements

### **Login**

- Must be link with NAYARA Active Directory (Windows authentication) for user authentication in the system.
- Only authorized users will be able to login/access the proposed solution.
- After successful login, system will capture the basic information about the logged in user and based on user role in the proposed solution, provide/mange the access into the system.

### **SIM activation/cancellation for Employee:**

- HR can raise the request for SIM activation or Cancellation for an employee, system generated mail will be sent to the admin team.
- Admin can view the list of all requests in the system and take required action.
- In case of SIM Activation requests, Admin can provide/assign a SIM number to the request along with comment/instruction if any and submit the request to service provider.
- In case of SIM Cancellation request, Admin will submit the request to service provider. Service provider will check the current/pending bill and share details with Admin team which will be further shared with HR team for recovery if applicable.

### **System generated email formats:**

Refer XLS file: portal requirements >> Sheet: MSM- Reply

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Req#	Priority	Description	Use Case Reference	Reference Link/Attachment
General / Base Functionality				
Security Requirements				
Reporting Requirements				

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## 4.4 Non-Functional Requirements

Following are the **Non-functional requirements** to be adhered to for development

Requirement	Explanatory notes and comments
<b>Security</b>	Authentication (Database or AD / LDAP) Authorization based on user roles
<b>Audit Logging</b>	Access Logging Report data access logging Selective module access logging
<b>Message handling</b>	Error handling Warning handling
<b>Encryption</b>	Asymmetric Encryption (application & database)
<b>UI / UX related standards</b>	Multi browser support Multi device support Responsive screens Mobile ready screens
<b>Internet Security</b>	Cross Site Scripting SQL Injection Broken authentication and session management Caching Servers Attacks Security Misconfigurations Cross Site Request Forgery Password Cracking
<b>Response time (Internet &amp; Intranet)</b>	Response times – application loading, browser refresh times, etc. Processing times – functions, calculations, imports, exports Query and Reporting times – initial and subsequent loads

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## 4.5 Test Scenarios (Mandatory)

*(Create as many scenarios as possible to be tested. The expected results and outcome in form of screenshots, text or verbatim.)*

Req#	Test Scenario	Acceptance Criteria	Comments
1			
2			



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## 5 COE Inputs

*(Mention inputs from COEs if any which have been taken prior to submitting the BRD)*

## 6 Out of Scope

*(List functionalities that are out of scope for current implementation)*

## 7 Risks, Assumptions, Constraints and Dependencies

*(List identified risks, assumptions, constraints and dependencies. Use RAID template)*

7.1 Risks : **Deactivation when the employees resign.**

7.2 Assumptions : **Multiple distribution of SIM Cards and Data cards.**

7.3 Constraints : **Reconciliation of monthly invoice manually.**

7.4 Dependencies : **Manual intervention should be avoided. Smooth operations.**

## 8 Appendices

### 8.1 List of Acronyms

Vi	Vodafone Idea – Mobile Service Provider
Airtel	Bharti Airtel Limited.
COCP	Company Owned, Company Paid
IOIP	Individual Owned Individual Payment

### 8.2 Glossary of Terms

### 8.3 Related Documents

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