**USER REQUIREMENT DOCUMENT**

The main problem for the staff of the Virginia Computer Services is that a user entering into a new campus need to know information required by them about campus like the facilities available, faculty heads concerned with the facilities, lab assistance facilities and others any whom exactly they need to coordinate. The entire process was very cumbersome.

Difficulty with this type of system is, it’s a time consuming process and requires lots of manual effort. For Ex: If a user is facing problem with infrastructure in classroom, first he/she needs to know the Facility Head of the classroom, go to him, submit a letter of request about the problem. Facility Head then assigns the work to the concerned person manually. Even after the request had been processed, user will not be informed about the completion.

To overcome the difficulties, OHD system should be developed which should be an intranet based application that can be accessed throughout the campus by authorized users. The system should automate the workflow of service requests for the various facilities in the campus.

**User:** Visits the web site and login into website. See facilities provided by website and request for the same. He can see the status of requests and also close the requests.

**Administrator:** Admin candelete users. The Admin can View and modify the database according to the user requirement. He assigns assignee to user requests. He generates a report of requests periodically.

**Assignee:** Assignee sees the user requests and does needful.

Features:

* The application should have registration page and when user submit the page a unique Login ID must be generated using index/sequences.
* The application should have login page and authorized user can only login and redirected to home page after he login.
* The home page should specify the various facilities that application provides.
* User should be able to request for different facilities supported by the applications.
* Automatic Email Generation should be done to requestors when a request is created.
* The user should be able to check the status of his request using the application.
* The user should be able to close the request by specifying appropriate reason.
* The Admin should assign the user request to the concerned assignee.
* Assignee should be able to process the request & update the status.
* Admin should be able to generate Reports regarding requests periodically.

**SOFTWARE REQUIREMENT SPECIFICATION**

1. **RESOURCES (hardware and software)**

Environment : Net Framework, Visual Studio 2005

Operating System : Windows

Programming Language : C#/VB

Scripting Language : Java Script

Database : SQL Server 2005

1. **Deliverables**

* Website Accessed by 3 type of users
* Administrator
* Assignee
* User
* Periodic reports as per the case study requirement should be generated.
* Auto mail should be generated.
* The database containing tables has to be created.

**USE CASE DIAGRAM**

**1.STUDENT**



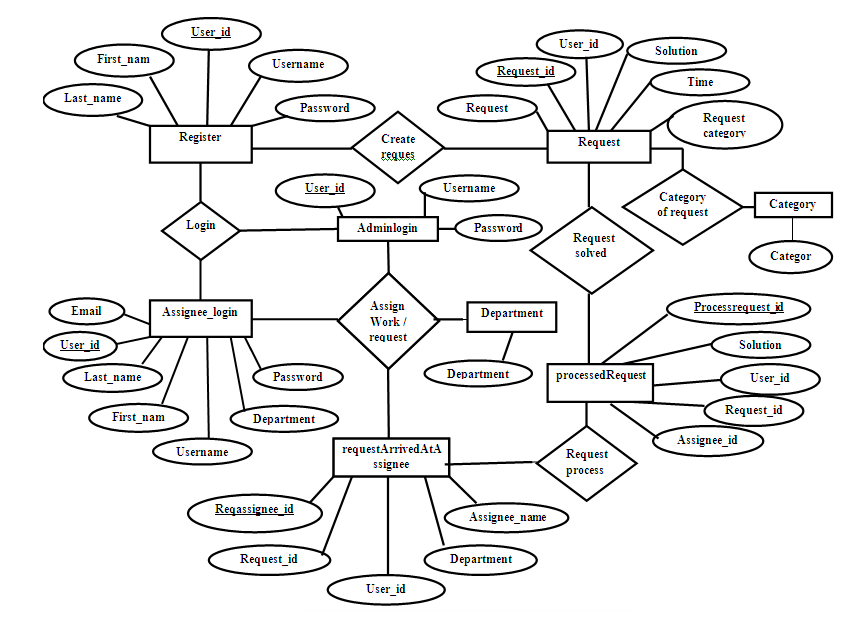
**2.ADMIN**



**3.ASSIGNEE**



**ER DIAGRAM**

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