**User Roles and Permissions**

1. **AM (Account Manager)**:
   * **Create SO** (Service Order)
   * **View SO**
   * **Edit SO**
   * **Cancel SO**
   * **Reject Edit Request for SO**
   * **Reject Cancel Request for SO**
   * **Cancel RR**
   * **Reassign SO among HM**
   * **Reassign SO among AM**
   * **Edit RR**
2. **HM (Hiring Manager)**:
   * **Create SO** (Service Order)
   * **View SO**
   * **Edit SO**
   * **Cancel SO**
   * **Reject Edit Request for SO**
   * **Reject Cancel Request for SO**
   * **Cancel RR**
   * **Reassign SO among HM**
3. **WFM (Work Force Manager)**:
   * **Providing the supply for each RR based on the matching skills.**
4. **ADMIN**
   * **User Management.**
5. **BFM (Business Finance Manager)**:
   * **View SO**
   * **Approve SO**
   * **Reject SO**
   * **Request for SO edits.**

**Service Order Details**

1. **Requester Information**:
   * Name
   * Contact Details (Phone, Email)
   * Department
   * Role (AM, HM, WFM, Admin, BFM)
2. **Service Order Type**:
   * + **Replacement:** If this SO is for converting a contractor to employee or vice-versa.
     + **New Project:** If this SO is for a new resource on a new project.
     + **Existing Project:** If this SO is for a new resource on an existing project.
     + **Attrition:** If this SO is for backfilling a resource who has resigned
3. **Priority and Due Date**:

Priority is an indicator of the quality of demand & thereby ensuring Workforce Management Executives (WFM) are given a rich enough demand before fulfilment. In absence of which, the SLAs are set such that WFM is not penalized for low quality of SO

* There are 4 level of priority – P1, P2, P3, P4. (P1 – highest & P4 – lowest)
* A SO with highest priority indicates:

a. WFM is given a good lead time to fill the SO.

b. All the necessary information required for fulfilment are provide.

* A SO with lowest priority indicates that:

a. The lead time given to WFM is less.

b. The SO lacks key information necessary for fulfilment

1. **Location and Asset Information**:
   * Location Details (if applicable)
   * Asset or Equipment Information (if applicable)
2. **Description of Service Order**:
   * A SO is a combination of one or more RRs/positions to be filled. Each RR in the SO is supposed to share the same basic attributes as Account, Project, Role, start & end dates.
3. **Attachments and Documentation**:



1. **Workflow and Approval Process**:
   * Status (e.g., Submitted, In Review, Approved, Rejected, In Progress, Completed, Cancelled)
   * Approval History (with date, approver's name, and status)
2. **Notification and Alerts**:
   * System-generated notifications and alerts to inform stakeholders about status changes.
3. **Edit Request for SO**:
   * A field indicating the reason for the edit request.
4. **Cancel Request for SO:**

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1. **Resign Request (for HM)**:
   * A field for providing the reason for the resign request.
2. **Approval Actions for BFM**:
   * Approve SO
   * Reject SO
   * Cancel RR
3. **Pre-Approval Request for SO Edit** (for BFM)

