**ITSM - Request Management Requirements**

**Problem statement:**

To create Application for systematic handling of the tasks required for any request using workflow automation and business rules.

**Source code:**

<http://gsgit.gslab.com/dipti_bagal/Request_Management02>

**About APIs**

1. /auth --> for generating admin token --GET

2. /register -->for creating new user ( Required admin token) --POST

3. /authenticate --> for getting user token ( Required admin token) --POST

4. /setManagerID/{userId} -->set manager for user(Required admin Token) --PUT

5. /admin/showAllRoles -->Get all roles(Required admin Token) -- GET

6. /updateUser/{userId} -->Update manager and role for user(Required admin Token) --PUT

7. /updateUserDetails/{userId} --> Update other details of user except role and manager ( Required user Token) -- PUT

8. /createRequest/{userId} --> To create request ( Required user Token) -- POST

9. /showRequestOfUser/{userId} --> To get all the request created by an user (Required user Token) -- GET

10. /ReqForManagerApproval/{ manager Id } --> All the request available for manager to approve (Required Manager Token) --GET

11. /ManagerActionOnRequest/{requestId} --> accepted action on request by manager ( Required manager Token) -- PUT

-->For Non approved Request:

11. /createRequest/{userId} --> For creating Non-approved request ( Required user Token) – POST

**→ Added test cases:**

<https://docs.google.com/spreadsheets/d/18XZ2jRiD8ORe765J3JtwX1VXRzR4mcwZYcsGkd2GHag/edit#gid=0>