Business Requirements Documentation

FacilitEase – Admin Facility System

1. Project Overview

- **Project Name**: FacilitEase - Admin Facility System
- **Project Mentor**: Amit Balasaheb Galande
- **Project POC:** Ajith G & Shaik Abdul Mehathab
- **Project Members**:
  - Joel Jose,
  - Julia Johny Puthenpurayil,
  - Hema K Shaji,
  - Nathaniel Yeldo,
  - Avinash K R,
  - Abhijith A Nair
- **Project Sponsor**: EXPERION TECHNOLOGIES
- **Date**: 27-12-23

2. Purpose of the Document

- This document serves three key purposes
  - **Overview:** Offers a comprehensive understanding of the Admin Facility Management System.
  - **Reference:** Functions as a document for stakeholders, providing essential information.
  - **Guidance:** Provides direction project objectives, business requirements, functional and non-functional requirements for the stakeholders and the project team.

3. Project Objectives

a. Streamline Administrative Processes:

- **Objective**: The primary goal is to streamline various administrative processes within the organization. This includes the efficient handling of employee requests for administrative support, such as facility-related needs and other administrative tasks.
- **Benefits**: This minimizes errors and ensures a consistent and standardized process for handling administrative tasks. This leads to increased operational efficiency and quicker resolution of employee requests.

b. Improve Transparency and Tracking:

- **Objective**: The project intends to improve transparency in the handling of admin and facility-related requests. This involves providing real-time tracking of ticket statuses, enabling employees and managers to monitor the progress of their requests.
- **Benefits**: Transparency fosters trust and accountability. Employees can easily track the status of their requests, reducing the need for follow-ups. Managers gain visibility into their team's requests, facilitating informed decision-making.

c. Ensure Efficient Handling of Payment-Related Requests:

- **Objective**: The system incorporates an approval mechanism for payment-related requests, ensuring proper authorization and compliance with financial protocols.
- **Benefits**: This feature adds an additional layer of control and accountability for financial transactions. It prevents unauthorized payments and ensures adherence to established financial processes and regulations.

d. Ensure Data Security and Compliance:

- **Objective**: Implement robust security measures to safeguard sensitive data and ensure compliance with relevant data protection regulations.
- **Benefits**: Protecting user and organizational data builds trust, reduces the risk of data breaches, and ensures adherence to legal and regulatory requirements.

e. Promote Scalability:

- **Objective**: Design the system to accommodate growth in terms of users, requests, and data volume.
- **Benefits**: Scalability ensures that the Admin Facility System can effectively handle increased demand and organizational expansion without compromising performance.

4. Scope Definition

- The project includes the development of a web service, to manage ticket creation, approval workflows, invoicing, and asset management.
- Employee, manager, admin, finance professional are the various users that's included in the project.
- Users are maintained through an RBAC structure.
- The application is built for the organization.

5. Stakeholders

- **Primary Stakeholders:**
  - **Employees:**
    - Role: End-users who raise administrative tickets and interact with the system.
    - Responsibilities: Submitting requests, tracking ticket status, providing necessary information.

- **Managers:**
  - Role: Supervisors overseeing teams and responsible for approving or denying tickets.
  - Responsibilities: Reviewing and acting on tickets submitted by their team, overseeing team requests.
- **Administrators:**
  - Role: System administrators managing ticket assignments, uploading invoices, and generating reports.
  - Responsibility: The responsibility of different roles in the administrator hierarchy is as follows:
    - Super Admin - Level 1: Have control over all the user roles. Can add admins and grant them permissions and access according to their roles.
    - Admin - Level 2: Admin is a person who assigns each ticket to corresponding agents. He/she also can resolve tickets if needed.
    - Agent - Level 3: Agent is a person who resolves a ticket. He/she gets assigned a ticket by the admin.
- **Department Head:**
  - Role: Leaders responsible for overseeing and approving critical requests, ensuring departmental compliance.
  - Responsibilities: Providing approvals for tickets deemed necessary by the admin, overseeing and managing department-specific requirements, ensuring adherence to financial and budgetary regulations.

- **Secondary Stakeholders:**
  - **IT Support Team:**
    - Role: Technical experts ensuring the system's functionality, security, and resolving technical issues.

        - Responsibilities: Monitoring system health, addressing technical concerns, implementing security measures.
    - **Human Resources:**
        - Role: HR personnel who may need access to certain reports for resource management.
        - Responsibilities: Accessing and analyzing reports related to employee activities for resource planning and management.
    - **Internal Auditors:**
        - Role: Conducting internal audits to assess system efficiency and compliance.
        - Responsibilities: Evaluating the system's adherence to internal policies, identifying areas for improvement, and ensuring regulatory compliance.

6. Current Business Environment

The current admin facilities tool employed is Zoho Desk, a customer support and help desk software developed by Zoho Corporation. Zoho Desk stands as a comprehensive solution for managing customer interactions, support tickets, and overall customer service operations.

Current Process Overview: In the existing process, employees raise various concerns via email, triggering the generation of support tickets in Zoho Desk. However, it is noted that budget management operates on a separate platform, creating a division in the workflow.

Challenges: The primary concerns identified by the current process are the divergence between budget management and ticket raising onto two different platforms. Additionally, there is a recognized lack of a defined Service Level Agreement (SLA) governing issue. Manual entry of assets.

Proposed Solutions:

- **Unified Platform Integration:** Integrate budget management functionalities seamlessly into the application, establishing a unified platform for cohesive admin facilities management.
- **SLA Implementation:** Define and implement a comprehensive Service Level Agreement, setting clear expectations for issue resolution timelines and ensuring accountability.

7. Business Requirements

a. Employee

BR001: Ticket Management

- **Description**: Users shall have the ability to raise admin tickets, providing details such as request type, description, priority level, department, category, and associated documents if needed.
- **Business Benefit**: Enables users to request necessary facilities or administrative support.
- **Priority**: Hig Ticket h.
- **Dependencies**: Integration with user authentication system for user identification.

BR002: Cancellation

- **Description**: Users shall have the option to request for cancelling their submitted tickets, marking them as cancelled.
- **Business Benefit**: Allows users to manage unnecessary or resolved requests effectively.
- **Priority**: High.
- **Dependencies**: Development of a ticket cancellation feature.

BR0003: Notification System

- **Description**: Users shall receive notifications for status changes in their raised tickets.
- **Business Benefit**: Keeps users informed about the progress and resolution of their requests.
- **Priority**: High
- **Dependencies**: Integration with a notification system.

b. Manager

BR004: Ticket Overview

- **Description**: Managers shall have access to a dashboard displaying all tickets raised by their team members, including request details and status.
- **Business Benefit**: Provides managers with insights into team requests for better resource allocation and management.
- **Priority**: High
- **Dependencies**: Integration with the user management system to identify team associations.

BR005: Ticket Approval/Denial

- **Description**: Managers shall be able to approve or deny submitted tickets from their team members if requested by the administration.
- **Business Benefit**: Enables managers to control resource allocation effectively.
- **Priority**: High
- **Dependencies**: Integration with approval workflows and notification systems.

BR006: Priority Management

- **Description**: Managers can check and update the priority of the tickets.

- **Business Benefit**: Facilitates managers in ensuring that higher-priority requests are addressed promptly.
- **Priority**: High
- **Dependencies**: Integration with the priority management module.

BR007: Ticket Forwarding

- **Description**: Managers shall forward tickets to the department head if required with sufficient details.
- **Business Benefit**: Ensures proper authorization.
- **Priority**: High
- **Dependencies**: Depends on the ticket.

BR008: Notification System

- **Description**: Managers shall receive notifications regarding approvals and other status changes in the tickets when necessary.
- **Business Benefit**: Keeps managers informed about the status of tickets and any actions required.
- **Priority**: High
- **Dependencies**: Integration with a notification system.

c. Agent

BR009: Ticket Details

- **Description**: Agents shall have access to detailed ticket information that is assigned to them by the Admin.
- **Business Benefit**: Enables agents to efficiently resolve assigned tickets.
- **Priority**: High.
- **Dependencies**: Integration with user roles and permissions.

BR010: Invoice Management

- **Description**: Agents can upload and attach invoices to relevant tickets for record-keeping.
- **Business Benefit**: Facilitates efficient financial tracking and compliance.
- **Priority**: Medium
- **Dependencies**: Integration with file upload functionality and storage systems.

BR011: Summary Reports

- **Description**: Agents can generate summary reports for analysis and management purposes.
- **Business Benefit**: Aids in analyzing trends and identifying areas of improvement.
- **Priority**: Medium
- **Dependencies**: Integration with reporting and analytics modules.

BR012: Ticket Closing

- **Description**: Agents shall be able to close the tickets.
- **Business Benefit**: Keeps stakeholders informed about the resolution of their requests.
- **Priority**: High
- **Dependencies**: Integration with the ticket status update module.

BR013: Ticket Forwarding

- **Description**: Agents shall forward tickets to the managers if required with sufficient details.
- **Business Benefit**: Ensures proper authorization.
- **Priority**: High
- **Dependencies**: Depends on the ticket.

BR014: Project Code Assignment

- **Description**: Agents shall assign project codes to tickets, if required.
- **Business Benefit**: Enables accurate financial allocation for relevant requests.
- **Priority**: Medium
- **Dependencies**: Integration with the budget code assignment module.

BR015: Notification System

- **Description**: Agents shall receive notifications related to approvals and other relevant status changes.
- **Business Benefit**: Keeps agents informed about the progress and resolution of their assigned tickets.
- **Priority**: High
- **Dependencies**: Integration with a notification system.

d. Admin

BR016: Ticket Assignment

- **Description**: Admins shall assign tickets to corresponding agents and may resolve tickets if needed.
- **Business Benefit**: Efficient distribution and resolution of admin and facility requests.
- **Priority**: High
- **Dependencies**: Integration with user roles and permissions.

e. Super Admin

BR017: User Role Control

- **Description**: Super Admins have control over all user roles and can add admins, granting them permissions and access according to their roles.

- **Business Benefit**: Centralized control and management of user roles within the system.
- **Priority**: High
- **Dependencies**: Integration with user role management functionalities.

f. Department Head

BR018: Ticket Approval/Denial

- **Description**: Department heads shall approve/deny tickets.
- **Business Benefit**: Ensures that the tickets are authorized and processed accurately.
- **Priority**: High
- **Dependencies**: Integration with the approval workflow.

g. Common Features

BR019: Knowledge Base Integration

- **Description**: The system shall integrate a knowledge base for user reference and self-help.
- **Business Benefit**: Empowers users, managers, and agents with readily accessible information.
- **Priority**: Low
- **Dependencies**: Integration with a knowledge base system.

BR020: User Satisfaction Surveys

- **Description**: Employees shall have the ability to provide feedback through forms.
- **Business Benefit**: Collects valuable feedback for continuous improvement.
- **Priority**: Medium
- **Dependencies**: Integration with a feedback form module.

BR021: Automatic Escalation

- **Description**: The system shall automatically escalate tickets based on predefined rules.
- **Business Benefit**: Ensures timely resolution of critical issues.
- **Priority**: High
- **Dependencies**: Integration with the automatic escalation module.

BR022: Chatbot Assistance

- **Description**: The system shall provide chatbot assistance using natural language processing.
- **Business Benefit**: Enhances user experience by providing instant support.
- **Priority**: Medium
- **Dependencies**: Integration with a chatbot framework.

BR023: Calendar Integration

- **Description**: The system shall integrate with calendars for efficient scheduling and tracking of tasks.
- **Business Benefit**: Facilitates better time management and task coordination.
- **Priority**: Medium
- **Dependencies**: Integration with a calendar system.

BR024: User Role Specification During Login

- **Description**: During login, users shall specify their roles for appropriate access to the admin facility.
- **Business Benefit**: Ensures users access functionalities based on their designated roles.
- **Priority**: High
- **Dependencies**: Integration with the login authentication system.

8. Functional Requirements

a. Employee

FR001: Raise Ticket

- **Description**: Users shall have a form to input ticket details, including request type, description, priority, department, category, and associated documents.
- **Acceptance Criteria**:
    - The form should validate and capture mandatory fields.
    - Users should receive a unique ticket ID upon submission.

FR002: Cancel Ticket

- **Description**: Users shall have an option to request the cancellation of their submitted tickets, marking them as canceled.
- **Acceptance Criteria**:
    - Cancellation requests should update the ticket status accordingly.
    - Users should receive a notification upon successful cancellation.

FR003: Notification System

- **Description**: Users shall receive notifications for status changes in their raised tickets.
- **Acceptance Criteria:**
    - Notifications should be sent for ticket approval, denial, or other status changes.
    - Notification preferences should be configurable by users.

b. Manager

FR004: Ticket Overview

- **Description***:* Managers shall have access to a dashboard displaying all tickets raised by their team members, including request details and status.
- **Acceptance Criteria:**
    - The dashboard should provide filters for easy ticket categorization.
    - Managers should see real-time updates on ticket status.

FR005: Ticket Approval/Denial

- **Description***:* Managers shall be able to approve or deny submitted tickets from their team members if requested by the administration.
- **Acceptance Criteria:**
    - Approval or denial actions should trigger relevant notifications.
    - Managers should be able to provide comments during the approval/denial process.

FR006: Priority Management

- **Description***:* Managers can check and update the priority of the tickets.
- **Acceptance Criteria:**
    - Priority changes should be reflected in real-time.
    - Managers should have a history log of priority updates.

FR007: Ticket Forwarding

- **Description***:* Managers shall forward tickets to the department head if required with sufficient details.
- **Acceptance Criteria:**
    - Forwarding actions should capture and store details for audit purposes.
    - Notifications should be sent to the department head upon ticket forwarding.

FR008: Notification System

- **Description**: Managers shall receive notifications regarding approvals and other status changes in the tickets when necessary.
- **Acceptance Criteria:**
    - Notifications should be timely and contextual.
    - Managers should have the option to configure notification preferences.

c. Agent

FR009: Ticket Details

- **Description**: Agents shall have access to detailed ticket information assigned to them by the Admin.
- **Acceptance Criteria:**
    - Agents should see a comprehensive view of assigned tickets.
    - Detailed information should include user inputs, attachments, and any previous interactions.

FR010: Invoice Management

- **Description**: Agents can upload and attach invoices to relevant tickets for record-keeping.
- **Acceptance Criteria:**
    - The system should support file uploads and attachments.
    - Invoices should be accessible and associated with the respective tickets.

FR011: Summary Reports

- **Description**: Agents can generate summary reports for analysis and management purposes.
- **Acceptance Criteria:**
    - The reporting module should have customizable templates.

- Generated reports should be exportable in common formats.

FR012: Ticket Closing

- **Description**: Agents shall be able to close the tickets.
- **Acceptance Criteria:**
  - Closing actions should update the ticket status.
  - Closed tickets should be archived for reference.

FR013: Ticket Forwarding

- **Description**: Agents shall forward tickets to the managers if required with sufficient details.
- **Acceptance Criteria:**
  - Forwarding actions should capture and store details for audit purposes.
  - Notifications should be sent to the managers upon ticket forwarding.

FR014: Project Code Assignment

- **Description**: Agents shall assign project codes to tickets if required.
- **Acceptance Criteria:**
  - Project codes should be associated with relevant tickets.
  - Agents should provide mandatory project codes for applicable requests.

FR015: Notification System

- **Description**: Agents shall receive notifications related to approvals and other relevant status changes.
- **Acceptance Criteria:**
  - Notifications should be timely and contextual.
  - Agents should have the option to configure notification preferences.

d. Admin

FR016: Ticket Assignment

- **Description**: Admins shall assign tickets to corresponding agents and may resolve tickets if needed.
- **Acceptance Criteria:**
    - The assignment process should be user-friendly.
    - Admins should have the ability to reassign tickets if necessary.

e. Super Admin

FR017: User Role Control

- **Description**: Super Admins have control over all user roles and can add admins, granting them permissions and access according to their roles.
- **Acceptance Criteria:**
    - The user role management interface should be intuitive.
    - Super Admins should be able to review and modify role assignments.

f. Department Head

FR018: Ticket Approval/Denial

- **Description**: Department heads shall approve/deny tickets.
- **Acceptance Criteria:**
    - Approval or denial actions should trigger relevant notifications.
    - Department heads should be able to provide comments during the approval/denial process.

g. Common Features

FR019: Knowledge Base Integration

- **Description**: The system shall integrate a knowledge base for user reference and self-help.
- **Acceptance Criteria:**
    - Knowledge base entries should be searchable.
    - Users should have access to relevant articles based on their role.

FR020: User Satisfaction Surveys

- **Description**: Employees shall have the ability to provide feedback through forms.
- **Acceptance Criteria:**
    - Feedback forms should be easily accessible.
    - Collected feedback should be aggregated for analysis.

FR021: Automatic Escalation

- **Description**: The system shall automatically escalate tickets based on predefined rules.
- **Acceptance Criteria:**
    - Escalation rules should be configurable.
    - Automatic escalations should trigger notifications.

FR022: Chatbot Assistance

- **Description**: The system shall provide chatbot assistance using natural language processing.
- **Acceptance Criteria:**
    - The chatbot should understand and respond to user queries accurately.
    - Users should have the option to escalate to human agents if needed.

FR023: Calendar Integration

- **Description**: The system shall integrate with calendars for efficient scheduling and tracking of tasks.
- **Acceptance Criteria:**
    - Calendar events should sync with user calendars.
    - Users should receive reminders and notifications for scheduled tasks.

FR024: User Role Specification During Login

- **Description**: During login, users shall specify their roles for appropriate access to the admin facility.
- **Acceptance Criteria:**
    - The login interface should include a role selection option.
    - Users should be directed to role-specific dashboards based on their selections.

9. Non-Functional Requirements

NFR001: Maximum Response Time for Critical User Actions

- **Description**: The system should maintain a maximum response time of 3 seconds for all critical user actions.
- **Priority**: High
- **Dependencies**: Adequate server resources, optimized codebase.
- **Acceptance Criteria**: User actions, such as ticket submission and status tracking, should consistently be completed within 3 seconds.

NFR002: Intuitive User Interface

- **Description**: The user interface must be intuitive, requiring minimal training for end-users.
- **Priority**: Medium

- **Dependencies**: User experience testing, feedback from pilot users.
- **Acceptance Criteria**: New users should be able to navigate and perform common tasks within the system without formal training, and the system should receive positive feedback regarding its usability.

NFR003: Support for Concurrent Users

- **Description**: The system should support a minimum of 1000 concurrent users without a significant decrease in performance.
- **Priority**: High
- **Dependencies**: Scalable server infrastructure, load testing.
- **Acceptance Criteria**: The system should maintain acceptable response times and functionality with 1000 simultaneous users conducting various operations.

NFR004: Multi-Factor Authentication (MFA) Enforcement

- **Description**: The system must enforce multi-factor authentication (MFA) for all user roles accessing sensitive financial and administrative functionalities.
- **Priority**: Critical
- **Dependencies**: Integration with MFA service providers, user training on MFA usage.
- **Acceptance Criteria**: Users accessing sensitive functionalities should successfully complete MFA, providing an additional layer of security.

NFR005: Compliance with Industry Standards

- **Description**: The system must comply with industry-standard regulations and certifications relevant to financial and administrative software.
- **Priority**: Critical
- **Dependencies**: Regular updates on industry regulations, third-party audits.

- **Acceptance Criteria**: The system should pass external audits confirming compliance with relevant industry regulations and standards.

NFR006: Detailed Audit Logging

- **Description**: The system must maintain detailed audit logs for all critical actions, ensuring traceability and accountability.
- **Priority**: High
- **Dependencies**: Logging infrastructure, regular review of audit logs.
- **Acceptance Criteria**: Audit logs should be generated for critical actions, and system administrators should be able to review these logs for traceability.

NFR007: Meantime Between Failures (MTBF)

- **Description**: The system should have a meantime between failures (MTBF) of at least 30 days, ensuring consistent and reliable performance.
- **Priority**: High
- **Dependencies**: Regular system monitoring, prompt resolution of identified issues.
- **Acceptance Criteria**: The system should operate without critical failures for an average of at least 30 days between incidents.

NFR008: System Uptime

- **Description**: The system should have an uptime of at least 99.9% during standard business hours.
- **Priority**: High
- **Dependencies**: Redundant server infrastructure, failover mechanisms.
- **Acceptance Criteria**: The system should be available for use at least 99.9% of the time during standard business hours, minimizing downtime.

10. Data Requirements

Employee Details

Data Element	Description	Source	Format	Dependencies
EmployeeID	Unique identifier for each employee.	Employee System Database	Alphanumeric	None
FirstName	First name of the employee.	User input	Text	None
LastName	Last name of the employee.	User input	Text	None
Position	Job position or title of the employee.	User input	Text	None
Department	Department to which the employee belongs.	Departmental Details Database	Text	Linked to DepartmentID
Email	Email address of the employee.	Employee Database	Text (Email format)	None
Password	Password of the employee.	Employee Database	Alphanumeric	None
Phone	Contact number of the employee.	Employee Database	Numeric	None

Address	Physical address of the employee.	Employee Database	Text	None
ReportsTo	Unique identifier for the individual to whom the employee directly reports.	Employee System Database	Alphanumeric	Linked to EmployeeID

Asset Details

Data Element	Description	Source	Format	Dependencies
AssetID	Unique identifier for each asset.	Asset System Database	Alphanumeric	None
AssetName	Name or description of the asset.	User input	Text	None
AssignedTo	Employee to whom the asset is assigned.	Employee Details Database	Alphanumeric	Linked to EmployeeID
Price	Monetary value or cost of the asset.	User input or Asset System Database	Numeric	None
PurchaseDate	Date when the asset was purchased.	Purchase records or financial system	Date	None

Manufacturer	Company or entity that manufactured the asset.	Manufacturer records or user input	Text	None
ModelNumber	Unique identification number assigned by the manufacturer.	Manufacturer records or asset tag	Alphanumeric	None
WarrantyExpiration	Date when the warranty for the asset expires.	Warranty documents or manufacturer information	Date	None
Condition	Current condition or status of the asset (e.g., Good, Fair, Poor).	User input or maintenance records	Text	None
Location	Physical location where the asset is currently located.	User input or tracking system	Text	None
UsageHistory	Historical information on the usage and performance of the asset.	Usage logs or monitoring systems	Text or numeric	None

Project Details

Data Element	Description	Source	Format	Dependencies
ProjectID	Unique identifier for each project.	Project System Database	Alphanumeric	None
ProjectName	Name or title of the project.	User input	Text	None
ProjectManager	Employee assigned as the project manager.	Employee Details Database	Alphanumeric	Linked to EmployeeID
StartDate	Date when the project starts.	User input	Date	None
ClientName	Name of the client or customer for whom the project is being undertaken.	Client records or user input	Text	None
ProjectDescription	Detailed description or scope of the project.	Project documentation or user input	Text	None
ProjectCode	Code associated with financial allocation for the project.	Budget records or user input	Numeric	None

ProjectTeam	List of team members assigned to the project.	Employee Details Database or project management system	Text or linked records	Linked to EmployeeID

Department Details

Data Element	Description	Source	Format	Dependencies
DepartmentID	Unique identifier for each department.	Department System Database	Alphanumeric	None
DepartmentName	Name or title of the department.	User input	Text	None
BudgetCode	Code associated with Financial allocation for the department.	User input	Numeric	None
DepartmentHeadID	Unique identifier for the department head.	Employee Details Database	Alphanumeric	Linked to EmployeeID
Headcount	Number of employees currently working in the department.	Employee Details Database or user input	Numeric	None

DepartmentMembers	List of employees associated with the department.	Employee Details Database or department management database	Text or linked records	Linked to EmployeeID
Projects	List of projects associated with the department.	Project Details Database or user input	Text or linked records	Linked to ProjectID
Contact	Contact number for the department.	User input or organizational records	Numeric	None

Ticket Option Details

Data Element	Description	Source	Format	Dependencies
OptionID	Unique identifier for identifying an option or issue that can be selected when raising a ticket.	Ticket Option Database	Alphanumeric	None
OptionDepartmentID	Unique identifier for identifying which Department solves a particular issue.	Ticket Option Database	Alphanumeric	May depend on DepartmentID

Option	Option/Issue name and details.	Ticket Option Database	Text	None

11. Constraints and Assumptions

Constraints

a. **Time:**
   - **Description**: The project must be completed within a specified timeframe.
   - **Impact**: Strict adherence to the timeline is crucial. Delays may impact on the overall project schedule and could affect the deployment and usability of the Admin Facility System.

b. **Technology Stack:**
   - **Description**: The organization has standardized on a specific technology stack (e.g., .NET and Angular).
   - **Impact**: The system must be developed using the specified technologies. Compatibility and integration with existing systems should be ensured.

c. **Regulatory Compliance:**
   - **Description**: The system must comply with relevant data protection and privacy regulations.
   - **Impact**: Failure to meet compliance requirements may result in legal consequences and damage the organization's reputation.

Assumptions

a. **Internet Access:**
   - **Description**: Users are assumed to have consistent internet access to use the Admin Facility System.
   - **Rationale**: The system relies on real-time data and updates. Any limitations in internet access may affect user experience and the system's responsiveness.

b. **Stakeholder Availability:**
   - **Description**: Key stakeholders, including managers and administrators, will be available for system reviews and approvals.
   - **Rationale**: Timely reviews and approvals are critical for project progression. Assumptions about stakeholder availability help manage project timelines.

c. **Scalability:**
   - **Description**: The Admin Facility System is assumed to handle a growing number of users and requests.
   - **Rationale**: Anticipating scalability needs is crucial to ensure the system remains effective as organizational demands increase.

d. **Security Measures:**
   - **Description**: The organization has existing security measures in place.
   - **Rationale**: Assumptions about existing security measures guide the implementation of additional security features within the Admin Facility System.

12. Risk Analysis

a. **User Adoption Challenges:**
   - **Risk**: Users may resist adopting the new system, leading to low utilization rates.
   - **Impact**: Reduced efficiency, increased support requests, and potential project failure.
   - **Mitigation**: Implement an efficient knowledge base and provide ongoing support and communication to encourage user acceptance.

b. **Timeline Delays:**
   - **Risk**: Unanticipated challenges may cause delays in project timelines.
   - **Impact**: Potential loss of stakeholder confidence and missed organizational objectives.

- **Mitigation**: Develop a realistic project schedule, conduct regular progress assessments, and have a flexible timeline with built-in buffers. Communicate proactively about any potential delays.

c. Data Security Breach:

- **Risk**: Security vulnerabilities may lead to unauthorized access or data breaches.
- **Impact**: Compromised sensitive information, legal consequences, and damage to the organization's reputation.
- **Mitigation**: Implement robust security measures, conduct regular security audits, and stay informed about the latest cybersecurity threats. Comply with data protection regulations.

d. Technological Compatibility Issues:

- **Risk**: Incompatibility with existing technologies may hinder system integration.
- **Impact**: Reduced efficiency, data transfer issues, and potential system failures.
- **Mitigation**: Conduct thorough compatibility assessments, involve IT experts in the planning phase, and implement adaptable integration solutions.

e. Dependency on External Factors:

- **Risk**: External factors, such as changes in regulations, may impact system requirements.
- **Impact**: Revisions to system features, potential legal issues, and increased project complexity.
- **Mitigation**: Stay informed about external factors, maintain flexibility in system design, and establish a mechanism for adapting to changes in regulations.