Project Overview

- Project Name: Admin Facility System
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- Project Sponsor: EXPERION
- Date: 27-12-23

1. 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.

2. 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.

3. 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.

4. 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.

- **Finance Professionals:**
  - Role: Individuals responsible for financial approvals, payment processing, and expense allocation.
  - Responsibilities: Approving payments, allocating expenses, ensuring financial & budget compliance.

- **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.

5. 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.
- **Bar Code Scanner**: Integrate a barcode scanning feature to streamline asset entry processes, significantly reducing the need for manual data input by administrators.

High Level Design (HLD)
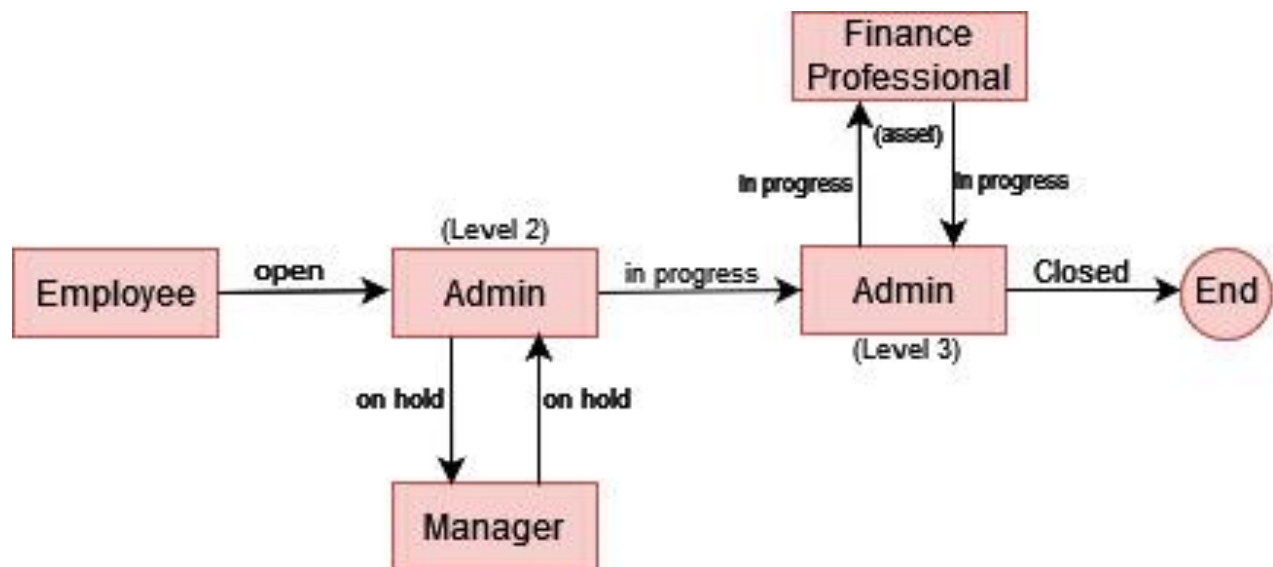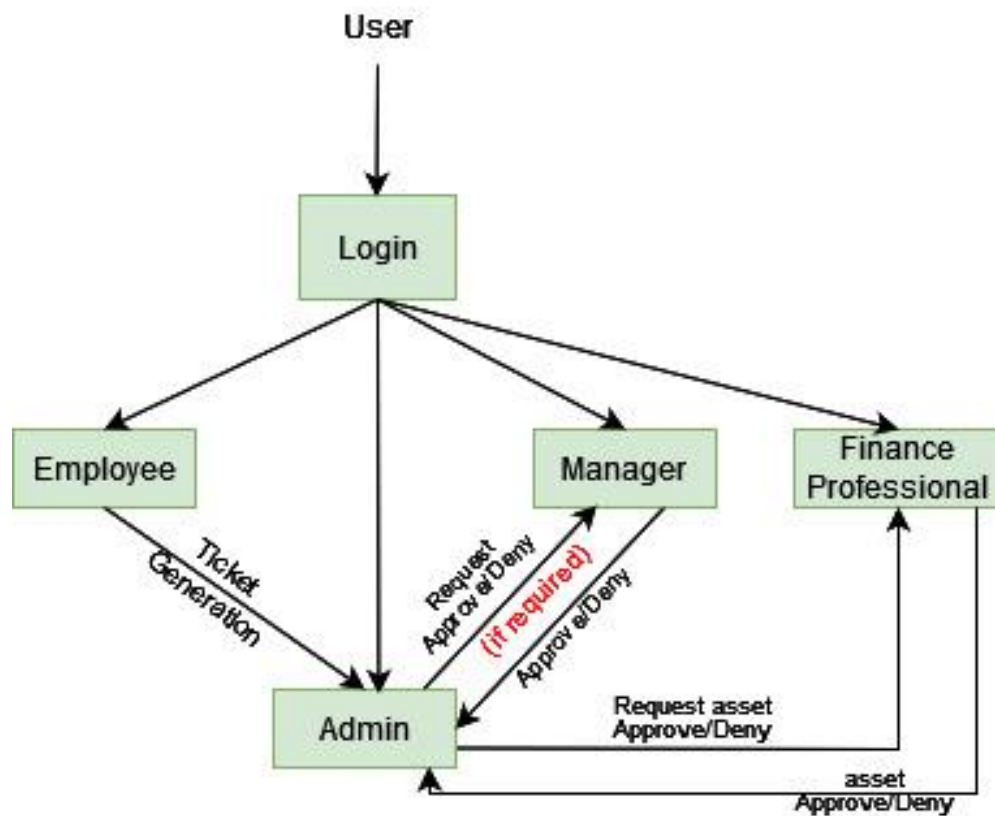
6. Business Requirements

1. User

BR1: 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**: High.
- **Dependencies**: Integration with user authentication system for user identification.

BR2: Ticket Modification

- **Description**: Users shall be able to edit their raised tickets, with changes logged and timestamped.
- **Business Benefit**: Facilitates the inclusion of additional information or updates to ticket details.
- **Priority**: High.
- **Dependencies**: Development of a ticket editing module within the system. BR1

BR3: Ticket Cancellation

- **Description**: Users shall have the option to cancel 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. BR1

BR4: 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.

2. Manager

BR5: Ticket Overview

- **Description**: Managers shall have access to a dashboard displaying all tickets raised by their team members, including request details and current 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.

BR6: 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.

BR7: 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.

BR8: 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. BR004

3. Agent

BR9: 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.

BR10: 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.

BR11: 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.

BR12: Ticket Status Update

- **Description**: Agents shall be able to update ticket status (e.g. resolved).
- **Business Benefit**: Keeps stakeholders informed about the progress of their requests.
- **Priority**: High
- **Dependencies**: Integration with the ticket status update module. BR011

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BR13: Finance Ticket Forwarding

- **Description**: Agents shall forward payment-related tickets to the finance professional with sufficient details.
- **Business Benefit**: Ensures proper authorization and compliance with financial protocols.
- **Priority**: High
- **Dependencies**: Integration with the finance ticket forwarding module. BR016

BR14: Budget Code Assignment

- **Description**: Agents shall assign budget codes to tickets, if required.
- **Business Benefit**: Enables accurate financial allocation for relevant requests.
- **Priority**: Medium
- **Dependencies**: Integration with the budget code assignment module. BR013

BR15: Notification System

- **Description**: Agents shall receive notifications related to finance 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. BR013

4. Admin

BR16: 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.

5. Super Admin

BR17: 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.

6. Finance Professional

BR18: Payment Approval

- **Description**: Finance professionals shall approve payments related to tickets.
- **Business Benefit**: Ensures that financial transactions are authorized and processed accurately.
- **Priority**: High
- **Dependencies**: Integration with the payment approval workflow. BR006

7. Common Features

BR19: 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.

BR20: Feedback Forms

- **Description**: Users and stakeholders 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.

BR21: 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.

BR22: 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. BR007

BR23: 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.

BR24: Ticket Reopen with Automatic Escalation of Priority

- **Description**: Users shall have the ability to reopen closed tickets, triggering automatic escalation of the priority if necessary.

- **Business Benefit**: Ensures that reopened issues are addressed promptly.

- **Priority**: High

- **Dependencies**: Integration with the ticket reopen and automatic escalation modules. BR022

BR25: 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. BR001

7. Functional Requirements

Function ID: FR001

- Function Description: Allow employees to create new tickets.

- Associated Business Requirement ID: BRD001

- Acceptance Criteria: Employees can fill out a form with necessary details, and a unique ticket ID is generated upon submission.

Function ID: FR002

- Function Description: Allow employees to modify the details of a submitted ticket.

- Associated Business Requirement ID: BRD002

- Acceptance Criteria: Employees can successfully update information on an open ticket, and the system records and displays the modifications.

Function ID: FR003

- Function Description: Enable employees to attach relevant files or documents when raising a ticket.

- Associated Business Requirement ID: BRD003

- Acceptance Criteria: Employees can upload and attach files, such as screenshots or documents, to a ticket, enhancing the information provided.

Function ID: FR004

- Function Description: The system should provide a comprehensive status tracking mechanism to monitor the lifecycle of each ticket.
- Associated Business Requirement ID: BRD004
- Acceptance Criteria:
  - Users, including employees, managers, and administrators, should be able to view the status of a ticket at any given time.
  - The system should display a clear and user-friendly interface indicating the ticket status (e.g., open, in progress, closed).
  - Status updates should occur in real-time, reflecting changes as soon as they occur in the system.

Function ID: FR005

- Function Description: The system should provide employees with the ability to cancel tickets that have been previously submitted.
- Associated Business Requirement ID: BRD005
- Acceptance Criteria:
  - Employees can access a "Cancel" option for tickets in the system.
  - The system prompts employees to confirm the cancellation before proceeding.
  - Cancelled tickets should be marked as "Closed" in the system.
  - The cancellation action generates a system notification for relevant agents.

Function ID: FR006

- Function Description: Allow employees to assign a priority level when creating a new ticket.
- Associated Business Requirement ID: BRD006
- Acceptance Criteria:
  - Employees can choose from predefined priority levels (e.g., low, medium, high).
  - The selected priority level is displayed along with other ticket details.

Function ID: FR007

Function Description: Implement a search feature for users to quickly locate specific tickets.

Associated Business Requirement ID: BRD007

Acceptance Criteria:

Users can search for tickets based on keywords, ticket ID, or other relevant criteria.

The search results provide accurate and relevant matches.

Function ID: FR008

Function Description: Enable administrators to generate reports on ticket statistics.

Associated Business Requirement ID: BRD008

Acceptance Criteria:

Administrators can generate reports on ticket status, resolution times, and other relevant metrics.

The reports are available in downloadable formats (e.g., PDF, CSV).

Function ID: FR009

Function Description: Implement a notification system for ticket updates.

Associated Business Requirement ID: BRD009

Acceptance Criteria:

Users receive notifications for ticket updates (e.g., status changes, comments) via email or within the system.

Notification preferences can be customized by individual users.

Function ID: FR010

Function Description: Provide a comment section for users to communicate within each ticket.

Associated Business Requirement ID: BRD010

Acceptance Criteria:

Users can add comments to a ticket to provide additional information or updates.

The comments section maintains a chronological order of user interactions.

Function ID: FR011

- Function Description: The system should facilitate higher-level administrators with the capability to assign tickets to other administrators within the system.
- Associated Business Requirement ID: BRD011
- Acceptance Criteria:
  - Higher-level administrators should have a clear and accessible option to assign tickets.
  - The system should present a list of available administrators who can be assigned the ticket.
  - Assignment should trigger a notification to both the assigning and assigned administrators.

Function ID: FR012

- Function Description: The system should implement a specific workflow for tickets involving assets, requiring approval from the designated team manager.
- Associated Business Requirement ID: BRD012
- Acceptance Criteria:
  - When a ticket involves an asset, the admin should be able to route it to the respective team manager for approval.
  - The team manager should receive a notification indicating the need for approval.

- The team manager should have the ability to approve or deny the request directly from the system.
- If approved, the ticket status should be updated accordingly, and relevant stakeholders should be notified.
- If denied, the system should provide an option for the team manager to input reasons for denial.

8. Non-Functional Requirements

// Requirement ID: NFR001

- Description: The system should achieve a response time of under 3 seconds.
- Priority: Medium
- Dependencies: Adequate server resources.
- speed, security, reliability, data integrity, //

Requirement ID: NFR001

- 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.

Requirement ID: NFR002

- 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.

Requirement ID: NFR003

- 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.

Requirement ID: NFR004

- 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.

Requirement ID: NFR005

- 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.

Requirement ID: NFR006

- 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.

Requirement ID: NFR007

- Description: The system should have a mean time 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.

Requirement ID: NFR008

- 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.

9. Data Requirements

- **Roles Entity:**
  - Data Element: RoleID
    - Description: Unique identifier for each role.
    - Source: Roles System Database.
    - Format: Alphanumeric.

  - Data Element: RoleName
    - Description: Name of the role.
    - Source: Roles System Database.
    - Format: Text.

- **Employee Entity**
  - Data Element: EmployeeID
    - Description: Unique identifier for each employee.
    - Source: Employee Database.
    - Format: Alphanumeric.

  - Data Element: FirstName
    - Description: First name of the employee.
    - Source: Employee Database
    - Format: Text.

  - Data Element: LastName
    - Description: Last name of the employee.
    - Source: Employee Database
    - Format: Text

  - Data Element: Position
    - Description: Job title or position of the employee.
    - Source: Employee Database

- Format: Text.

- Data Element: Department
  - Description: The department to which the employee belongs.
  - Source: Employee Database
  - Format: Text.

- Data Element: Email
  - Description: Email address of the employee.
  - Source: Employee Database
  - Format: Text (Email format).

- Data Element: Phone
  - Description: Contact number of the employee.
  - Source: Employee Database
  - Format: Numeric.

- Data Element: Address
  - Description: Physical address of the employee.
  - Source: Employee Database
  - Format: Text.

- Data Element: RoleID
  - Description: Identifier for the role assigned to the employee.
  - Source: Employee System Database.
  - Format: Alphanumeric.

- Data Element: HireDate
  - Description: Date when the employee was hired.
  - Source: Employee Database
  - Format: Date.

- Data Element: TerminationDate

- Description: Date when the employee was terminated (if applicable).
- Source: Employee Database
- Format: Date
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o Manager Entity:

- Data Element: ManagerID
  - Description: Unique identifier for each manager.
  - Source: Manager System Database.
  - Format: Alphanumeric.

- Data Element: Department
  - Description: Department managed by the manager.
  - Source: Manager System Database.
  - Format: Text.

- Data Element: ManagerName
  - Description: Full name of the manager.
  - Source: Manager System Database.
  - Format: Text.

- Data Element: Email
  - Description: Email address of the employee.
  - Source: Employee Database
  - Format: Text (Email format).

- Data Element: Phone
  - Description: Contact number of the employee.
  - Source: Employee Database
  - Format: Numeric.

- Agent Entity:
    - Data Element: AgentID
        - Description: Unique identifier for each agent.
        - Source: Agent System Database.
        - Format: Alphanumeric.
    - Data Element: Department
        - Description: Department to which the agent belongs.
        - Source: Agent System Database.
        - Format: Text.
    - Data Element: RoleID
        - Description: Identifier for the role assigned to the agent.
        - Source: Agent System Database.
        - Format: Alphanumeric.
    - Data Element: AgentName
        - Description: Full name of the agent.
        - Source: Agent System Database.
        - Format: Text.

- Department Entity:
    - Data Element: DeptID
        - Description: Unique identifier for each department.
        - Source: Department System Database.
        - Format: Alphanumeric.

    - Data Element: DeptName
        - Description: Name of the department.
        - Source: Department System Database.
        - Format: Text.

    - Data Element: Budget
        - Description: Budget allocated to the department.
        - Source: Department System Database.
        - Format: Numeric.

    - Data Element: OtherDetails
        - Description: Additional details about the department (e.g., department head, location).
        - Source: Department System Database.
        - Format: Text.

- Login Entity:

  - Data Element: UserID
    - Description: Unique identifier for each user.
    - Source: Authentication System Database.
    - Format: Alphanumeric.

  - Data Element: Password
    - Description: Encrypted password for user authentication.
    - Source: Authentication System Database.
    - Format: Text (Encrypted).

- Ticket Entity:
  - Data Element: TicketID
    - Description: Unique identifier for each ticket.
    - Source: Ticketing System Database.
    - Format: Alphanumeric.

  - Data Element: TicketPriority
    - Description: Priority level assigned to the ticket.
    - Source: Ticketing System Database.
    - Format: Text.

  - Data Element: Timestamp
    - Description: Date and time when the ticket was created.
    - Source: Ticketing System Database.
    - Format: Date and Time.

  - Data Element: AssignedTo
    - Description: Employee or agent assigned to handle the ticket.
    - Source: Ticketing System Database.
    - Format: Alphanumeric.

  - Data Element: CreatedBy

- Description: Employee or agent who created the ticket.
- Source: Ticketing System Database.
- Format: Alphanumeric.
  - Data Element: OtherDetails
    - Description: Additional details about the ticket (e.g., description, comments).
    - Source: Ticketing System Database.
    - Format: Text.

- 8. Assets Entity:
  - Data Element: AssetID
    - Description: Unique identifier for each asset.
    - Source: Asset Management System Database.
    - Format: Alphanumeric.

  - Data Element: AssetName
    - Description: Name of the asset.
    - Source: Asset Management System Database.
    - Format: Text.

  - Data Element: AssignedTo
    - Description: Employee or department to which the asset is assigned.
    - Source: Asset Management System Database.
    - Format: Alphanumeric.

  - Data Element: Price
    - Description: Price or value of the asset.
    - Source: Asset Management System Database.
    - Format: Numeric.
  - Data Element: PurchaseDate
    - Description: The date on which the asset was purchased
    - Source: Asset Management System Database.
    - Format: Date.

- 9. Budget Entity:
  - Data Element: ProjectCode
    - Description: Code associated with the project budget.
    - Source: Budget Management System Database.

- Format: Alphanumeric.

- Data Element: BudgetCode
  - Description: Code associated with the specific budget within the project.
  - Source: Budget Management System Database.
  - Format: Alphanumeric.
- Data Element: BudgetAmount
  - Description: Amount allocated for the budget.
  - Source: Budget Management System Database.
  - Format: Numeric.

10.   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.

11. 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.

12.   Sign-off and Approvals

[Provide space for relevant stakeholders to review and sign off on the document.]

13.   Document Revision History

[Track changes made to the document over time.]

14.   Appendix

[Include any supporting documents, diagrams, or additional information.]