

**Software Requirement Specification (SRS)**  
**For Opscore**

**1. Introduction**

**1.1 Purpose:**

Opscore is intended to deliver the organization a system which will help to organize employees and perform administrative personnel functions with **Employee Information Management, Recruitment and hiring, Performance Evaluation and Management, Benefits Management, Time and Attendance Management, Learning and Development, Leave Management, Payroll Management, Employee Relations and Disciplinary, Client Management, Aptitude Assessment.**

This document is meant to delineate the features of Opscore, so as to serve as a guide to the developers on one hand and a software validation document for Techno Brain BPO ITES.

**1.2 Scope:**

We describe what features are in the scope of the software and what are not in the scope of the software to be developed.

**In Scope:**

- ❖ Managing human resource of an organization, this would include. development of employee, payroll, promotions, appraisals, incentives and perks and resignation.
- ❖ Selection procedure will include form filling of the candidate, online aptitude test and issue of offer letter.
- ❖ Computation of salary and assessment of employee will be done.
- ❖ Analysis of human resource must be available.
- ❖ Detailed portfolio of an employee must be available to the managers.
- ❖ Client and project portfolio must be available for the managers.

**Out of Scope:**

- ❖ The design will be simple.
- ❖ The tax computation for the salary will not be done.
- ❖ The modules for the training will not be provided.
- ❖ Any strategic information will not be predicted about the human assets.

**1.3 Definitions, Acronyms, and Abbreviations:**

***Acronyms and Abbreviations:***

- **HRM:** Human Resource Management.
- **SRS:** Software Requirement Specification.
- **GUI:** Graphical User Interface.
- **HR:** Human Resource
- **IT:** Information Technology.
- **BDM:** Business Development Manager
- **BD:** Business Development
- **OPS:** Operations

**Definitions:**

- a. **Skill set:** Set of technical and non-technical skills with the employee has.
- b. **Project:** A client under whose the employee are assigned to work for.
- c. **Client:** A person or organization using Techno Brain's BPO ITES services.
- d. **Trainee:** It is the stage of the employee when he/she is going on the training stage.
- e. **Opscore:** Human Resources Management System

**1.4 Overview:**

The rest of this SRS is organized as follows:

- ❖ Section 2 gives an overall description of the software.
- ❖ It gives what level of proficiency is expected of the user, some general constraints while making the software and some assumptions and dependencies that are assumed.
- ❖ Section 3 gives specific requirements which the software is expected to deliver.
- ❖ Functional requirements are given by various Use cases.
- ❖ Some performance requirements and design constraints are also given.
- ❖ Section 4 gives some possible future extensions of the system.

**2. Overall Description:****2.1 Product Perspective:**

- ❖ Opscore is aimed to have Techno Brain BPO ITES as an organization keep track on its human resources.
- ❖ The system must be efficient to maintain the data of the employees and their role in the organization.
- ❖ It is also made from the Head of the Business Unit's point of view so that he can strategize the company's future.
- ❖ Opscore should be user-friendly, 'quick to learn' and reliable software for the above purpose.

**2.2 Product Functions:**

Opscore should support the following use cases:

**Business Development Module**

BD Module should include a complete directory of client's profiles that include:

- a. Project Details:
  - ❖ Client Name: (Free Text)
  - ❖ Country: Drop Down List (Kenya, Uganda, Tanzania, Malawi, Zambia, USA) – Provide an option to add a country.
  - ❖ Project Code: (Assigned by the system automatically refencing the client name)
  - ❖ Vertical: (Manufacturing, Telecommunication, Public Sector/Government, NGO, Internet Service Provider, Information Technology, Travel & Tourism, Health Care, Banking financial Services and Insurance, Research and Media, Emerging Markets, Automotive, Agriculture, Construction, Entertainment, Food, Hospitality, Transport, Aerospace, Logistics, Legal Services)
  - ❖ Project Type: (Inbound, Outbound, Social Media, Data, Tracking Services)
  - ❖ Service Type: (Customer Support, Telesales, CSAT Surveys, Collections, Data Verification, Tracking Services, Market Surveys, Lead Generation, Data Cleaning, Transcription, Social Media Support, Digitization).
  - ❖ Delivery Type: (Inhouse, Client Site)
  - ❖ Postal Address:
    - ❖ City:
    - ❖ Physical Address:
    - ❖ Telephone Number:

- ❖ Status: (Active, Dormant, Close, Deactivate, Delete)
- b. Project Documents:
  - ❖ Contracts
  - ❖ PO
  - ❖ Letter of Intent
  - ❖ NDA
  - ❖ Sales Handover
- c. Client Contact Person Details:
  - ❖ Name (Free Text)
  - ❖ Email (Free Text)
  - ❖ Telephone Number
  - ❖ Designation
  - ❖ Contract Start Date
  - ❖ Contract End Date
- d. Project Billing Retails:
  - ❖ Contract Start Date
  - ❖ Contract End Date
  - ❖ Billing Frequency (Daily, Weekly, Monthly, Quarterly, Half Yearly, Annually, One Off)
  - ❖ Billing Type (Hourly, Headcount, Call, Task)
  - ❖ Currency (KES, TZS, UGX, ZMW, MWK, ETB, GHS, RWS, EUR, USD)
  - ❖ Pricing (Free Text)
- e. Contract Renewal:
  - ❖ Contract Start Date
  - ❖ Contract End Date
  - ❖ Billing Frequency (Daily, Weekly, Monthly, Quarterly, Half Yearly, Annually, One Off)
  - ❖ Billing Type (Hourly, Headcount, Call, Task)
  - ❖ Currency (KES, TZS, UGX, ZMW, MWK, ETB, GHS, RWS, EUR, USD)
  - ❖ Pricing (Free Text)
  - ❖ Contract Update: Renewal
- f. Reports & Dashboard:
  - ❖ Total Projects:
  - ❖ Contract End Date
  - ❖ Billing Frequency (Daily, Weekly, Monthly, Quarterly, Half Yearly, Annually, One Off)
  - ❖ Billing Type (Hourly, Headcount, Call, Task)
  - ❖ Currency (KES, TZS, UGX, ZMW, MWK, ETB, GHS, RWS, EUR, USD)
  - ❖ Pricing (Free Text)

## **Human Resources Management Module**

### **Employee Information Management:**

HRM Module should include a complete directory of staff's profiles that include:

- a.) Staff Details:
  - ❖ SAP No (Free Text)
  - ❖ First Name
  - ❖ Middle Name
  - ❖ Last Name
  - ❖ Gender (Male, Female)
  - ❖ DOB (DD-MM-YY)
  - ❖ Country (Kenya, Uganda, Tanzania, Malawi, Zambia, USA)
  - ❖ Primary Phone No. (Begins with a county code)
  - ❖ Secondary Phone No.
  - ❖ Work Email: (Autogenerated by the system based looking at the names)
  - ❖ Personal Email:
  - ❖ Residence:
  - ❖ Permanent address:
  - ❖ Status (Active, Attrition)
- b.) Contract Details:
  - ❖ Contract Type: (Permanent, Casual,)
  - ❖ Contract start:
  - ❖ Contract expiry:
  - ❖ Department: (Operations, Project Services, Information Technology, Software Development, Administration, Business Development, Human Resources, Finance)
  - ❖ Designation: (BPO Executive, Quality Coordinator, Group Coordinator, Team Leader, Assistant Operations Manager, Operations Manager, Head of Operations, Director, Pre-Sales Executive, Admin Executive, Business Development Manager, Business Development Executive, IT Executive, Sr. IT Executive, IT Manager)
  - ❖ Project Name: (SNV, Chipper Cash, DT Dobie, EABL, Isuzu EA, Sproxil, Telkom Kenya,

- ❖ Total Energies, Toyota Kenya, Zuku, UCDA, UNHCR, Titanium, ULG, AMC, VIVA, GRC, SCJ, HMN) Project Type: (Inbound, Outbound, Social Media, Data, Tracking Services)
- ❖ Project Category: (Customer Support, Telesales, Collections, Lead Generation, NPD, Churn, WhatsApp, Data Validation, Tracking, Transcription, Social Media)
- ❖ Project Code: (To generate based in the DBM input)

c.) Statutory Details:

- ❖ National ID
- ❖ Passport No.
- ❖ Huduma No.
- ❖ TAX PIN
- ❖ NSSF
- ❖ NHIF

d.) Education Deatils:

- ❖ Education Level: (Phd, Masters, Bachelors, Diploma, Certificate)
- ❖ Institution:
- ❖ Field of Study:
- ❖ Start Year:
- ❖ Completion Year:

e.) Bank Details:

- ❖ Bank Name:
- ❖ Branch:
- ❖ Branch Code:
- ❖ Account Name:
- ❖ Account Number:

f.) Health Details:

- ❖ Blood Group: (A+, A-, B+, B-, 0+, 0-, AB+, AB-)
- ❖ Disability: (Yes, No)
- ❖ Disability Details:
- ❖ Health Condition: (Yes, No)
- ❖ Health Condition Details:

g.) Next of Kin Details:

- ❖ Next of Kin 1: (Full Names, Relationship, Contact)
- ❖ Next of Kin 2: (Full Names, Relationship, Contact)

h.) Language Details:

- ❖ Language 1
- ❖ Language 2
- ❖ Language 3
- ❖ Language 4
- ❖ Language 5
- ❖ Language 6

## **Recruitment and Hiring**

**a.) Job Application:**

Candidates Registration:

- ❖ Full Name: (First Name, Middle Name, Last Name)
- ❖ ID Number: ()
- ❖ Primary Phone Number:
- ❖ Secondary Phone Number:
- ❖ Email Address:
- ❖ Residence:
- ❖ Marital Status:
- ❖ Gender:
- ❖ Home County:
- ❖ City:
- ❖ Date of Birth:
- ❖ Country:

**b.) Candidates Profile:**

- ❖ Highest Level of Education: (Phd, Masters, Bachelors, Diploma, Certificate)
- ❖ Course of study:
- ❖ Work Experience:
- ❖ Years Of Experience:
- ❖ Area of Experience:
- ❖ Employment Status: (Employed, Not Employed)

**c.) Job Information:**

- ❖ How did you hear about the opportunity: (Referral, Advertisement, Walk In)
- ❖ Salary Expectations:

**d.) HR Interview Review:**

- ❖ Status: (Selected, Not Selected, Candidate Withdrew)
- ❖ Comments: (Free Text)

### **Performance Evaluation and Management:**

Appraisals: Attached is the Appraisal Template

Goal Setting: Attached is the Goal Setting Template

Performance Conversation: Attached is the Performance Conversation Template

### **2.3 User Characteristics:**

The user must be aware of all the HR functions. The user should be familiar with all the correct details about him.

### **2.4 Principal Actors:**

Candidate will appear for the selection process.

Trainee will go through Development and Orientation programme.

Employee will perform all the functions in his domain.

Administrator will control and maintain the entire system.

**Managers:**

- 1) **Project Manager** will have the control over the employees under him.
- 2) **Accounts Manager** will control the payroll and incentives of the employee.
- 3) **HR Manager** will control the selection procedure of the employee.

**2.5 General Constraints:**

The system requires LAN as well as Internet connection.

The system may be integrated with any system existing.

HRM is a multi-user software.

**2.6 Assumptions and Dependencies:**

The system requires Internet connection to fully functional.

The system is designed for medium scale organisation.

The details are generalised for the organisation.

The software must be made customized for the domain of the organisation.

### **3. Specific Requirements:**

#### **3.1 Functional Requirements:**

We describe the functional requirements by giving various use cases.

##### **Selection:**

##### **Fill form:**

**Primary Actor:** Candidate

##### **Scenario:**

The candidate will enter the details.

There will be fields for academics and skills. The user will submit the form.

Then he will receive the login id for the test.

**Online Test:**

**Primary Actor:** Candidate

**Scenario:**

Start the test.

The questions will be in MCQ format. The timer will be there.

Then the submission of answers will be done.

**Results:**

**Primary Actor:** HR manager

**Scenario:**

View the test results and short list the candidates. The list for the interview process will be displayed.

**Analysis:**

**Primary Actor:** HR manager



**Scenario:**

Various charts and graphs will be displayed according to the Job Design.

**Interview:**

**Primary Actor:** HR manager

**Scenario:**

During the interview the comments or bookmarks must be made.

**Display selected list:**

**Primary Actor:** HR manager

**Scenario:**

The list of final candidates will be displayed.

The list will be sent to the higher level of the organisation.

**Issue offer-letter:**

**Primary Actor:** HR manager

**Scenario:**

The selected candidates will be communicated and the offer letter will be sent.

### **Training and Orientation:**

#### **Pre-Training analysis:**

**Primary Actor:** HR manager

#### **Scenario:**

The skills of the trainee will be assessed. The graphs will be displayed on the screen.

The modules will be assigned to the trainee.

### **Modules:**

**Primary Actor:** HR manager, Trainee

#### **Scenario:**

The trainee can view the modules.

### **Test:**

**Primary Actor:** HR manager, Trainee

#### **Scenario:**

The trainee will appear for the test.

**Final analysis and skill list:**

**Primary Actor:** HR manager

**Scenario:**

HR manager will assess the skills of the trainee and accordingly judge the suitable job for the trainee.

**Posting:**

**Primary Actor:** HR manager, Trainee

**Scenario:**

The HR manager will post trainee to the locations.

The trainees will receive the job details and location.

**Payroll:****Basic calculation:**

**Primary Actor:** Accounts Manager

**Scenario:**

Account Manager will create payroll of all the employees.

It will also create the salary distribution of the employees.

**Dispatch:**

**Primary Actor:** Accounts Manager, Employee.

**Scenario:**

Account Manager will send the payslips to the employees.

**Appraisals:**

**Employee Assessment:**

**Primary Actor:** Project Manager

**Scenario:**

Project Manager will regularly assess the work of the employee.

It will send the assessment to the HR Manager.

Accordingly, the employee will get the appraisals. The employee is assessed according to the quality and quantity of the work.

**Appraisals:**

**Primary Actor:** HR Manager.

**Scenario:** HR Manager can add, delete, update the appraisals list.

The appraisals are given to the employee.

**Perks and Incentives:**

**Medical Insurance ,Loan ,Travel, Food: Primary Actor:** HR Manager, Employee .

**Scenario:**

HR Manager can add, delete, update the perks and incentives list.

Employee can demand for perks and incentives.

**Track Record:**

**Attendance Monitoring:**

**Primary Actor:** Employee

**Scenario:**

Employee will give their attendance on the daily basis.

**Leave:**

**Primary Actor:** Employee , Project Manager

**Scenario:**

Employee will apply for the leave with 7 days to prior notice.  
Project Manager will approve the leave.

**Retirement:****Provident Fund:**

**Primary Actor:** Employee, Accounts Manager.

**Scenario:**

Accounts Manager will permit the Provident Fund to the Employee.

**Mentoring:**

**Primary Actor:** Employee, HR Manager.

**Scenario:**

After retirement the employee can apply for mentoring.

HR Manager will approve the post.

**Promotion:**

**Promote:**

**Primary Actor:** Project Manager

**Scenario:**

Project Manager will promote the employees according to the performance and assessment given to them by HR Manager.

**Resignation:**

**Resign:**

**Primary Actor:** Employee.

**Scenario:**

Employee will submit the resignation letter to the Project Manager prior to 1 month notice.

**Job Termination:**

**Primary Actor:** Employee, HR Manager

**Scenario:**

HR Manager will approve the leave of the employee.

The account of the respective employees will be terminated immediately.

**3.2     Performance Requirements:**

The organisation must have the network. The system must handle minimum 10 users at time.

Should run on 1200MHZ, 256MB machine.

**3.3     Design Constraints:****1.     *Security:***

The files in which the information regarding employee and the analysis should be secured against malicious deformations.

**2.     *Fault Tolerance:***

Data should not become corrupted in case of system crash or power failure.



3. ***Backup:***

There must be backup of the data at regular basis.

**3.4 Future Extensions:**

The system can handle only medium scale organisation.

The future enhancement and help the system to handle large organisation.

The system is dependant for the aptitude test.

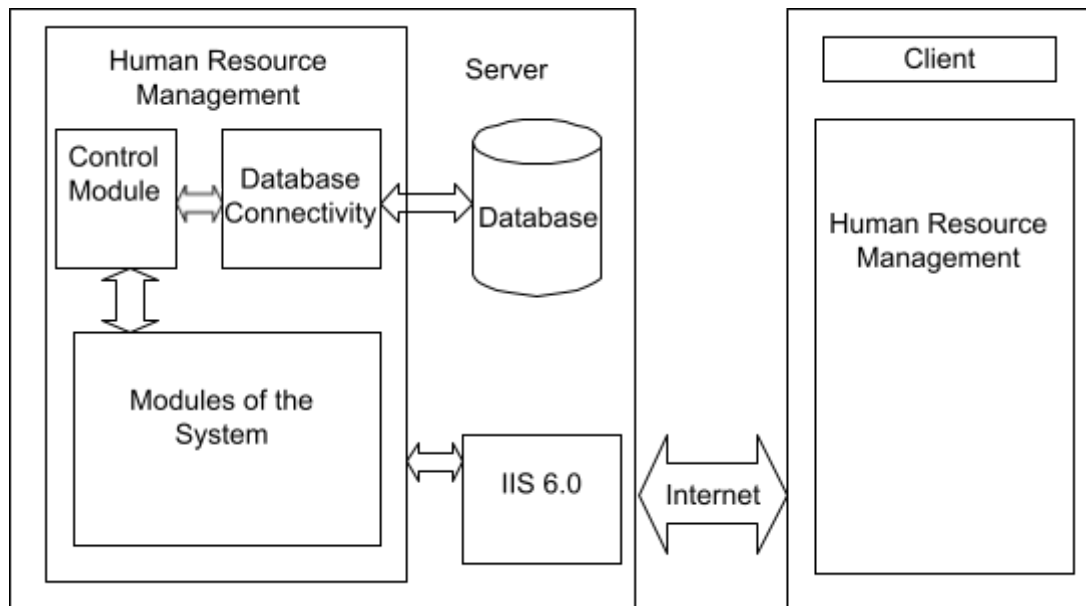
The system can have customized fields according to the industry.

**Architecture design:**

The architecture is two-tier architecture. The system has the server which will store the information of the Employees as well as the various factors related to them in the organization. The control module will control the overall working of the system. The database connectivity module will connect the system with the database so that there is no direct communication of the system with the database. This will help the system to be consistent. There are various modules of the system which plays an integral role to the system.

The client machines will access the server online and use the databases to view, manipulate, and analyze the information. There will be user interface through which the user will interact with the system.

The client and server are connected using internet. This will help the user to connect the system remotely. The architecture diagram is shown below.



The client machines will access the server online and use the databases to view, manipulate, and analyze the information.