

Business Requirements Document (BRD)

Course Name: Web Application Development and Security_COMP6703001

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1. Project Overview

Project name: Hospital Helpdesk and Ticketing System

Document Author:

1. Joshua Efraim - 2702365000
2. Suwandi The - 2702350775 - L4CC
3. Alif Tanoto - 2702364950 - L4CC
4. Ahmad Zaydan - 27023 -L4CC

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1.1 Purpose

The real-life business and organization that we have chosen is Siloam hospital. Our Helpdesk Ticketing system is designed to enhance IT and facility support operation Within Siloam Hospitals by allowing the users to easily create and track their tickets that will be resolved by the IT/Facility support team based on the problems priority.

1.2 Objectives

The objective of our ticketing system is to streamline the employee's issues such as IT or facility needs such as damage in the medical machine, supply shortages, cleaning requests, and infrastructure problems. This can be categorized into different levels of urgency depending on how quickly the problem should be solved.

1.3 Scope

In-scope:

- Responsive Web-based helpdesk ticketing system
- Ticket creation, assignment, and tracking.
- User authentication.

Out of scope:

- Integrated into a hospital management system

2. Business Requirements

2.1 Functional Requirements

- **User registration and Authentication:** Users should be able to sign up, login.
- **Ticket management:** Users should be able to create and view tickets, and receive the updated status. The ticket will be approved/rejected by admin, and is then redirected into the IT/Facility team.
- **Admin Dashboard:** manage users, manage tickets.
- **Prioritization:** Ticket priority level: Critical (Life Threatening Issue), High (Medical Equipment malfunction in operation rooms), Medium (Software issue for the Staff), Low (Non-Urgent such as air conditioning issue in the lobby)

2.2 Non-Functional Requirements

- **Scalability :** Support Many Concurrent users
- **Accessibility :** Responsive and accessible on any devices
- **Efficiency:** Ensuring the ticket would be received directly to the admin
- **Security:** Prevent other than admin to use the admin panel by using authentication
- **Performance:** Quick load times

3. Stakeholders (Target Client Information - Area Business)

- Employee
- Help Desk
- Support Team

4. Assumptions and Constraints

4.1 Assumptions

- Help desk is constantly open 24/7 together with the hospital hours
- Users have access to internet-enabled devices

4.2 Constraints

- A tight timeline to create the ticketing system

5. Risks and Mitigation Strategies

Risk	Mitigation Strategy
Delayed adoption by hospital staff	Provide user-friendly UI or training
Security threats	Use secure authentication methods
Server overload	Optimize database performance

6. Success Criteria

1. At least 90% of the ticket requests shows up in the database
2. At least 90% of the ticket requests can successfully update status

7. Approval

Prepared By:

Reviewed By:

Approved By:

Date of Approval