**Users**

As a user I would like to login to HELL so I can submit and review tickets.

As a user I would like to submit software access applications to HELL so that I can get access to the software I need.

As a user I would like to see the status of my software application tickets so that I can see roughly when I’ll get access.

As a user I would like to modify or delete my open applications so that I can fix mistaken applications.

As a user I would like to be notified when my software application has been approved/denied so that I can begin using my software/resubmit.

**Approvers**

As an approver I would like to login to HELL so I can review and approve tickets.

As an approver I would like to be notified when a new application needs my approval so that I can approve it.

As an approver I would like a way to view all applications pending my approval so that I can approve them.

**Analyst**

As an analyst I would like to login to HELL to manage and review tickets.

As an analyst I would like to be notified when a new ticket comes in so that I can review it.

As an analyst I would like a way to view all tickets in the system so that I can review them.

As an analyst I would like a way to filter tickets in the system by status or other filters so that I can find the ticket I’m looking for.

As an analyst I would like a way to modify the current status of a ticket so that I can keep track of the state of the ticket.

As an analyst I would like a way to notify the user if there is incorrect or missing information.

As an analyst I would like a way to add/remove approvers to software applications so that they can approve the software in the tickets.

As an analyst I would like to grant access to software applications so that I can give users access when tickets are approved.