**Functional & Non-Functional Requirement Document (FRD) – SaaS HRMS**

Project Name: SaaS-based Human Resource Management System (HRMS)  
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# Document Control

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# 1. Introduction

## 1.1 Purpose

This document outlines the functional requirements for the proposed SaaS-based Human Resource Management System (HRMS). It translates business needs into actionable system functionalities that will support and streamline HR operations across the organization.

## 1.2 Project Goals

* To centralize and digitize HR processes for improved efficiency and transparency
* To empower employees and managers through self-service capabilities
* To enhance compliance, data security, and auditability across HR functions
* To provide scalable, modular HR solutions that adapt to organizational growth
* To integrate seamlessly with third-party tools for payroll, communication, and learning

## 1.3 Target Audience

* **HR Professionals**: For managing employee records, recruitment, onboarding, and compliance
* **Managers**: For team oversight, approvals, performance tracking, and reporting
* **Employees**: For accessing personal data, submitting requests, and engaging with HR services
* **IT Administrators**: For configuring access controls, integrations, and system maintenance
* **Executives**: For strategic insights via analytics and dashboards

## 1.4 Key Features

* Centralized employee profile management
* Automated onboarding and offboarding workflows
* Employee and manager self-service portals
* Recruitment and talent acquisition tools
* Leave and attendance tracking with biometric integration
* Learning Management System (LMS) with blended learning support
* Secure communication and collaboration tools
* Integration with video conferencing platforms
* Role-based access control and multi-factor authentication
* Custom reporting and predictive analytics

## 1.5 Problems Addressed

* Fragmented HR processes across multiple platforms
* Manual paperwork and inefficient onboarding/offboarding
* Limited visibility into employee performance and engagement
* Compliance risks due to a lack of audit trails and data protection
* Inconsistent communication between HR, employees, and managers

## 1.6 Opportunities

* Streamlining HR operations through automation and digitization
* Enhancing employee experience and engagement
* Leveraging data for strategic workforce planning
* Reducing operational costs and administrative overhead
* Scaling HR capabilities with modular, cloud-based architecture

# 2. System Overview

The proposed SaaS-based Human Resource Management System (HRMS) is a modular, cloud-native platform designed to streamline and automate HR operations across the employee lifecycle. It leverages a multi-tier architecture to ensure scalability, security, and seamless integration with external systems.

## 2.1 Architecture Overview

The system follows a **three-tier architecture**:

* **Presentation Layer**: Web and mobile interfaces for employees, managers, and HR personnel. Built with responsive design principles to ensure accessibility across devices.
* **Application Layer**: Business logic and workflow engine that powers core HR functionalities such as onboarding, leave management, recruitment, and learning.
* **Data Layer**: Secure databases and data warehouses for storing employee records, audit logs, and analytics data. Includes encryption and backup mechanisms.

## 2.2 Main Components and Interactions

| **Component** | **Description** |
| --- | --- |
| **Core HR Module** | Manages employee profiles, organizational structure, and role-based access. |
| **Onboarding/Offboarding** | Automates workflows for joining and exiting employees, including document handling and task tracking. |
| **ESS/MSS Portals** | Enables employees and managers to perform self-service actions and approvals. |
| **Recruitment Engine** | Facilitates job postings, candidate tracking, and interview scheduling. |
| **LMS** | Supports course creation, enrolment, and certification tracking. |
| **Leave & Attendance** | Tracks attendance via biometric or manual inputs and manages leave policies. |
| **Communication Tools** | Provides secure messaging, announcements, and calendar integration. |
| **Security Layer** | Implements RBAC, MFA, and audit logging across all modules. |
| **Reporting & Analytics** | Generates dashboards and predictive insights for HR decision-making. |

These components interact via secure APIs and shared services, ensuring data consistency and workflow orchestration across modules.

## 2.3 External Systems and Dependencies

The HRMS integrates with several external platforms to extend its capabilities:

* **Video Conferencing Tools**: Zoom, Microsoft Teams for virtual interviews and meetings
* **Payroll Systems**: Integration with third-party payroll providers for salary processing
* **Authentication Services**: SSO via SAML/OAuth 2.0 for secure user access
* **Learning Platforms**: External content providers for LMS enrichment
* **Compliance Engines**: GDPR/CCPA modules for consent and data subject request handling

The system is hosted on a cloud infrastructure (e.g., AWS, Azure, or GCP), with auto-scaling and disaster recovery features to ensure high availability and performance.

# 3. Functional Requirements

| **Requirement with ID** | **Sub-Requirement ID** | **Description** |
| --- | --- | --- |
| **FR-001: Centralized Employee Profile Management** | FR-001.01 | The system shall allow HR to create, update, and deactivate employee profiles. |
| FR-001.02 | The system shall support organizational hierarchy mapping (departments, roles). |
| FR-001.03 | The system shall maintain employment history and role transitions. |
| FR-001.04 | The system shall allow bulk import/export of employee data via CSV/Excel. |
| FR-001.05 | The system shall log all profile changes with timestamps and user IDs. |
| **FR-002: Automated Onboarding Workflows** | FR-002.01 | The system shall generate onboarding task lists based on role and department. |
| FR-002.02 | The system shall allow digital document uploads and e-signatures. |
| FR-002.03 | The system shall notify stakeholders of pending onboarding tasks. |
| **FR-003: Automated Offboarding Workflows** | FR-003.01 | The system shall trigger offboarding workflows upon resignation/termination. |
| FR-003.02 | The system shall revoke system access and notify IT automatically. |
| FR-003.03 | The system shall collect exit feedback via customizable surveys. |
| **FR-004: Employee Self-Service (ESS) Portal** | FR-004.01 | The system shall allow employees to view and update personal information. |
| FR-004.02 | The system shall allow employees to download payslips and tax forms. |
| FR-004.03 | The system shall allow employees to submit leave and attendance requests. |
| FR-004.04 | The system shall display company announcements and policy documents. |
| **FR-005: Manager Self-Service (MSS) Dashboards** | FR-005.01 | The system shall allow managers to view team profiles and performance history. |
| FR-005.02 | The system shall allow managers to approve/reject leave and attendance requests. |
| FR-005.03 | The system shall allow managers to assign tasks and track completion. |
| FR-005.04 | The system shall generate team-level reports and dashboards. |
| **FR-006: Recruitment & Talent Acquisition** | FR-006.01 | The system shall allow HR to post job openings internally and externally. |
| FR-006.02 | The system shall parse resumes and auto-match candidates to job criteria. |
| FR-006.03 | The system shall schedule interviews and send calendar invites. |
| FR-006.04 | The system shall track candidate status through each recruitment stage. |
| FR-006.05 | The system shall generate recruitment analytics (e.g., time-to-hire, funnel). |
| **FR-007: Leave & Attendance Management** | FR-007.01 | The system shall allow configuration of leave types and policies. |
| FR-007.02 | The system shall integrate with biometric devices or manual entry systems. |
| FR-007.03 | The system shall calculate leave balances and accruals automatically. |
| FR-007.04 | The system shall notify employees and managers of leave status changes. |
| FR-007.05 | The system shall support shift scheduling and roster management. |
| **FR-008: Learning Management System (LMS)** | FR-008.01 | The system shall allow HR to create and assign training courses. |
| FR-008.02 | The system shall support blended learning (online + offline). |
| FR-008.03 | The system shall auto-enroll employees based on role or department. |
| FR-008.04 | The system shall track course completion and issue certificates. |
| FR-008.05 | The system shall allow integration with external content providers. |
| **FR-009: Communication & Collaboration Tools** | FR-009.01 | The system shall support secure messaging between users. |
| FR-009.02 | The system shall allow HR to post announcements and updates. |
| FR-009.03 | The system shall support file sharing and threaded discussions. |
| FR-009.04 | The system shall integrate with calendar tools for scheduling. |
| **FR-010: Video Conferencing & Events Integration** | FR-010.01 | The system shall integrate with Zoom and Microsoft Teams for virtual meetings. |
| FR-010.02 | The system shall allow scheduling of HR events and webinars. |
| FR-010.03 | The system shall sync event data with employee calendars. |
| **FR-011: Security & Compliance** | FR-011.01 | The system shall enforce role-based access control (RBAC). |
| FR-011.02 | The system shall support multi-factor authentication (MFA). |
| FR-011.03 | The system shall log all user actions for auditing. |
| FR-011.04 | The system shall support GDPR/CCPA workflows (consent, DSAR, data deletion). |
| **FR-012: Integrations & APIs** | FR-012.01 | The system shall expose REST and GraphQL APIs for external integration. |
| FR-012.02 | The system shall support SSO via SAML and OAuth 2.0. |
| FR-012.03 | The system shall integrate with payroll, accounting, and ERP systems. |
| FR-012.04 | The system shall support webhook-based event triggers. |
| **FR-013: Reporting & Analytics (Embedded Across Modules)** | FR-013.01 | The system shall generate customizable dashboards for HR metrics. |
| FR-013.02 | The system shall support predictive analytics for attrition and performance. |
| FR-013.03 | The system shall allow export of reports in PDF, Excel, and CSV formats. |
| FR-013.04 | The system shall support scheduled report delivery via email. |

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# 4. Non-Functional Requirements

| **ID** | **Requirement Description** | **Example / Implementation** | **Business Value** | **BRD Reference** |
| --- | --- | --- | --- | --- |
| **NFR-001: Performance** | The system must support 5,000 concurrent users with response times under 2 seconds. | Use auto-scaling load balancers, caching layers, and performance monitoring dashboards to maintain speed under load. | Ensures smooth user experience during peak usage, driving adoption and reducing support tickets. | BR-NF-001 |
| **NFR-002: Availability** | 99.9% uptime SLA with disaster recovery and automatic failover capabilities. | Deploy across multiple availability zones with automated failover and regular DR drills. | Maximizes system reliability and user trust, preventing costly downtime. | BR-NF-002 |
| **NFR-003: Security** | AES-256 encryption, TLS 1.2+, MFA, and intrusion detection systems. | Enforce MFA for all logins, rotate encryption keys regularly, and integrate IDS/IPS for real-time threat alerts. | Protects sensitive employee data, reduces breach risk, and ensures compliance with regulatory obligations. | BR-NF-003 |
| **NFR-004: Scalability** | Auto-scaling infrastructure to handle user growth and data expansion. | Configure elastic compute and storage resources, database sharding, and horizontal scaling. | Handles business growth without re-engineering; keeps performance consistent. | BR-NF-004 |
| **NFR-005: Usability** | WCAG 2.1 AA compliance, intuitive UI, and contextual help features. | Responsive design, clear navigation, on-screen tooltips, and accessibility testing. | Improves adoption, reduces training time, and ensures inclusivity. | BR-NF-005 |
| **NFR-006: Compliance** | GDPR/CCPA workflows, consent management, and automated DSAR handling. | Implement consent capture pop-ups, automated data retention policies, and DSAR request tracking. | Avoids legal penalties, enhances customer and employee trust. | BR-NF-006 |
| **NFR-007: Maintainability** | Quarterly updates with rollback capability and <1 hour downtime. | Use a blue-green deployment strategy with automated rollback and in-app release notes. | Keeps the system secure and up to date with minimal disruption. | BR-NF-007 |
| **NFR-008: Integration** | REST/GraphQL APIs, SAML/OAuth 2.0, and webhook support. | Provide API documentation portal, pre-built connectors for payroll, and SSO integration with Okta/Azure AD. | Reduces manual data entry, ensures seamless workflows across systems. | BR-NF-008 |
| **NFR-009: Auditability** | Immutable logs, 7-year retention, and exportable audit trails. | Centralised log storage with tamper-proof mechanisms and scheduled exports for auditors. | Simplifies audits, demonstrates compliance, and speeds investigations. | BR-NF-009 |
| **NFR-010: Reliability** | Real-time replication, daily backups, RTO < 4 hours, and near-zero RPO. | Implement database clustering with synchronous replication, automated backup verification. | Prevents data loss, ensures quick recovery, and minimises business interruption. | BR-NF-010 |

# 5. Assumptions

## 5.1 General System Assumptions

* The HRMS will be delivered as a **cloud-hosted SaaS solution**, accessible via web and mobile browsers.
* All users will have **internet access** and compatible devices to interact with the system.
* The system will support **multi-tenant architecture**, allowing configuration per organization.
* The platform will follow **industry-standard security protocols** (e.g., TLS, AES encryption).
* The system will be developed using **modern web technologies** (e.g., React, Node.js, PostgreSQL).
* All modules will be **modular and loosely coupled**, allowing independent updates and scaling.

## 5.2 User & Role Assumptions

* Users will be categorized into predefined roles: **HR Admin, Manager, Employee, IT Admin, and Recruiter**.
* Role-based access control (RBAC) will govern visibility and permissions across modules.
* Users will be authenticated via **SSO or platform-native login**, with optional MFA.
* Each user will have a unique identifier and an audit trail for all system interactions.

## 5.3 Functional Assumptions

* Employee data will be **entered manually or imported** from existing systems during onboarding.
* Leave policies, shift schedules, and organizational hierarchies will be **configured by HR Admins**.
* Recruitment workflows will be **customizable per job role or department**.
* ESS/MSS portals will be **accessible 24/7**, with real-time updates and notifications.
* LMS content will be **created internally or integrated from third-party providers**.
* Communication tools will be **limited to internal users**, with no external messaging.
* All workflows will be **triggered by system events or user actions**.

## 5.4 Integration Assumptions

* The system will integrate with **Zoom, Microsoft Teams, payroll systems, and calendar tools** via APIs.
* External systems will expose **standardized REST or GraphQL endpoints** for integration.
* Authentication services will support **SAML 2.0 and OAuth 2.0 protocols**.
* Webhooks will be used for **event-driven notifications and data sync**.

## 5.5 Non-Functional Assumptions

* The system will maintain **99.9% uptime**, excluding scheduled maintenance windows.
* Performance benchmarks assume **up to 5,000 concurrent users** under normal load.
* Data backups will be performed **daily**, with retention policies defined by the client.
* The system will comply with **GDPR, CCPA, and other applicable data protection laws**.
* Accessibility will follow **WCAG 2.1 AA standards**, ensuring usability for all users.
* Updates and patches will be deployed **quarterly**, with rollback capabilities.
* Audit logs will be **immutable and retained for a minimum of 7 years**.

## 5.6 Deployment & Maintenance Assumptions

* The system will be deployed on a **cloud platform (e.g., AWS, Azure, GCP)** with auto-scaling enabled.
* Disaster recovery will include **redundant infrastructure and failover mechanisms**.
* Maintenance tasks will be scheduled during **non-peak hours**, with prior notifications.
* Clients will have access to **support channels and documentation** for troubleshooting.

# 6. Assumption Criteria

The following criteria are used to validate and accept the assumptions outlined in this document. These criteria ensure that assumptions are realistic, relevant to the system context, and do not compromise the integrity of the functional requirements.

## 6.1. Relevance to Functional Scope

* Each assumption must directly support or influence one or more functional requirements.
* Assumptions unrelated to system behavior, user interaction, or data flow are excluded from this document.

## 6.2. Stakeholder Agreement

* All assumptions must be reviewed and acknowledged by key stakeholders (e.g., HR, IT, Compliance).
* Any disputed assumption will be flagged for clarification or revision before final approval.

## 6.3. Feasibility & Environment Readiness

* Assumptions must reflect current or planned infrastructure capabilities (e.g., cloud hosting, API availability).
* External dependencies (e.g., third-party integrations) must be confirmed or have contingency plans.

## 6.4. Testability

* Assumptions should be verifiable during system testing or UAT phases.
* If an assumption cannot be tested, it must be supported by documented evidence or stakeholder validation.

## 6.5. Impact on Requirements

* Assumptions must not contradict or undermine any functional requirement.
* If an assumption changes, impacted requirements must be re-evaluated and updated accordingly.

## 6.6. Documentation & Traceability

* Each assumption is documented with a unique reference ID and linked to relevant requirement IDs.
* Changes to assumptions will be tracked through the change management process.

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# 7. Constraints

## 7.1 Technical Constraints

* The system must be developed using **web-based technologies** (e.g., React, Node.js, PostgreSQL).
* Deployment is restricted to **cloud platforms** (e.g., AWS, Azure, GCP) with no on-premise option.
* Only **RESTful APIs and OAuth 2.0/SAML 2.0** are permitted for external integrations.
* The system must support **multi-tenant architecture**, limiting customization at the code level.
* All data must be stored in an **encrypted format**, adhering to AES-256 standards.

## 7.2 Business Constraints

* The initial release must include **core HR modules**: Employee Management, Leave, Attendance, Payroll, and Recruitment.
* Budget allocation limits the use of **third-party premium services** (e.g., advanced analytics, AI-based recruitment).
* The project timeline is fixed to **12 weeks**, with no buffer for scope expansion.
* Licensing model must follow a **subscription-based pricing structure**, billed monthly or annually.
* Only **English language support** is available in the MVP; localization is deferred to future phases.

## 7.3 Operational Constraints

* System maintenance must occur during **non-business hours**, with a maximum downtime of 2 hours per month.
* Support team availability is limited to **business hours (9 AM – 6 PM IST)**, Monday to Friday.
* User training and onboarding must be completed within **2 weeks of deployment**.
* Data migration from legacy systems must be completed using **CSV templates only**.

## 7.4 Legal & Compliance Constraints

* The system must comply with **GDPR, CCPA**, and the **Indian IT Act** regulations.
* Audit logs must be retained for **7 years**, with no deletion or modification allowed.
* User consent must be captured for all **data collection and processing activities**.
* The system must not store **biometric data or sensitive health information**.

## 7.5 Performance Constraints

* The system must support up to **5,000 concurrent users** with a < 2-second response time.
* Page load time must not exceed **3 seconds** under normal load conditions.
* Scheduled jobs (e.g., payroll processing) must complete within **15 minutes**.

## 7.6 Design Constraints

* UI/UX must follow **Material Design guidelines** for consistency and accessibility.
* The system must be responsive across **desktop, tablet, and mobile browsers**.
* Branding elements (logo, color scheme) must be **configurable per tenant**, but layout remains fixed.

# 8. Future Considerations

As the organization evolves and user needs expand, the HRMS platform should be designed with flexibility to accommodate future enhancements. The following considerations outline potential areas for growth, innovation, and strategic alignment.

## 8.1. Advanced Analytics & AI Integration

* Implement machine learning models for predictive workforce analytics (e.g., attrition risk, performance forecasting).
* Use natural language processing (NLP) for resume parsing, sentiment analysis in surveys, and chatbot support.

## 8.2. Mobile App Development

* Launch dedicated mobile apps for iOS and Android to enhance accessibility and engagement.
* Include offline capabilities for attendance logging and task tracking in remote environments.

## 8.3. Globalization & Localization

* Support multi-language interfaces and region-specific compliance workflows.
* Enable currency, time zone, and holiday calendar customization per geographic location.

## 8.4. Extended Compliance Frameworks

* Incorporate support for additional regulations such as HIPAA (for health-related data), SOC 2, and ISO 27001.
* Automate audit preparation and compliance reporting.

## 8.5. Gamification & Employee Engagement

* Introduce gamified learning paths, recognition badges, and performance leaderboards.
* Embed pulse surveys and feedback loops to monitor employee satisfaction.

## 8.6. Marketplace & Plugin Ecosystem

* Develop a plugin architecture allowing third-party developers to extend system capabilities.
* Launch an HRMS marketplace for add-ons like wellness tools, benefits management, and DEI analytics.

## 8.7. Blockchain for Credential Verification

* Use blockchain to store and verify employee certifications, training records, and employment history.

## 8.8. Environmental & Sustainability Tracking

* Add modules to track carbon footprint, remote work impact, and sustainability goals tied to HR policies.

## 8.9. Voice & Conversational Interfaces

* Integrate voice assistants for hands-free HR interactions (e.g., “Apply for leave,” “Show my payslip”).

## 8.10. Robust Disaster Recovery & Business Continuity

* Expand recovery protocols to include geo-redundancy, real-time failover, and automated incident response.

# 9. Glossary

| **Term** | **Definition** |
| --- | --- |
| **SaaS (Software as a Service)** | A cloud-based delivery model where software is hosted centrally and accessed via the internet on a subscription basis. |
| **HRMS (Human Resource Management System)** | A digital platform to manage employee lifecycle processes, including onboarding, attendance, learning, and compliance. |
| **ESS (Employee Self-Service)** | A portal where employees can update personal information, request leave, submit claims, and access payslips. |
| **MSS (Manager Self-Service)** | A portal for managers to approve requests, monitor team performance, and access reports. |
| **RBAC (Role-Based Access Control)** | SA security model that restricts system access based on a user’s role and responsibilities. |
| **MFA (Multi-Factor Authentication)** | A login security method requiring two or more verification factors (e.g., password + OTP). |
| **GDPR (General Data Protection Regulation)** | EU regulation for data protection and privacy of individuals. |
| **ISO (International Organization for Standardization)** | A global standard-setting body, often referenced for information security compliance. |
| **SOC 2 (System and Organization Controls 2)** | A U.S. standard for managing customer data based on trust principles like security and privacy. |
| **LMS (Learning Management System)** | A platform for managing, delivering, and tracking employee learning and training programs. |
| **KPI (Key Performance Indicator)** | A measurable value that indicates how effectively an individual or team achieves objectives. |
| **UAT (User Acceptance Testing)** | A phase where end-users test the system to validate if it meets business needs before going live. |
| **API (Application Programming Interface)** | A set of rules that allows different software applications to communicate and integrate. |
| **Multi-Tenant Architecture** | A cloud model where a single software instance serves multiple clients (tenants) with isolated data. |
| **Zero-Downtime Updates** | System upgrades performed without interrupting end-user access or availability. |