**User Requirements Document (URD) – SaaS HRMS**

Project Name: SaaS-based Human Resource Management System (HRMS)  
 Version: 1.0  
 Date: 08 September 2025  
 Author: Abhijeet Khodwe – Business Analyst

# Document Control

| Version | Date | Author | Reviewer(s) | Description |
| --- | --- | --- | --- | --- |
| 1.0  1.1 | 08-Sep-25  22-Sep-25 | Abhijeet Khodwe  Abhijeet Khodwe | Swapnil Raut (Lead, BA)  Swapnil Raut (Lead, BA) | Initial Draft  Revision 1 |

# 

# 

# 

Table of Content

[**Document Control**](#_heading=h.fmiy41qmgkgf) **1**

[**1. Introduction**](#_heading=h.e82ib4eembri) **3**

[**2. Business Context**](#_heading=h.3mlraf2b296y) **4**

[**3. Key Stakeholders**](#_heading=h.zfdmv0sngh89) **5**

[**4. Current vs Future Process**](#_heading=h.ldtwug6qksc0) **6**

[**5. Scope**](#_heading=h.uzcwrynqa5bw) **7**

[**6. User Requirements**](#_heading=h.o10hn5oakem3) **9**

[**7. User Stories and Acceptance Criteria**](#_heading=) **11**

[**8. Constraints & Assumptions**](#_heading=h.8j33ab3ql5qd) **35**

[**9. Risks & Dependencies**](#_heading=h.u6emgfdbvd5g) **36**

[**10. Future Vision**](#_heading=h.pojiqwo8hdka) **37**

[**11. Appendices**](#_heading=h.ijtxz8hcdvzj) **38**

# 1. Introduction

**1.1 Purpose**

This document outlines the user requirements for a SaaS-based Human Resource Management System (HRMS) tailored for IT organizations. The system will automate core HR processes, including recruitment, onboarding, attendance, leave, payroll, and performance management. Its objective is to reduce manual effort, minimize errors, and improve compliance. The HRMS will provide a centralized platform to manage employee information while offering advanced reporting and analytics for data-driven decision-making and workforce planning. As a cloud-native solution, it ensures scalability, security, and anywhere, anytime accessibility.

Employees will benefit from a self-service portal to manage profiles, requests, and policies, improving transparency and engagement. HR teams will gain efficiency, reduce administrative overhead, and have more time for strategic initiatives. This document serves as a blueprint to align organizational objectives with system functionality, ensuring a secure, flexible, and future-ready HR platform.

**1.2 Scope**

The scope of this project is to develop a SaaS-based Human Resource Management System (HRMS) that manages the complete employee lifecycle, including recruitment, onboarding, attendance, leave, payroll, performance, learning, compliance, and offboarding. The solution will be cloud-delivered to ensure scalability, global accessibility, and data security. It will provide a centralized, self-service platform for employees and managers while enabling HR teams to automate processes, improve efficiency, and support data-driven decision-making.

**1.3 Audience**

This document is intended for:

* HR team members & administrators
* Line managers & supervisors
* Employees (ESS users)
* IT administrators
* Senior leadership & compliance officers

# 

# 2. Business Context

**2.1 Problem Statement**

Currently, employee lifecycle activities such as recruitment, onboarding, attendance, leave, payroll, and performance management are handled manually, resulting in time-consuming processes and frequent errors. This manual approach creates inefficiencies, increases compliance risks, and limits visibility into accurate workforce data.

HR teams spend significant effort on repetitive administrative tasks instead of focusing on strategic initiatives. Employees also face delays and a lack of transparency in accessing their own information and requests. To address these challenges, a SaaS-based HRMS is proposed to digitize and automate end-to-end HR processes on a secure, scalable, and accessible cloud platform.

**2.2 Business 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.
* Provide real-time workforce insights via analytics & dashboards.
* Drive operational efficiency and reduce manual HR effort.

# 

# 

# 3. Key Stakeholders

| **Stakeholder** | **Role / Responsibility** |
| --- | --- |
| Project Sponsor | Provides executive oversight, secures funding, and approves project scope and direction. |
| HR Director / HR Manager | Defines HR policies, validates HR process alignment, and ensures compliance with regulations. |
| IT Manager / CIO | Oversees system architecture, security, integrations, and ensures IT policy compliance. |
| HR Operations Team | Provides inputs on day-to-day HR workflows (onboarding, leave, attendance, payroll). |
| Recruitment Manager | Defines talent acquisition workflows, job postings, and candidate evaluation processes. |
| L&D Manager | Provides learning and training requirements, manages LMS content, and certification needs. |
| Line Managers (MSS Users) | Use MSS dashboards, approve/reject requests, track team performance, and tasks. |
| Employees (ESS Users) | Use the ESS portal for self-service, and provide feedback on usability and adoption. |
| Compliance Officer / Legal Team | Ensures the system meets GDPR/CCPA and labor law requirements, and validates audit logs. |
| Finance/Payroll Team | Validates payroll integration, ensures accurate financial reporting, and data sync. |
| Vendor / SaaS Provider | Delivers HRMS product, manages upgrades, support, SLAs, and security compliance. |
| Project Manager / BA | Coordinates project activities, gathers requirements, manages timelines, and stakeholder communication. |

# 4. Current vs Future Process

**4.1 Current Process (As-Is)**

* All HR records are maintained manually.
* Recruitment, onboarding, leave, payroll, and compliance activities are tracked in silos.
* No centralized dashboards or real-time reporting.
* Jira is used for sprint planning and feature prioritization.

**4.2 Future Process (To-Be)**

* A **unified HRMS platform** will manage all HR functions on the cloud.
* Automated workflows for recruitment, onboarding, performance, leave, learning, and offboarding.
* Self-service (ESS/MSS) portals to empower employees and managers.
* Real-time dashboards & analytics.
* Secure access with MFA, role-based rights, and audit trails.
* Seamless integration with payroll & benefits providers.

# 

# 

# 

# 

# 

# 

# 5. Scope

**5.1 In-Scope Functional Modules**

| Module | Description |
| --- | --- |
| Core HR & Employee Data Management | Handles the core functionalities of employee data management. |
| Onboarding & Offboarding | Handles onboarding and offboarding for the employees. |
| Employee Self-Service (ESS) | Enables employees to perform specific tasks independently as needed. |
| Manager Self-Service (MSS) | Enables managers to perform specific tasks independently as needed. |
| Recruitment & Talent Acquisition | Looking for new talent via various job portals. |
| Leave & Attendance Management | Manages employee attendance and shift handling. |
| Learning & Development (LMS) | Self-learning modules to upgrade employees’ skills & knowledge. |
| Communication & Collaboration | Essential for internal communication & collaboration. |
| Security & Compliance | Helps to maintain security and compliance as per HR policies. |

**5.2 Out of Scope**

| **Module** | **Description** |
| --- | --- |
| SaaS does not support custom HR policies requiring unique workflows | SaaS provides configurable options, not one-off customizations. |
| Payroll & Compensation | Native payroll processing excluded; only integrations supported. |
| Non-HR Modules | Non-HR functions like CRM, sales management, inventory, and accounting are not part of the HRMS (unless integrated via APIs). |
| Providing biometric hardware devices | SaaS integrates with hardware, but procurement & installation are the client’s responsibility. |
| Vendor Selection | Choosing cloud providers or third-party tools. |
| Direct source code customization | SaaS allows only configuration, not deep code-level changes. |
| Full legacy data migration (all historical records) | Only agreed-upon datasets migrated; historical data may need a separate effort. |

# 6. User Requirements

**6.1 Functional Requirements**

| **FR ID** | **Functional Requirement** |
| --- | --- |
| FR-001 | The system shall provide a centralized employee profile with role-based access, customizable fields, audit trails, and directory integration accessible via ESS/MSS. |
| FR-002 | The system shall enable automated onboarding workflows, including digital document submission, task assignment to HR/IT/Admin, compliance checklists, welcome emails, and an onboarding dashboard. |
| FR-003 | The system shall manage automated offboarding workflows with clearance checklists, access revocation, asset return tracking, settlement documentation, and exit surveys. |
| FR-004 | The system shall provide an Employee Self-Service (ESS) portal to update personal details, view digital pay stubs, submit leave requests, check real-time balances, and access company news. |
| FR-005 | The system shall provide Manager Self-Service (MSS) dashboards to monitor teams, approve/reject leave requests, view performance history, delegate tasks, and export reports. |
| FR-006 | The system shall support recruitment workflows, including job posting to portals, resume parsing, candidate database management, interview scheduling, and recruitment analytics. |
| FR-007 | The system shall manage leave and attendance, with configurable policies, biometric/SSO logs, overtime rules, and scheduling templates. |
| FR-008 | The system shall include a Learning Management System (LMS) with course creation, role-based enrollment, SCORM/xAPI compatibility, certification generation, compliance reminders, and learner analytics. |
| FR-009 | The system shall provide communication and collaboration tools, including secure chat, forums, announcements, document sharing with version control, and calendar integration. |
| FR-010 | The system shall integrate with video conferencing tools (Zoom/MS Teams), provide a shared HR calendar, support task assignment during meetings, and maintain an employee recognition board. |
| FR-011 | The system shall ensure security and compliance through RBAC, MFA, GDPR/CCPA consent, immutable audit logs, penetration testing, and audits. |
| FR-012 | The system shall provide integrations and APIs, including REST/GraphQL, payroll/accounting connectors, webhooks, and SSO with SAML 2.0/OAuth 2.0. |
| FR-013 | The system shall offer reporting and analytics across modules, with customizable dashboards, Excel/PDF export, predictive insights, and trend analysis. |

**6.2 Non-Functional Requirements**

| **NFR ID** | **Non-Functional Requirement** |
| --- | --- |
| NFR-001 | Performance: The system must support 5,000 concurrent users with an average response time < 2 seconds. Examples: Load-balanced cloud infrastructure, performance monitoring dashboards, stress-testing before go-live. |
| NFR-002 | Availability: Ensure 99.9% uptime SLA. Examples: Redundant servers across regions, automatic failover, disaster recovery site, and uptime monitoring tools. |
| NFR-003 | Security: Data must be protected at rest and in transit. Examples: AES-256 encryption for databases, TLS 1.2+ for data transfer, Multi-Factor Authentication (MFA), intrusion detection system. |
| NFR-004 | Scalability: The system should scale seamlessly with user growth. Examples: Auto-scaling cloud resources, modular architecture, elastic storage, load balancers. |
| NFR-005 | Usability: The system must be intuitive and accessible to all users. Examples: WCAG 2.1 AA compliance, user-friendly UI with clear navigation, consistent design patterns, contextual help & tooltips. |
| NFR-006 | Compliance: System must comply with global and local regulations. Examples: GDPR/CCPA compliance workflows, data retention policies, consent management tools, automated DSAR request handling. |
| NFR-007 | Maintainability: Vendors must ensure easy maintenance with minimal downtime. Examples: Quarterly updates with < 1 hour downtime, in-app release notes, rollback capability, modular code structure. |
| NFR-008 | Integration: The system must integrate smoothly with external tools. Examples: REST/GraphQL APIs, pre-built payroll connectors, SAML/OAuth 2.0 for SSO, and webhook support for event-driven updates. |
| NFR-009 | Auditability: All activities must be logged and retained for compliance. Examples: Immutable audit logs with user ID & timestamps, 7-year retention policy, exportable logs for auditors, configurable access logs. |
| NFR-010 | Reliability: The system must recover quickly from failures with no data loss. Examples: Real-time replication, daily automated backups, RTO < 4 hours, RPO near zero, regular DR drills. |

# 7. User Stories and Acceptance Criteria

| User Story priority | | Description |
| --- | --- | --- |
| High |  | critical and must be implemented first |
| Medium |  | important but not immediately critical |
| Low |  | Desirable enhancements that can be deferred |

| **Req ID** | **Features** | **Requirement (User Story + Acceptance Criteria)** | **Priority** | **Reference** |
| --- | --- | --- | --- | --- |
| UR-001 | **Generate Offer Letter** | **User Story**: As an HR manager, I want to issue digital offer letters so that candidates can receive them quickly. | High | US-01 |
| **Acceptance Criteria:** |
| 1. HR can draft, edit, and preview offer letters before sending. |
| 2. The candidate receives instant email/portal notification. |
| 3. Offer letters stored in a system with version tracking. |
| 4. Only authorized HR roles can generate/send letters. |
| 5. Candidate acknowledgement status visible in HR dashboard. |
| UR-002 | **E- Signature** | **User Story:** As a candidate, I want to sign my offer letter electronically so that I can accept the job remotely. | High | US-02 |
| **Acceptance Criteria:** |
| 1. Candidates can securely e-sign the offer letter via the portal. |
| 2. Signed copy auto-stored in candidate profile. |
| 3. HR is notified once the signature is complete. |
| 4. Signature complies with e-signature regulations (e.g., eIDAS, ESIGN). |
| 5. Candidates cannot modify the offer letter content while signing. |
| UR-003 | **Submit a pre-joining letter** | **User Story:** As a candidate, I want to submit pre-joining documents so that onboarding is smoother. | High | US-03 |
| **Acceptance Criteria:** |
| 1. Candidates can upload the required pre-joining documents (ID, education, experience). |
| 2. The system validates file types (PDF, JPG, DOCX) and size. |
| 3. HR receives notification to verify uploaded docs. |
| 4. Verification status (pending, approved, rejected) visible to candidates. |
| 5. Audit trail maintained for all submissions. |
| UR-004 | **Maintain Personal Info** | **User Story:** As an employee, I want to update my core personal information so that HR has accurate records. | High | US-04 |
| **Acceptance Criteria:** |
| 1. Employees can view/edit fields like address, phone, and marital status. |
| 2. Certain fields (e.g., legal name, DOB) require HR approval before update. |
| 3. HR notified of pending requests. |
| 4. The system maintains full change history (who changed what, when). |
| 5. Employees are notified once a change request is approved/rejected. |
| UR-005 | **Manage Job Data** | **User Story:** As an HR manager, I want to maintain job data so that roles and history are properly tracked. | Medium | US-05 |
| **Acceptance Criteria:** |
| 1. HR can assign/update an employee’s job title, department, and reporting manager. |
| 2. Changes reflect instantly in employee profiles and org charts. |
| 3. Previous job history stored for audit/reference. |
| 4. Access restricted to HR administrators only. |
| 5. Notifications sent to managers if reporting line changes. |
| UR-006 | **Assign Designation** | **User Story:** As an HR manager, I want to assign designations so that employees have clear roles. | Medium | US-06 |
| **Acceptance Criteria:** |
| 1. HR can create/edit standardized designations. |
| 2. Employees assigned to correct the designation visible in the directory. |
| 3. System validates against duplicate/invalid designations. |
| 4. Changes reflected in employee job profiles. |
| 5. Role-based permissions automatically linked to designation. |
| UR-007 | **Manage Emergency contact** | **User Story:** As an employee, I want to provide emergency contacts so that HR can respond in critical situations. | High | US-07 |
| **Acceptance Criteria:** |
| 1. Employees can add/update multiple emergency contacts. |
| 2. Contact fields include name, relation, phone, and address. |
| 3. HR can view but not edit employee-provided data. |
| 4. Data encrypted and stored securely. |
| 5. Emergency contacts visible to authorized HR only. |
| UR-008 | **Document Upload** | **User Story:** As an employee, I want to upload documents so that my records are complete. | High | US-08 |
| **Acceptance Criteria:** |
| 1. Employees or HR can upload supporting documents. |
| 2. System validates allowed file types and size. |
| 3. Uploaded docs tagged to relevant employee records. |
| 4. Secure storage with access logs. |
| 5. Employee notified if document is rejected (wrong format/expired). |
| UR-009 | **Version Control** | **User Story:** As an HR manager, I want version control on documents so that I can manage updates. | Medium | US-09 |
| **Acceptance Criteria:** |
| 1. The system stores all versions of a document with timestamps. |
| 2. HR can retrieve older versions when needed. |
| 3. Ability to compare versions (metadata differences). |
| 4. The system prevents accidental overwriting of the current version. |
| 5. Version history only accessible by authorized HR roles. |
| UR-010 | **Expiry Alert** | **User Story:** As an HR manager, I want expiry alerts on documents so that compliance is maintained. | High | US-10 |
| **Acceptance Criteria:** |
| 1. System generates alerts before expiry (configurable, e.g., 30/60/90 days). |
| 2. Alerts sent to both HR and employees. |
| 3. Dashboard view shows upcoming expiries. |
| 4. Expired documents are flagged in the system until renewed. |
| 5. Alert rules configurable per document type (e.g., visa, certification). |
| UR-011 | **Exit Surveys and Asset Tracking** | **User Story:** As an HR manager, I want to conduct exit surveys and asset tracking so that offboarding is smooth. | High | US-11 |
| **Acceptance Criteria:** |
| 1. Exit survey automatically triggered when employee resignation/termination is initiated. |
| 2. Employees can complete surveys via the portal before the last working day. |
| 3. HR can assign and track company assets (laptop, ID card, phone, etc.) for return. |
| 4. The system prevents closure until all assets are marked as returned. |
| 5. Reports generated for HR showing survey results and asset clearance status. |
| UR-012 | **Auto-Generate Settlement** | **User Story:** As an HR manager, I want to auto-generate settlements so that employee dues are cleared efficiently. | High | US-12 |
| **Acceptance Criteria:** |
| 1. The payroll system auto-calculates pending salary, bonuses, and deductions. |
| 2. Leave encashment and statutory components (PF, gratuity, tax) included. |
| 3. Approval workflow ensures settlement is validated by Finance & HR. |
| 4. Settlement statement downloadable in PDF/Excel. |
| 5. Status of settlement (Draft, Pending Approval, Paid) visible in the system. |
| UR-013 | **Account Deactivation** | **User Story:** As an HR manager, I want account deactivation so that ex-employee access is revoked. | High | US-13 |
| **Acceptance Criteria:** |
| 1. HR can deactivate employee accounts with one click. |
| 2. Access to HRMS, email, and other linked systems revoked instantly. |
| 3. Activity logs are maintained for compliance audit. |
| 4. The system prevents login attempts post-deactivation. |
| 5. HR receives confirmation once access is removed. |
| UR-014 | **Job boards & LinkedIn integration** | **User Story:** As a recruiter, I want job boards & LinkedIn integration so that I can post jobs easily. | High | US-14 |
| **Acceptance Criteria:** |
| 1. A recruiter can publish job ads directly from HRMS to LinkedIn and job boards. |
| 2. Candidate applications flow back into HRMS automatically. |
| 3. Posting status (active, expired, closed) tracked in the dashboard. |
| 4. Integration supports scheduled posting and removal. |
| 5. Recruiter receives notification on posting success/failure. |
| UR-015 | **Job Posting** | **User Story:** As a recruiter, I want social sharing so that job postings reach more candidates. | Medium | US-15 |
| **Acceptance Criteria:** |
| 1. A recruiter can share job postings via LinkedIn, Facebook, Twitter, and WhatsApp. |
| 2. The system tracks clicks and candidate applications via shared links. |
| 3. The analytics dashboard shows performance per platform. |
| 4. Expired jobs automatically removed from shared links. |
| 5. A recruiter can generate custom shareable links. |
| UR-016 | **Resume parsing,** | **User Story:** As a recruiter, I want resume parsing so that candidate information is extracted automatically. | High | US-16 |
| **Acceptance Criteria:** |
| 1. Recruiter uploads resumes in bulk or a single file. |
| 2. Candidate data auto-extracted (name, email, phone, skills, education, experience). |
| 3. Parsing supports multiple formats (PDF, DOC, DOCX). |
| 4. Errors flagged for manual correction if parsing fails. |
| 5. Parsed data stored in structured candidate profiles in HRMS. |
| UR-017 | **Talent pool search** | **User Story:** As a recruiter, I want a talent pool search so that I can quickly find candidates. | High | US-17 |
| **Acceptance Criteria:** |
| 1. A recruiter can search candidates by skills, experience, education, and location. |
| 2. Advanced filters (availability, expected salary, keywords) are available. |
| 3. Search results ranked based on relevance. |
| 4. A recruiter can save frequent searches. |
| 5. Search performance optimized to handle large candidate pools. |
| UR-018 | **Tagging** | **User Story:** As a recruiter, I want tagging so that I can organize candidates efficiently. | Medium | US-18 |
| **Acceptance Criteria:** |
| 1. Recruiter can add/edit/remove candidate tags (e.g., "Java Developer", "Shortlisted Q1"). |
| 2. Tags searchable across candidate profiles. |
| 3. Reports and candidate lists filterable by tags. |
| 4. The system prevents duplicate tag creation. |
| 5. A recruiter can bulk-apply tags to multiple candidates. |
| UR-019 | **Workflow automation** | **User Story:** As an HR manager, I want workflow automation so that repetitive tasks are reduced. | High | US-19 |
| **Acceptance Criteria:** |
| 1. HR can configure workflows (e.g., auto-send interview invites, auto-reminders for pending tasks). |
| 2. System routes tasks to correct people based on rules (e.g., recruiter, hiring manager). |
| 3. Notifications auto-sent for pending approvals. |
| 4. HR can pause/modify workflows anytime. |
| 5. Logs are maintained for all automated actions. |
| UR-020 | **Time-to-hire metrics** | **User Story:** As an HR manager, I want time-to-hire metrics so that I can improve recruitment efficiency. | Medium | US-20 |
| **Acceptance Criteria:** |
| 1. Reports auto-generate average time-to-hire (from job posting to offer accepted). |
| 2. Metrics segmented by department, role, and recruiter. |
| 3. Benchmarks available (industry or internal trends). |
| 4. The system tracks bottlenecks in hiring stages. |
| 5. Dashboard visualizations (charts, graphs) available for leadership review. |
| UR-021 | **Funnel analysis** | **User Story:** As an HR manager, I want funnel analysis so that I can optimize hiring. | High | US-21 |
| **Acceptance Criteria:** |
| 1. Candidates tracked at each recruitment stage (Applied → Shortlisted → Interviewed → Offered → Hired). |
| 2. Conversion rates are automatically calculated between each stage. |
| 3. Visual funnel charts are available in the dashboard. |
| 4. Data exportable to Excel/PDF for leadership reporting. |
| 5. Filters available by recruiter, department, or role. |
| UR-022 | **KPI dashboards** | **User Story:** As an HR manager, I want KPI dashboards so that I can track HR performance. | High | US-22 |
| **Acceptance Criteria:** |
| 1. KPIs configurable by HR (attrition rate, hiring efficiency, training completion, leave usage, etc.). |
| 2. Dashboard provides visual charts (bar, pie, trendline). |
| 3. Data updated in real-time from HRMS. |
| 4. Export options available for PDF, Excel, and PPT reports. |
| 5. User-level access controls for dashboard views. |
| UR-023 | **Apply, approve, track leaves; Leave balance display** | **User Story:** As an employee, I want to apply, approve, and track leaves so that I can manage time off. | High | US-23 |
| **Acceptance Criteria:** |
| 1. Employees can submit leave requests via the portal/mobile app. |
| 2. Managers receive real-time notifications for approval/rejection. |
| 3. System auto-updates leave a balance upon approval. |
| 4. Employees can track leave request history and status. |
| 5. Leave policies (carry forward, encashment, limits) auto-applied. |
| UR-024 | **Biometric/Web check-in/RFID/geo-fencing** | **User Story:** As an employee, I want biometric/web/RFID/geo-fencing check-ins so that attendance is accurate. | High | US-24 |
| **Acceptance Criteria:** |
| 1. Employees can check in/out via biometric devices, RFID cards, web portal, or mobile geo-fencing. |
| 2. The system prevents duplicate entries and supports real-time sync. |
| 3. Attendance logs accessible to employees and HR. |
| 4. Integration with payroll for accurate salary processing. |
| 5. Exceptions (missed punches, corrections) managed via workflow. |
| UR-025 | **Shift planning,** | **User Story:** As an HR manager, I want shift planning so that the workforce is scheduled properly. | Medium | US-25 |
| **Acceptance Criteria:** |
| 1. HR can create/edit/delete shifts (timings, locations, roles). |
| 2. Employees notified of assigned shifts via portal/email/SMS. |
| 3. System flags conflicts (overlapping schedules, double assignments). |
| 4. Shift calendar view available for HR and employees. |
| 5. Reports generated for workforce distribution. |
| UR-026 | **Auto-scheduling** | **User Story:** As an HR manager, I want auto-scheduling so that shifts are assigned fairly. | Medium | US-26 |
| **Acceptance Criteria:** |
| 1. Shifts are auto-generated based on predefined rules (availability, workload, labor laws). |
| 2. Employee preferences and seniority are considered where applicable. |
| 3. HR can override and manually adjust shifts. |
| 4. Notifications are auto-sent to employees when the schedule is published. |
| 5. The system tracks fairness metrics to prevent bias. |
| UR-027 | **Built-in LMS or integration.** | **User Story:** As an HR manager, I want a built-in LMS or integration so that I can deliver training. | High | US-27 |
| **Acceptance Criteria:** |
| 1. HR can create/manage courses directly in LMS or via integration with third-party systems. |
| 2. Employee progress is tracked at the module and course level. |
| 3. Completion reports and analytics available to HR. |
| 4. Certificates auto-issued upon completion. |
| 5. Compliance training is auto-assigned where mandatory. |
| UR-028 | **Skill-based training assignment** | **User Story:** As an HR manager, I want skill-based training assignments so that employees get relevant learning. | High | US-28 |
| **Acceptance Criteria:** |
| 1. The system recommends courses based on employee role, skills, and performance reviews. |
| 2. Managers can assign mandatory or elective training. |
| 3. Completion status tracked and reported. |
| 4. Employees receive reminders for pending training. |
| 5. Integration with performance appraisal for learning impact. |
| UR-029 | **Employee self-enrollment.** | **User Story:** As an employee, I want self-enrollment in courses so that I can upskill independently. | Medium | US-29 |
| **Acceptance Criteria:** |
| 1. Employees can browse the training catalog (search, filter by skills, level). |
| 2. One-click enrollment is available for open courses. |
| 3. The system tracks employees’ enrolled vs. completed courses. |
| 4. Employees can rate/review courses. |
| 5. Managers are notified of an employee's self-learning activity. |
| UR-030 | **Multiple learning modes.** | **User Story:** As an employee, I want multiple learning modes so that I can learn flexibly. | Medium | US-30 |
| **Acceptance Criteria:** |
| 1. Courses available in multiple formats: e-learning, video, webinar, classroom, blended. |
| 2. Training accessible via desktop, mobile, and tablets. |
| 3. Progress tracked consistently across formats. |
| 4. Offline mode supported for mobile learning. |
| 5. Employee feedback collected after completion. |
| UR-031 | **Automated compliance training.** | **User Story:** As an HR manager, I want automated compliance training so that mandatory learning is ensured. | High | US-31 |
| **Acceptance Criteria:** |
| 1. Courses auto-assigned based on employee role, department, or region. |
| 2. The system tracks completion status in real-time. |
| 3. Automated reminders sent for pending/overdue compliance courses. |
| 4. Non-compliant employees highlighted in the HR dashboard. |
| 5. Reports generated for audits and regulatory checks. |
| UR-032 | **Completion certificates.** | **User Story:** As an employee, I want completion certificates so that I can show proof of learning. | Medium | US-32 |
| **Acceptance Criteria:** |
| 1. Certificates automatically generated upon course completion. |
| 2. Certificates are downloadable in PDF format and mobile-friendly. |
| 3. Certificates stored in employee profiles for future access. |
| 4. HR and managers can verify authenticity via system-generated code. |
| 5. Expiry date shown for compliance-related certifications. |
| UR-033 | **LMS analytics.** | **User Story:** As an HR manager, I want LMS analytics so that I can track training effectiveness. | High | US-33 |
| **Acceptance Criteria:** |
| 1. Dashboard provides analytics such as completion rates, average scores, and training hours. |
| 2. Reports filterable by department, role, or location. |
| 3. Data exportable to Excel/PDF for leadership review. |
| 4. Trend analysis for training engagement and performance. |
| 5. Integration with a performance management system for training ROI tracking. |
| UR-034 | **Team performance,** | **User Story:** As a manager, I want team performance tracking so that I can evaluate productivity. | High | US-34 |
| **Acceptance Criteria:** |
| 1. Team KPIs visible in the dashboard (targets vs actuals). |
| 2. Comparison available across different time periods (monthly, quarterly, yearly). |
| 3. Drill down to individual performance data from the team view. |
| 4. Export and share performance reports. |
| 5. Integration with appraisal and bonus processes. |
| UR-035 | **Task assignment** | **User Story:** As a manager, I want task assignments so that responsibilities are clear. | Medium | US-35 |
| **Acceptance Criteria:** |
| 1. Managers can assign tasks to individuals or groups with due dates. |
| 2. Employees receive real-time notifications of assignments. |
| 3. Task status updates (Not Started, In Progress, Completed) are visible in the dashboard. |
| 4. Overdue tasks are flagged automatically. |
| 5. Tasks linkable to projects or KPIs. |
| UR-036 | **Dashboards** | **User Story:** As a manager, I want dashboards so that I can visualize HR data easily. | Medium | US-36 |
| **Acceptance Criteria:** |
| 1. Dashboards customizable by widgets and KPIs. |
| 2. Supports multiple visualization types (charts, graphs, trendlines). |
| 3. Real-time sync from HRMS data sources. |
| 4. Dashboards exportable in PDF/Excel. |
| 5. Role-based access to ensure data security. |
| UR-037 | **Alerts** | **User Story:** As an employee, I want alerts so that I don’t miss critical updates. | High | US-37 |
| **Acceptance Criteria:** |
| 1. Alerts available via email, SMS, and mobile push notifications. |
| 2. Employees can configure which alerts to receive (policy updates, approvals, reminders). |
| 3. Critical alerts marked as “High Priority”. |
| 4. Logs are maintained for all alerts sent. |
| 5. Alerts automatically resend if not acknowledged within a timeframe. |
| UR-038 | **Export** | **User Story:** As an HR manager, I want to export so that I can analyze HR data offline. | Medium | US-38 |
| **Acceptance Criteria:** |
| 1. HR data exportable into CSV, Excel, and PDF formats. |
| 2. Filters applied in the dashboard also apply to exports. |
| 3. Export files include system watermarks for authenticity. |
| 4. Large dataset exports supported with background processing. |
| 5. Security measures (role-based permissions, encryption) applied. |
| UR-039 | **View/Update/Delete information** | **User Story:** As an HR manager, I want to view/update/delete info so that employee data stays accurate. | High | US-39 |
| **Acceptance Criteria:** |
| 1. HR can view, edit, or delete employee data based on permissions. |
| 2. Audit logs are maintained for every change. |
| 3. Sensitive changes (salary, role, bank details) require approval. |
| 4. Data versioning ensures recovery of previous records. |
| 5. Access restricted to authorized HR personnel only. |
| UR-040 | **Document upload** | **User Story:** As an employee, I want to upload documents so that my HR records are complete. | High | US-40 |
| **Acceptance Criteria:** |
| 1. Employees can upload multiple documents (PDF, JPEG, PNG, DOCX). |
| 2. System validates file type and size before upload. |
| 3. Uploaded documents stored securely with encryption. |
| 4. HR notified for review and approval/rejection. |
| 5. Version control maintained for updated/re-uploaded documents. |
| UR-041 | **Leave requests** | **User Story:** As an employee, I want to submit leave requests so that I can take time off formally. | High | US-41 |
| **Acceptance Criteria:** |
| 1. Employees can submit leave requests specifying type (sick, casual, annual), start date, and end date. |
| 2. Request triggers instant notification to the reporting manager. |
| 3. System checks for sufficient leave balance before submission. |
| 4. Status updates (Pending, Approved, Rejected) are reflected in real-time. |
| 5. Leave request automatically logged in the attendance calendar. |
| UR-042 | **Approval status** | **User Story:** As an employee, I want to see the approval status so that I know if my requests are accepted. | High | US-42 |
| **Acceptance Criteria:** |
| 1. Employees can view their current status (Pending, Approved, Rejected) in the leave dashboard. |
| 2. Notifications are triggered when the manager updates the status. |
| 3. Full history of leave requests available for tracking. |
| 4. Color-coded calendar view for approved/rejected/pending leaves. |
| 5. Status synced across mobile and web platforms. |
| UR-043 | **News** | **User Story:** As an employee, I want to view company news so that I stay updated. | Medium | US-43 |
| **Acceptance Criteria:** |
| 1. HR/Admin can post company-wide announcements and news articles. |
| 2. Employees are notified when new posts are published. |
| 3. Archive maintained for older news, searchable by keyword/date. |
| 4. News accessible on both mobile and web dashboards. |
| 5. Role-based access ensures sensitive news is restricted. |
| UR-044 | **1:1 group chat** | **User Story:** As an employee, I want 1:1 and group chat so that I can communicate with colleagues. | High | US-44 |
| **Acceptance Criteria:** |
| 1. Secure real-time messaging with end-to-end encryption. |
| 2. Employees can create private or group chats. |
| 3. Chat history is stored and searchable. |
| 4. Access rights respected (no cross-department leaks). |
| 5. Admin controls available for disabling/moderating groups. |
| UR-045 | **File sharing** | **User Story:** As an employee, I want to share files in chat so that collaboration is seamless. | High | US-45 |
| **Acceptance Criteria:** |
| 1. Employees can attach multiple file formats (PDF, DOCX, XLSX, JPG, PNG, ZIP). |
| 2. Recipients can view/download files with one click. |
| 3. Files are automatically scanned for malware. |
| 4. File size restrictions configurable by admin. |
| 5. Uploaded files stored securely with access logs. |
| UR-046 | **Zoom/Teams integration** | **User Story:** As an employee, I want Zoom/Teams integration so that I can join meetings directly from HRMS. | Medium | US-46 |
| **Acceptance Criteria:** |
| 1. Employees can access meeting links embedded in HRMS events/tasks. |
| 2. One-click join available for Zoom/Teams sessions. |
| 3. Calendar sync ensures meetings appear in HRMS and external calendar apps. |
| 4. Attendance logs integrated with HRMS (who joined, duration). |
| 5. Supports SSO (Single Sign-On) for secure access. |
| UR-047 | **Push** | **User Story:** As an employee, I want push notifications so that I receive timely updates. | High | US-47 |
| **Acceptance Criteria:** |
| 1. Push notifications delivered instantly to iOS, Android, and web apps. |
| 2. Configurable by category (leave requests, payroll, compliance, alerts). |
| 3. Notifications appear even when the app is in the background. |
| 4. Supports rich media (icons, links, deep linking). |
| 5. Admin reporting available for delivery/engagement stats. |
| UR-048 | **Email** | **User Story:** As an employee, I want email notifications so that I don’t miss important updates. | Medium | US-48 |
| **Acceptance Criteria:** |
| 1. Email notifications triggered on specific events (leave status, payroll processed, compliance reminders). |
| 2. Templates customizable by HR admin. |
| 3. Delivery status logged (sent, delivered, opened, bounced). |
| 4. Emails support branding (logo, colors, footer). |
| 5. Supports multi-language email content. |
| UR-049 | **Urgent alerts** | **User Story:** As an HR manager, I want urgent alerts so that critical issues are escalated immediately. | High | US-49 |
| **Acceptance Criteria:** |
| 1. Urgent alerts marked “High Priority” in the system and UI. |
| 2. Delivered via multiple channels (push, SMS, email). |
| 3. Requires acknowledgment from the recipient (read receipt). |
| 4. Alerts escalated if not acknowledged in a defined timeframe. |
| 5. Logs maintained for compliance tracking. |
| UR-050 | **Granular rights** | **User Story:** As an HR admin, I want granular rights so that I can control access to sensitive data. | High | US-50 |
| **Acceptance Criteria:** |
| 1. Permissions definable at module, field, and action level (view, edit, delete). |
| 2. Unauthorized access is blocked instantly with an error message. |
| 3. Audit logs are maintained for every access attempt. |
| 4. Role-based access templates configurable by admin. |
| 5. Supports temporary access for special cases (audits, projects). |
| UR-051 | **MFA (Multi-factor Authentication)** | **User Story:** As a user, I want multi-factor authentication so that my account is secure. | High | US-51 |
| **Acceptance Criteria:** |
| 1. MFA configurable per user or role (mandatory for admins). |
| 2. Supports multiple authentication methods (SMS OTP, email verification, authenticator app). |
| 3. MFA prompt triggered during login and sensitive operations (e.g., payroll approval). |
| 4. Recovery mechanisms available (backup codes, admin reset). |
| 5. MFA logs maintained for compliance audits. |
| UR-052 | **Activity tracking** | **User Story:** As an HR manager, I want activity tracking so that I can audit user actions. | High | US-52 |
| **Acceptance Criteria:** |
| 1. All critical actions (view, create, update, delete) are logged with a timestamp and user details. |
| 2. Logs exportable in CSV/PDF formats for audits. |
| 3. Search and filter available (by user, date range, module). |
| 4. Alerts configurable for suspicious activity. |
| 5. Logs tamper-proof and retained per compliance policy. |
| UR-053 | **GDPR/ISO/SOC2 support** | **User Story:** As a compliance officer, I want GDPR/ISO/SOC2 support so that the HRMS meets regulations. | High | US-53 |
| **Acceptance Criteria:** |
| 1. System designed to align with GDPR, ISO 27001, and SOC2 controls. |
| 2. Personal data encryption at rest and in transit. |
| 3. Employees can submit data deletion requests (Right to be Forgotten). |
| 4. Consent management available for personal data use. |
| 5. Regular compliance reports generated for auditors. |
| UR-054 | **Multi-tenant SaaS** | **User Story:** As a SaaS provider, I want a multi-tenant architecture so that multiple clients can use HRMS securely. | High | US-54 |
| **Acceptance Criteria:** |
| 1. Each tenant’s data is stored separately (logical/physical separation). |
| 2. Tenant-specific branding configurable (logo, themes, domain). |
| 3. Performance optimized regardless of the number of tenants. |
| 4. Access rights restricted to tenant scope. |
| 5. Tenant-level reporting and billing supported. |
| UR-055 | **Zero-downtime** | **User Story:** As a SaaS provider, I want zero downtime so that customers have uninterrupted service. | High | US-55 |
| **Acceptance Criteria:** |
| 1. System uptime maintained at 99.99% or higher. |
| 2. Rolling updates and deployments executed without downtime. |
| 3. Automated failover mechanisms are tested periodically. |
| 4. Disaster recovery plan in place with defined RTO/RPO. |
| 5. Real-time uptime monitoring and alerts available. |

# 8. Constraints & Assumptions

**Constraints**

* The system will be delivered as a cloud-hosted SaaS, accessible via web and mobile browsers.
* All users will have internet access and compatible devices.
* Users will be assigned predefined roles with role-based access control (RBAC).
* Authentication will be through SSO or platform login, with optional MFA.
* Employee and organizational data will be configured by HR/Admin during onboarding.
* The system will integrate with common tools (e.g., video conferencing, payroll, calendars) via APIs.
* The system will meet industry security, compliance, and accessibility standards.
* The platform will provide 99.9% uptime, daily backups, and quarterly updates with rollback support.
* Support, training, and documentation will be available to users post-deployment.

**Assumptions**

* The solution must use web-based technologies and be deployed only on cloud platforms (no on-premise).
* Only REST/GraphQL APIs with OAuth 2.0/SAML 2.0 are allowed for external integrations.
* Data must be stored in an encrypted format (AES-256) and comply with GDPR/CCPA/Indian IT Act.
* Core HR modules (Employee, Leave, Attendance, Payroll, Recruitment) must be delivered in the first release.
* The timeline is fixed at 12 weeks; scope expansion is not permitted during this phase.
* System maintenance will be limited to non-business hours (max 2 hours/month downtime).
* Support will be available during business hours (9 AM–6 PM IST, Mon–Fri).
* UI/UX must follow Material Design, be responsive, and allow tenant-level branding.

# 9. Risks & Dependencies

* High traffic/load spikes may cause temporary performance degradation.
* Data migration risks from legacy systems.
* Vendor dependency risk for SLA compliance.
* Regulatory risk due to evolving global HR compliance standards.

# 10. Future Vision

The HRMS will evolve into a next-gen intelligent HR platform by integrating:

* AI-driven recruitment & talent analytics.
* Predictive attrition analysis.
* Employee sentiment monitoring via AI chatbots.
* Hyper-personalized learning paths.
* Integration with hybrid work collaboration tools.

This future roadmap ensures the platform not only automates HR processes but also empowers organizations with insights for strategic workforce planning.

# 11. Appendices

**Appendix A – Glossary**

* ESS: Employee Self-Service.
* MSS: Manager Self-Service.
* LMS: Learning Management System.
* GDPR: General Data Protection Regulation.
* SLA: Service Level Agreement.
* RBAC: Role-Based Access Control.
* SSO: Single Sign-On.
* GDPR: General Data Protection Regulation.
* CCPA: California Consumer Privacy Act.

**Appendix B – References**

* Jira sprint boards for backlog & prioritization.
* IT security compliance guidelines.