**MVP Document – SaaS HRMS**

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

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# 1. Executive Summary

The MVP aims to deliver a cloud-based HRMS that addresses the most critical HR needs by focusing on simplifying employee management and enabling self-service. The initial release will prioritize a secure, user-friendly platform with essential features that reduce manual HR work, improve compliance, and provide a foundation for future integrations and analytics.

# 2. Problem Statement & Objectives of MVP

**Problem Statement**

The client currently manages employee and operations data manually, covering the entire lifecycle from onboarding to offboarding. This manual approach is time-consuming, error-prone, and inefficient, leading to delays, compliance risks, and poor employee experience.

**MVP Objectives**

* Digitalize core HR processes to replace manual record-keeping.
* Enable smooth employee data management across the lifecycle with minimal effort.
* Improve efficiency by reducing repetitive administrative work.
* Lay the foundation for scalable HR operations through a SaaS-based HRMS solution.

# 3. Target Users / Personas

**1. HR Admin**

* **Role:** HR Administrator / Executive
* **Needs:** Simplify onboarding/offboarding, automate records & compliance, manage payroll/leaves, and generate reports.
* **Behaviors:** Uses the system daily, updates employee data, coordinates with IT/Finance, relies on dashboards/alerts.
* **Pain Points:** Manual data entry, compliance challenges, slow onboarding, and heavy document management.

**2. Manager**

* **Role:** Team Manager / Department Head
* **Needs:** Approve requests quickly, monitor team performance, assign tasks, and access real-time reports.
* **Behaviors:** Logs in frequently to approve/monitor, uses dashboards, delegates tasks, and responds to alerts.
* **Pain Points:** No real-time visibility, fragmented approval systems, delayed insights, and hard-to-detect performance issues early.

**3. Employee**

* **Role:** Team Member / Staff
* **Needs:** Update personal info, request leaves/claims, access payslips & announcements, and use mobile-friendly tools.
* **Behaviors:** Logs in occasionally, uses ESS for routine tasks, engages with announcements/training, relies on notifications.
* **Pain Points:** Dependence on HR for basic tasks, delayed approvals, lack of transparency, and poor user experience in legacy tools.

# 4. Scope of MVP

**In-Scope (MVP)**

1. **Core HR & Employee Data Management** – Store and manage employee master data.
2. **Onboarding & Offboarding (Basic)** – Digitize hiring and exit workflow (document upload, approvals, checklist).
3. **Employee Self-Service (ESS)** – Update details, submit leave requests, download payslips/documents.
4. **Manager Self-Service (MSS)** – Approvals for leave/claims, team summaries.
5. **Leave & Attendance Management (Essential)** – Track leave balances, attendance, and approvals.
6. **Security & Compliance (Basic Controls)** – Role-based access and minimum data privacy compliance.

**Out of Scope (Future Releases)**

* Recruitment & Talent Acquisition.
* Learning & Development (LMS).
* Communication & Collaboration (chat, internal news).
* Payroll & Compensation (native).
* Non-HR modules (CRM, sales, inventory, finance).
* Biometric hardware devices.
* Full legacy data migration.
* Direct source code customization.

# 5. Prioritization Logic (MVP Style)

* **Must-Have (MVP Scope):** Core HR, onboarding/offboarding, ESS, MSS, leave & attendance, document management, security.
* **Should-Have (Next Release):** Recruitment, payroll integrations, reports/analytics dashboards.
* **Could-Have (Later):** LMS, advanced collaboration, performance dashboards, advanced compliance.
* **Won’t-Have (MVP):** Custom workflows, biometric hardware, full data migration, deep code changes.

# 6. User Stories & Acceptance Criteria for MVP

| **Module** | **User Story ID** | **User Story Name** | **User Story** | **Acceptance Criteria** |
| --- | --- | --- | --- | --- |
| **User Onboarding & Employee Management** | US-001 | Generate Offer Letter | As an HR manager, I want to issue digital offer letters so that candidates can receive them quickly. | 1) HR can draft, preview, and send offer letters. |
| 2) Candidate receives notification. |
| 3) Offer letters are stored in system records. |
| US-002 | E-Signature | As a candidate, I want to sign my offer letter electronically so that I can accept the job remotely. | 1) Candidates can digitally sign offer letters. |
| 2) Signed copy stored securely. |
| 3) HR notified after signature. |
| US-003 | Submit Pre-Joining Docs | As a candidate, I want to submit pre-joining documents so that onboarding is smoother. | 1) Candidate uploads required documents. |
| 2) HR verifies submissions. |
| 3) Status updated in the system. |
| US-004 | Maintain Personal Info | As an employee, I want to update my core personal information so that HR has accurate records. | 1) Employees can view/edit personal info. |
| 2) HR approval is required for certain changes. |
| 3) Audit trail maintained. |
| US-005 | Manage Job Data | As an HR manager, I want to maintain job data so that roles and history are properly tracked. | 1) HR can assign/update job data. |
| 2) Changes reflected in the employee profile. |
| 3) History stored. |
| US-007 | Manage Emergency Contacts | As an employee, I want to provide emergency contacts so that HR can respond in critical situations. | 1) Employees can add/update emergency contact. |
| 2) HR can view in case of emergencies. |
| 3) Data stored securely. |
| US-008 | Document Upload | As an employee, I want to upload documents so that my records are complete. | 1) Employee/HR uploads documents. |
| 2) The system validates file formats. |
| 3) Secure storage. |
| US-010 | Expiry Alerts | As an HR manager, I want expiry alerts on documents so that compliance is maintained. | 1) HR was notified before document expiry. |
| 2) Alerts configurable by timeframe. |
| 3) Employees are also notified. |
| US-011 | Exit Surveys & Asset Tracking | As an HR manager, I want to conduct exit surveys and asset tracking so that offboarding is smooth. | 1) Exit survey auto-triggered. |
| 2) Assets assigned are tracked and returned. |
| 3) Reports generated for HR. |
| US-013 | Account Deactivation | As an HR manager, I want account deactivation so that ex-employee access is revoked. | 1) HR can deactivate with one click. |
| 2) Access is removed instantly. |
| 3) Logs maintained. |
| **Recruitment** | US-014 | Job Boards & LinkedIn Integration | As a recruiter, I want job boards & LinkedIn integration so that I can post jobs easily. | 1) HR can publish job ads. |
| 2) Candidate applications sync into HRMS. |
| 3) Posting status tracked. |
| US-016 | Resume Parsing | As a recruiter, I want resume parsing so that candidate information is extracted automatically. | 1) Upload resumes. |
| 2) Candidate data auto-extracted. |
| 3) Errors flagged for correction. |
| US-017 | Talent Pool Search | As a recruiter, I want a talent pool search so that I can quickly find candidates. | 1) Search by skills, experience, and location. |
| 2) Filters available. |
| 3) Results are accurate and ranked. |
| **Leave & Attendance** | US-023 | Apply, Approve, Track Leaves | As an employee, I want to apply, approve, and track leaves so that I can manage time off. | 1) An employee submits a request. |
| 2) Manager approves/rejects. |
| 3) Balance auto-update. |
| US-024 | Biometric/Web Check-in | As an employee, I want biometric/web/RFID/geo-fencing check-ins so that attendance is accurate. | 1) Check-in/out recorded. |
| 2) Supports multiple methods. |
| 3) Data synced in real time. |
| **Learning and development(LMS)** | US-027 | Built-in LMS or integration. | As an HR manager, I want a built-in LMS or integration so that I can deliver training. | 1) Courses can be created or integrated. |
| 2) Progress tracked. |
| 3) Reports available. |
| US-028 | Skill-Based Training Assignments | As an HR manager, I want skill-based training assignments so that employees get relevant learning. | 1) System recommends courses. |
| 2) The manager can assign. |
| 3) Completion tracked. |
| US-029 | Employee self-enrollment. | As an employee, I want self-enrollment in courses so that I can upskill independently. | 1) Employee browses the catalog. |
| 2) Enrolls with one click. |
| 3) Progress tracked. |
| US-030 | As an employee, I want multiple learning modes so that I can learn flexibly. | 1) Different formats available. |
| 2) Accessible on web/mobile. |
| 3) Tracking consistently. |
| US-031 | Compliance Training | As an HR manager, I want automated compliance training so that mandatory learning is ensured. | 1) Courses mandatory by role. |
| 2) Completion tracked. |
| 3) Alerts on non-@compliance. |
| US-032 | Completion Certificates | As an employee, I want completion certificates so that I can show proof of learning. | 1) Certificates are downloadable. |
| 2) Stored in the Employee profile. |
| 3) Verifiable by HR. |
| US-033 | LMS analytics. | As an HR manager, I want LMS analytics so that I can track training effectiveness. | 1) Analytics dashboards. |
| 2) Exportable. |
| 3) Filters available. |
| **Employee Self-Service (ESS)** | US-041 | Payslips | As an employee, I want to view my payslips so that I can track my salary details. | 1) Payslip available for each payroll cycle. |
| 2) Downloadable in PDF. |
| 3) Historical payslips are accessible. |
| US-044 | Leave Requests | As an employee, I want to submit leave requests so that I can take time off formally. | 1) An employee submits a leave request. |
| 2) Notification sent to the manager. |
| 3) Status updated in real time. |
| US-045 | Approval Status | As an employee, I want to see the approval status so that I know if my requests are accepted. | 1) Employees can view request status. |
| 2) Notifications on updates. |
| 3) History available. |
| **Manager Self-Service (MSS)** | US-046 | Team Oversight | As a manager, I want team performance tracking so that I can evaluate productivity. | 1) Team KPIs visible. |
| 2) Comparison across periods. |
| 3) Drill-down reports. |
| US-047 | Task Assignment | As a manager, I want task assignments so that responsibilities are clear. | 1) Tasks are assignable. |
| 2) Status updated. |
| 3) Deadlines visible. |
| US-048A | Team Reporting | As a manager, I want dashboards so that I can visualize HR data easily. | 1) Customizable dashboards. |
| 2) Charts/graphs available. |
| 3) Export supported. |
| US-048B | As an employee, I want alerts so that I don't miss critical updates. | 1) Alerts via multiple channels. |
| 2) Configurable alert types. |
| 3) Logs stored. |
| US-048C | As an HR manager, I want to export so that I can analyze HR data offline. | 1) Export to CSV/Excel/PDF. |
| 2) Filters apply to exports. |
| 3) Security ensured. |
| **Communication and Collaboration** | US-049 | 1:1 group chat | As an employee, I want 1:1 and group chat so that I can communicate with colleagues. | 1) Secure 1:1 and group messaging. |
| 2) Chat History stored. |
| 3) Access rights respected. |
| US-050 | File sharing | As an employee, I want to share files in chat so that collaboration is seamless. | 1) Employee attaches file. |
| 2) Receiver can view/download. |
| 3) file scanned for malware. |
| US-051 | Zoom/Teams integration | As an employee, I want Zoom/Teams integration so that I can join meetings directly from HRMS. | 1) Meeting links are Accessible via HRMS. |
| 2) Single-click join. |
| 3) Sync with calendar. |
| US-052A | Push notification and email | As an employee, I want push notifications so that I receive timely updates. | 1) Push notifications are delivered instantly. |
| 2) Configurable by type (leave, payroll, alerts). |
| 3) Works on iOS/Android/web. |
| US-052B | As an employee, I want email notifications so that I don't miss important updates. | 1) Emails triggered on specific events. |
| 2) Configurable templates. |
| 3) Delivery tracked/logged. |
| US-052C | As an HR manager, I want urgent alerts so that critical issues are escalated immediately. | 1) Urgent alerts marked as 'High Priority'. |
| 2) Sent via multiple channels (push, email). |
| 3) Acknowledgment tracking available. |
| **Security & Compliance** | US-053 | Role-Based Access Control | As an HR admin, I want granular rights so that I can control access to sensitive data. | 1) Define roles/permissions at the field/module level. |
| 2) Unauthorized access blocked. |
| 3) Audit logs are maintained. |
| US-054 | Multi-Factor Authentication | As a user, I want multi-factor authentication so that my account is secure. | 1) MFA configurable per user/role. |
| 2) Supports SMS/email/app-based methods. |
| 3) Can be enforced for admins. |
| US-055 | Activity Tracking | As an HR manager, I want activity tracking so that I can audit user actions. | 1) Logs captured for view/update/delete. |
| 2) Exportable for audits. |
| 3) Search/filter available. |

**Stories to Defer Beyond MVP**

* **Recruitment & Talent Acquisition** (US-014 to US-022) → advanced, not critical for initial MVP.
* **Learning & Development (LMS)** (US-027 to US-033) → future value, not MVP.
* **Manager Performance Dashboards** (US-034 to US-038) → keep simple reports in MVP, advanced dashboards later.
* **Communication & Collaboration** (US-047 to US-052) → nice-to-have, not core for MVP validation.
* **Advanced Compliance & Architecture** (US-056 to US-058) → partially required later for scaling, not MVP.

# 7. Non-Functional Requirements (Lean for MVP)

**Critical for MVP**

* **Performance (NFR-001):**The system should be able to handle at least **5,000 concurrent users** with a **response time of less than 2 seconds** for typical user actions (login, dashboard loading, basic data transactions). This ensures a smooth experience during peak usage and validates the platform’s ability to support early adoption at scale.
* **Availability (NFR-002):**The platform should provide **99.9% uptime** as per the Service Level Agreement (SLA), with **basic disaster recovery (DR)** mechanisms in place and **automatic failover** between primary and secondary nodes. This ensures that the service remains accessible and resilient to minor outages or infrastructure failures.
* **Security (NFR-003):**The application must use **AES-256 encryption** for data at rest, **TLS 1.2+ for data in transit**, and support **multi-factor authentication (MFA)** for user access. Additionally, an **Intrusion Detection System (IDS)** must be integrated to monitor and alert on suspicious activities. This protects sensitive HR data and ensures compliance with security best practices.
* **Scalability (NFR-004):**The system should support **auto-scaling of infrastructure components** (compute, storage, and network resources) to accommodate **increasing user load and data growth** without significant manual intervention. This allows the platform to grow with customer demand while maintaining performance.
* **Usability (NFR-005):**The user interface should be **responsive across devices (desktop, tablet, mobile)** and conform to **WCAG 2.1 AA accessibility guidelines**. It should also provide **contextual help and onboarding tooltips** to reduce the learning curve and ensure a smooth user experience for first-time users.
* **Compliance (NFR-006):**The system must support **GDPR / CCPA compliance** by implementing **consent management mechanisms** (e.g., cookie banners, opt-in/out tracking) and **automated Data Subject Access Request (DSAR) workflows** to handle data access, correction, and deletion requests within legal timeframes. This ensures legal adherence and builds user trust around data privacy.

## **Deferred (Post-MVP)**

* **Maintainability (NFR-007):**The system should support a **structured maintenance process** with **quarterly scheduled updates, patches, and feature enhancements**. It should also provide **version control and rollback mechanisms** to revert deployments in case of critical issues. This ensures long-term stability and reduces downtime during future releases.
* **Integration (NFR-008):**The platform will offer **standardized integration capabilities** through **REST / GraphQL APIs** for data exchange, support **SAML / OAuth 2.0** for Single Sign-On (SSO), and enable **webhook-based event notifications**. This allows seamless interoperability with third-party HR, payroll, and identity systems in the future.
* **Auditability (NFR-009):**The system should maintain **tamper-proof, immutable audit logs** capturing key user and system activities with **a retention period of at least 7 years**. This supports regulatory compliance, forensic investigations, and transparent change tracking over the product’s lifecycle.
* **Reliability (NFR-010):**The platform should implement **advanced data replication across multiple availability zones**, perform **daily automated backups**, and ensure a **Recovery Time Objective (RTO) of less than 4 hours** in case of a major system failure. This will significantly improve business continuity and disaster recovery capabilities.

# 8. Assumptions & Constraints

**Assumptions**

* Standard HR processes can align with SaaS workflows.
* Cloud infra provided & managed by vendor.
* Users have basic digital literacy & access to devices.
* Third-party integrations deferred unless critical.
* Data migration is limited to current datasets.
* MVP rollout begins with the pilot group.

**Constraints**

* Payroll processing excluded (only payslip viewing).
* Configurable workflows only, no deep customization.
* Hardware procurement out of scope.
* Analytics, dashboards, and LMS are excluded from MVP.
* SLA 99.9% uptime, with no zero-downtime in MVP.
* Basic logging only, no immutable trails in MVP.

# 9. Roadmap / Next Steps

**Phase 1: MVP Development & Pilot (0–3 Months)**

* Build Core HR, Onboarding/Offboarding, ESS/MSS basics, Leave/Attendance.
* Implement RBAC, MFA, encryption, and GDPR compliance basics.
* Internal QA & UAT → Pilot with ~100–200 employees.
* Gather adoption/performance feedback.

**Phase 2: Refinement & Early Scaling (3–6 Months)**

* Improve ESS/MSS, add basic analytics.
* Expand adoption organization-wide.
* Pilot integrations (SSO, payroll).
* Enhance usability & accessibility.

**Phase 3: Expansion & Advanced Features (6–12 Months)**

* Add LMS, advanced recruitment, dashboards, and immutable logs.
* Improve DR (RTO<4h).
* Expand integrations (ERP, biometric, payroll).

**Phase 4: Enterprise Maturity (12+ Months)**

* Advanced collaboration (chat, Teams/Slack).
* Expanded compliance (SOC2, multi-region).
* Low-code workflow builder.
* 99.99% SLA & zero-downtime.
* AI-driven insights.

**Immediate Next Steps**

1. Stakeholder sign-off on MVP scope.
2. Confirm Phase 1 pilot scope & timeline.
3. Set up a cloud environment & define migration.
4. Design sprints: UI prototypes for ESS/MSS.
5. Development kickoff with Core HR + Onboarding.
6. Pilot planning with identified departments.