Make-It-All Helpdesk System Requirements Report

1. **Introduction**
   1. - Purpose

This is a requirements specification document for a new logging system for Make-It-All. The system will modernise their current system from paper-based system to an electronic system. This document will cover the requirements for the system, both functional and non-functional.

* 1. – Background

The current manual system used by Make-It-All is unsatisfactory for the company. It is difficult to track existing queries/problems.

- Problems are often forgotten about as it is hard to navigate and sort the manual system

- Relies on communication between employees to record problem solutions

- Doesn’t allow for scalability with multiple operators as it is a single system.

- Difficult for analysts to monitor performance in solving problems, how well the company is using software/equipment and determine if training should be given to employees.

* 1. - Project Scope

The scope of this project is a web-based system that will enable the operator of the helpdesk to input all relevant information to the caller’s problem. This project will include the creation of a new website for the system alongside security for the system and any databases required.

* 1. - System Purpose
     1. – Users

How different individuals will benefit from the new system and its implementation.

Callers: For callers the process of reporting a problem will remain the same however, the service they receive will be much more fluid and organised due to the ease of use of the new system for the operators.

Helpdesk Operators: With this new system, operators will find it a lot easier to log and manage problems. Automated parts of the system will make task such as assigning specialists more efficient, and everything will be more organised for them.

Specialists: With the system being implemented as a web-based system, specialists will now be able to report problems as resolved alongside the solutions mush easier simply by logging into the system rather than having to go directly to the operator.

Analysts: Since all data to do with problems will be stored in databases, collecting and analysing data will be quicker and easier than it was prior when they had to manually note data. This will mean the company will profit from the change as quicker and more efficient analysing will allow for changes to be made sooner.

* + 1. – Location

Users will be able to access the system anywhere as long as they can connect to the internet and log in, making it much more convenient than requiring the books everything was logged into prior solely at the helpdesk.

* + 1. – Responsibilities

Primary responsibilities:

* Provide operator an interface with which they can log relevant information of the reported problems.
* Allow specialists to be assigned to problems.
* Allow different permissions based on who logs in e.g. only allow operators to close problems.
* Allow follow up calls etc to be assigned to the original problem.
* Allow specialists to report a problem as resolved and give its solution.

Secondary responsibilities:

* Extra security such as two-factor authentication.

1. **System Diagrams** 
   1. Diagram

      Description automatically generated– State Diagram

* 1. Diagram

     Description automatically generated– Activity Diagram

1. **Requirements**

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| Requirement Number: 1 | Type: System/Design |
| Description: System will be produced using JavaScript and PHP. | | |
| Rationale: Customer has specifically requested these languages. | | |
| Fit Criteria: Only allow development using these languages. | | |
| Dependencies: N/A | | |
| Priority: Must. | | |

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| Requirement Number: 2 | Type: System |
| Description: System will use MySQL database(s). | | |
| Rationale: Will be most efficient method for storing date on employees and logged problems. | | |
| Fit Criteria: Data will be added to the database during testing. | | |
| Dependencies: N/A | | |
| Priority: Must. | | |

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| Requirement Number: 3 | Type: Functionality |
| Description: System needs to be able to log helpdesk queries. | | |
| Rationale: Will help the operator perform their job more efficiently. | | |
| Fit Criteria: We will enter test data into the system throughout development. | | |
| Dependencies: 1, 2 | | |
| Priority: Must. | | |

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| Requirement Number: 4 | Type: Functionality |
| Description: Logged data will include the following: names of caller and operator, time and date of call, serial number of hardware, operating system and software. | | |
| Rationale: Will provide operator and specialist with relevant information for who they’re serving and solving the problem. | | |
| Fit Criteria: Will be tested the same as requirement 3, with test data entered into the system during development. | | |
| Dependencies: 1, 2, 3 | | |
| Priority: Must. | | |

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| Requirement Number: 5 | Type: System |
| Description: There will be a login system for employees to access the logging system. Accessible to operators and specialists. | | |
| Rationale: Will be the first layer of security for the system. | | |
| Fit Criteria: Will have hard-coded usernames and passwords to test. Will then move on to | | |
| Dependencies: N/A | | |
| Priority: Must. | | |

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| Requirement Number: 6 | Type: System |
| Description: Secondary security layer, such as two-factor authentication to be implemented for extra security. | | |
| Rationale: Will give the system an extra layer of security to divert any malicious attacks. | | |
| Fit Criteria: Will be tested alongside the log in system once that has been tested on it’s own. | | |
| Dependencies: 5 | | |
| Priority: Should. | | |

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| Requirement Number: 7 | Type: Functionality |
| Description: Different calls should be able to be assigned to the same problem | | |
| Rationale: Will allow customers to make follow up calls to provide either extra information or to ask for updates to the problem’s resolution. | | |
| Fit Criteria: Calls will be logged separately with ID’s which will be noted on the log. | | |
| Dependencies: 3, 4 | | |
| Priority: Should. | | |

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| Requirement Number: 8 | Type: Functionality |
| Description: Should be able to change a problem’s assigned type at a later date. | | |
| Rationale: Can allow the problem to be understood better by current specialist. Or just for updating the problem if the user updates the problem in a later call. | | |
| Fit Criteria: Test data will be entered. WE can use this to edit certain entries for testing. | | |
| Dependencies: 3 | | |
| Priority: Should. | | |

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| Requirement Number: 9 | Type: System/Display |
| Description: System should display how many problems an specialist is currently working on. | | |
| Rationale: Will stop a specialist being assigned an overwhelming number of problems, allowing for problems to be allocated evenly. | | |
| Fit Criteria: Test data will be entered which we can control so we know if the displayed number of problems is accurate. | | |
| Dependencies: N/A | | |
| Priority: Should. | | |

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| Requirement Number: 10 | Type: Functionality |
| Description: Only operators should be able to close tickets. | | |
| Rationale: Operators oversee all tickets that are logged, specialists may resolve them, but operators must have final say. | | |
| Fit Criteria: Will test system with different permissions based on who is logged in. | | |
| Dependencies: 5 | | |
| Priority: Must. | | |

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| Requirement Number: 11 | Type: Non-Functional |
| Description: The system should be accessible from all modern web browsers. | | |
| Rationale: Allows for maximum compatibility with existing computer systems and software | | |
| Fit Criteria: System will be accessible from all modern web browsers. | | |

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| Requirement Number: 12 | Type: Non-Functional |
| Description: System pages should load in less than one second. | | |
| Rationale: Allows for high levels of system usability for helpdesk operators and specialists. | | |
| Fit Criteria: System pages will load in less than one second. | | |