# Software Requirement Specification for 360-degree feedback generation

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| **PROJECT ID** | **37** |
| **PROBLEM STATEMENT** | **360-degree feedback generation** |

## 1. Introduction

### 1.1. Purpose:

- The purpose of **360-degree feedback** is to provide employees/students/staffs with a comprehensive evaluation of their performance by gathering feedback from a variety of sources. This feedback typically comes from peers, subordinates, supervisors, and sometimes even customers.

### 1.2. Scope of Project:

- The scope of a 360-degree feedback generation project encompasses several key areas to ensure a comprehensive and effective feedback process. Initially, it involves identifying all relevant stakeholders, including employees, peers, supervisors, and possibly external stakeholders like clients, to participate in the feedback process.
- The project then focuses on designing a structured feedback process, which includes defining key competencies and performance criteria tailored to the organization's goals and needs. This step involves selecting and customizing appropriate tools or software for collecting, managing, and analyzing feedback data efficiently.

- After gathering the feedback, data analysis and reporting take center stage, generating detailed reports that highlight individual strengths, weaknesses, and potential areas for improvement. These insights are crucial for guiding personal development and enhancing organizational effectiveness.
- The project also plans how feedback will be delivered to each participant, possibly through one-on-one sessions or digital report distribution. Following this, the scope includes implementing follow-up actions such as training programs or coaching sessions based on the feedback results. To ensure the system's long-term success, continuous evaluation and refinement of the feedback process are essential, including gathering participant feedback to identify areas for improvement.
- Additionally, the project must ensure compliance with legal and ethical standards, particularly regarding data privacy and integrity. Overall, the scope of a 360-degree feedback generation project is designed to provide a comprehensive framework for developing and implementing a feedback system that promotes personal and organizational growth.

# System Overview:

## 2.1 User Interface (UI):

- **User Management**: Administrators can manage participants, assign roles, and customize surveys. The interface provides tools for adding or removing users, setting permissions, and monitoring user activity.
- **Overview**: The dashboard provides a centralized view of all tasks related to the feedback process, such as pending surveys, feedback requests, and completed tasks. This helps users quickly access and manage their responsibilities.
- **Navigation**: The interface offers easy navigation to different sections, including survey participation, feedback submission, report viewing, and settings.

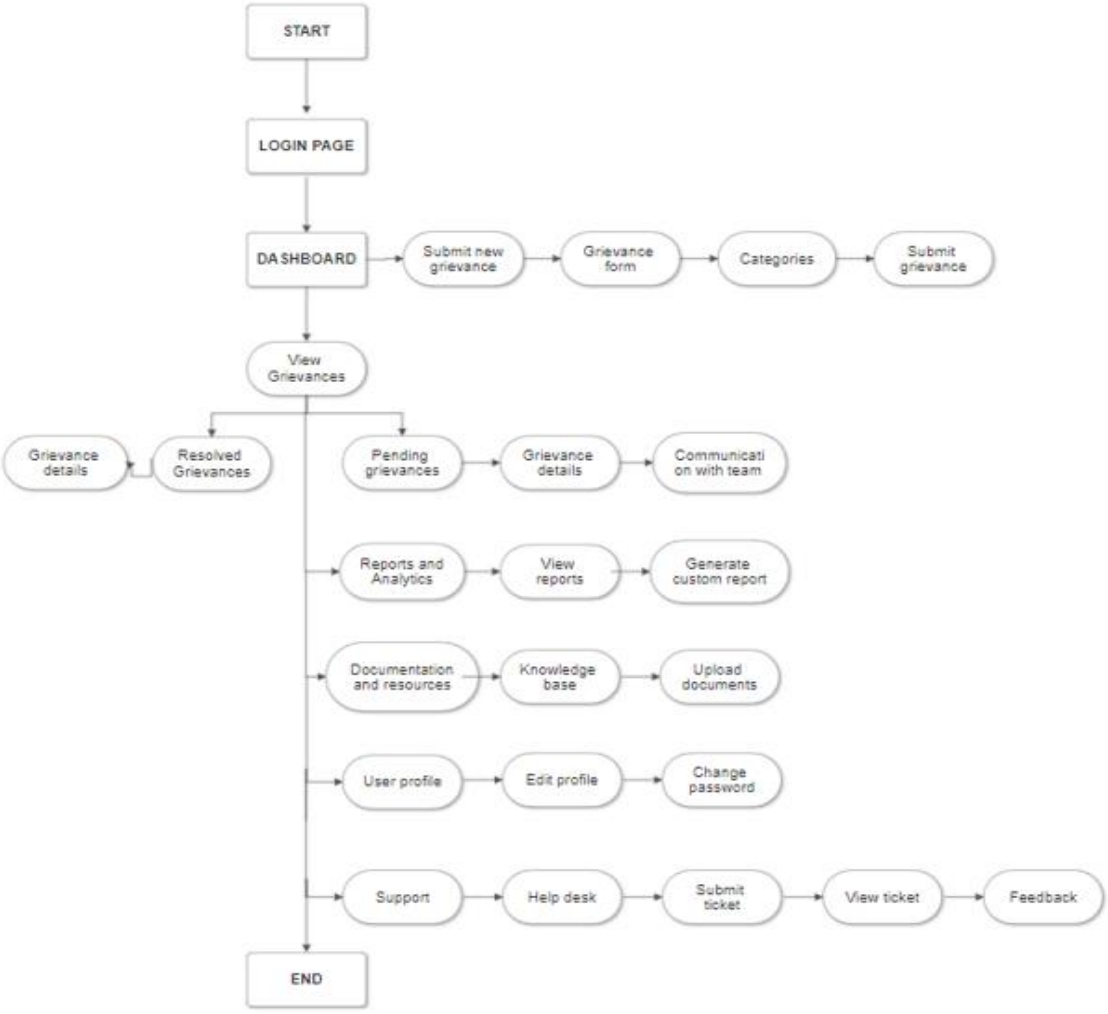
## 2.2 Features:

1. **Survey design and customization**:
    - **Template Library**: Pre-designed templates for various roles and competencies to simplify survey creation.
    - **Customizable Questions**: Ability to create custom questions tailored to specific organizational needs and goals.
2. **User management**:
    - **Role-Based Access**: Assign different roles and permissions for feedback providers, recipients, and administrators to ensure appropriate access and functionality.
    - **Participant Management**: Add, remove, and manage participants easily, with options to import employee data from existing HR systems.
3. **Feedback collection:**
    - **Multi-Rater Feedback:** Collect feedback from multiple sources, including peers, subordinates, supervisors, and external stakeholders, for a comprehensive evaluation.
    - **Self-Assessment:** Include a self-assessment component to allow individuals to reflect on their own performance.
    - **Automated Reminders:** Send automated reminders to participants to complete surveys and meet deadlines.
4. **Reporting and analytics**:
    - **Individual Reports:** Generate detailed reports for each feedback recipient, highlighting strengths, weaknesses, and areas for improvement with visual aids such as graphs and charts.
    - **Comparative Analysis:** Compare individual performance against team or organizational benchmarks to identify trends and gaps.
    - **Heat Maps**: Use heat maps to visually represent feedback data, showing areas of high and low performance across the organization.
5. **Feedback delivery**:
    - **Interactive Dashboards:** Provide feedback recipients with interactive dashboards where they can view and explore their feedback data.
    - **Actionable Insights:** Highlight actionable insights and recommendations to guide personal and professional development.
6. **Integration capabilities**:
    - **HR System Integration**: Seamlessly integrate with existing HR systems to synchronize employee data and streamline the feedback process.

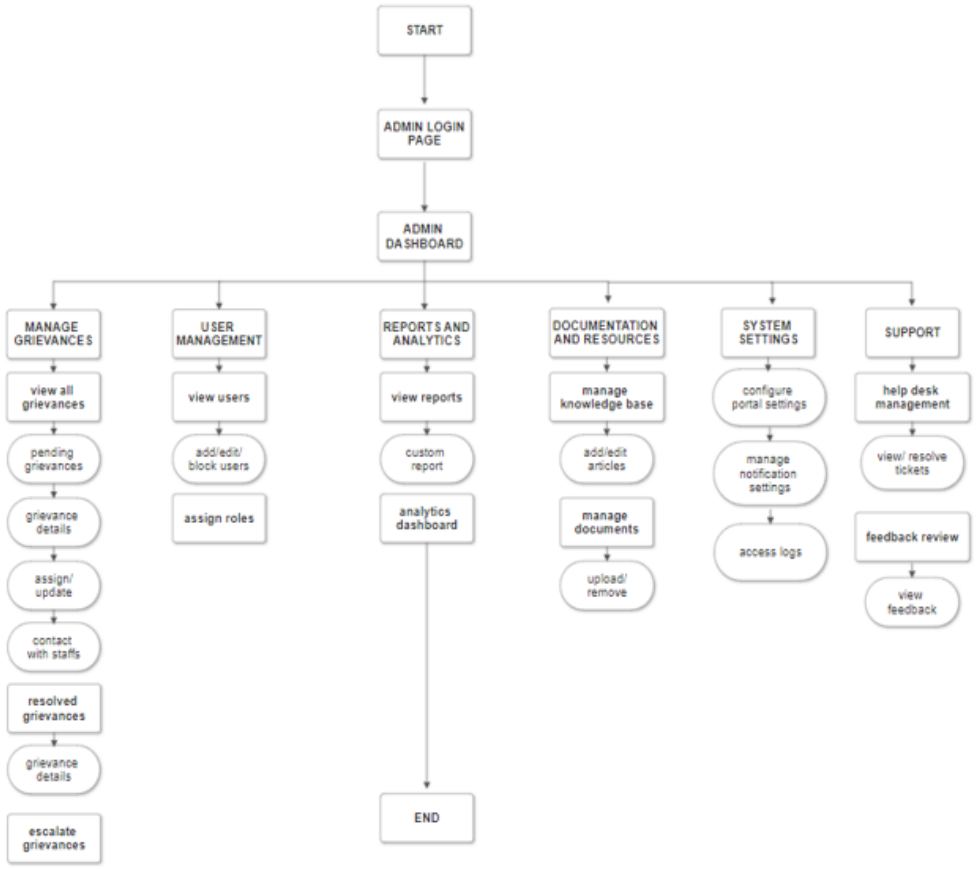
- **Performance Management Tools**: Connect with performance management tools to align feedback with ongoing performance evaluations and goals.

7. **Security and compliance**:
    - **Privacy Controls**: Implement privacy controls to protect sensitive information and comply with data protection regulations.
    - **Access Logs**: Maintain detailed access logs for auditing and monitoring user activities within the system.
8. **Evaluation and improvement:**
    - **Feedback Process Evaluation**: Gather feedback on the feedback process itself to identify areas for improvement and enhance user experience.
    - **Continuous Improvement Tools**: Offer tools for continuously improving the feedback process based on user feedback and evolving organizational needs.

# User’s interface



## Admin's interface




## 3. Functional Requirements:

### 3.1 User management:

- **User Registration and Login:** Users must be able to register and log into the system securely. This includes options for username/password authentication, multi-factor authentication, and Single Sign-On (SSO) support.
- **Role Assignment:** Assign roles to users, such as administrators, feedback providers, and feedback recipients, with specific permissions for each role.
- **Participant Import:** Enable the import of employee data from HR systems or CSV files to manage participants effectively.
- **Profile Management:** Allow users to update their personal information, preferences, and privacy settings.

### 3.2 Survey design and customization:

**Grievance Submission:**

- **Template Management**: Provide a library of survey templates that can be used as-is or customized according to specific organizational needs.
- **Custom Question Creation**: Allow administrators to create and edit custom questions, including various question types like multiple-choice, Likert scales, open-ended questions, and dropdown lists.
- **Competency Mapping**: Map questions to specific competencies or skills, enabling targeted feedback related to job roles and organizational goals.
- **Question Randomization**: Support question randomization to prevent bias and maintain respondent engagement.
- **Survey Configuration**: Set up surveys with configurable parameters such as anonymity settings, feedback provider selection, and deadlines.

**Survey distribution and management:**

- **Automated Distribution**: Automatically distribute surveys to designated participants based on predefined criteria or manual selection.
- **Deadline Management**: Set and modify deadlines for survey completion, with options for automatic extensions.

**Feedback collection:**

- **Multi-Rater Feedback**: Collect feedback from various sources, including peers, supervisors, subordinates, and external stakeholders.
- **Self-Assessment Integration**: Include self-assessment as a part of the feedback process, enabling individuals to evaluate their own performance alongside peer feedback.
- **Real-Time Data Capture**: Ensure real-time capture and storage of feedback data to prevent data loss and maintain up-to-date information.

**Security and compliance:**

- **Data Encryption**: Implement strong encryption methods for data storage and transmission to protect sensitive information.
- **Access Control**: Use role-based access control to restrict data access and ensure that users only see information relevant to their role.

## 4. Non-Functional Requirements:

**Performance:**

- **Response Time**: The system should provide a response time of less than 2 seconds for all user actions, including page loads, form submissions, and report generation.
- **Scalability**: The system must handle up to 10,000 concurrent users without performance degradation, supporting growth as the organization expands.
- **Throughput**: The system should be capable of processing at least 500 feedback submissions per minute to accommodate peak usage times.

**Reliability:**

- **Availability**: The system should maintain 99.9% uptime, ensuring it is accessible to users at all times, excluding scheduled maintenance.
- **Fault Tolerance**: Implement failover mechanisms to ensure continued operation in the event of a server or network failure.

**Security:**

- **Encryption**: Use industry-standard encryption protocols (e.g., AES-256) for data storage and transmission to protect **Data** sensitive information.
- **Access Control**: Implement robust authentication and authorization mechanisms, including role-based access control (RBAC) and support for Single Sign-On (SSO).

**Interoperability:**

- **API Support**: Provide RESTful APIs for integration with other systems, such as HR platforms, performance management tools, and data analytics solutions.
- **Data Import/Export**: Allow seamless import and export of data in standard formats (e.g., CSV, JSON, XML) to facilitate integration with third-party systems and data migration.

**User feedback and improvement:**

- **User Feedback Mechanism**: Implement a mechanism for users to provide feedback on the system, helping identify areas for improvement and guide future development efforts.
- **Continuous Improvement**: Establish processes for regularly reviewing and updating the system based on user feedback and technological advancements, ensuring it remains relevant and effective.