THIS IS A SAMPLE FRD THAT I HAVE CREATED FOR PRACTICE

FUNCTIONAL REQUIREMENT DOCUMENT – for EAM SYSTEM

Project Name	**Max EAM**
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Introduction

The Enterprise Asset Management (EAM) system helps organizations manage their assets efficiently. It simplifies tasks like maintenance scheduling, work order management, and compliance tracking, which leads to less downtime and better performance.

With user-friendly features, the EAM system allows you to track assets in real time and generate helpful reports. This means you can make smarter decisions about maintenance and resource use, ensuring your assets last longer and work better.

This training will introduce you to the system, helping you learn how to use its tools effectively for your day-to-day tasks.

Purpose

The Enterprise Asset Management (EAM) system is designed to help you take care of your assets while also managing labour reports and work orders. This system makes it easy to keep track of important information about your assets and the work done on them. With the EAM system, you can easily monitor how your assets are performing, record the work that has been completed, and manage work orders. This simple approach not only helps keep your assets in good shape but also boosts productivity by providing a clear view of work orders and labour use. Overall, the EAM system is an essential tool for organizations that want to improve asset performance and ensure timely maintenance, reducing downtime and increasing efficiency.

Scope

The scope of the Enterprise Asset Management (EAM) system includes the following key areas:

1. Asset Management

- Tracking and monitoring all organizational assets, including their location, condition, and maintenance history.

- Categorizing assets based on type, value, and criticality to operations.

2. Work Order Management

- Creating, scheduling, and assigning work orders for maintenance and repairs.

- Tracking the status of work orders and ensuring timely completion.

3. Labour Reporting

- Recording labour hours spent on maintenance tasks and work orders.
- Analysing labour productivity and resource allocation.

4. Maintenance Scheduling

- Planning and scheduling preventive and corrective maintenance activities.
- Generating reminders and alerts for upcoming maintenance tasks.

5. Data Management

- Storing and managing information related to assets, work orders, and labour in a centralized database.
- Providing easy access to reports and analytics for decision-making.

6. User Roles and Permissions

- Defining user roles and access levels to ensure secure and appropriate use of the system.
- Facilitating collaboration among maintenance staff, management, and other stakeholders.

7. Integration:

- Integrating with existing systems, such as finance and inventory management, to streamline operations.
- Ensuring compatibility with mobile devices for field access to asset information and work orders.

8. Reporting and Analytics:

- Generating reports on asset performance, maintenance activities, and labour utilization.
- Analysing data to identify trends and areas for improvement.

Exclusions:

The system does not cover non-asset-related functions, such as general administrative tasks or human resources management.

Any hardware procurement or physical installations outside the software implementation scope.

Audience

- Maintenance Managers
- Asset Managers
- Field Technicians
- Operations Managers
- IT Staff
- Executives and Decision Makers
- Finance Department
- Compliance Officers
- Trainers and Support Staff

2. User Stories

User Story 1

Title: Technician Work Entry for Work Orders

As a Maintenance Manager,
I want my technicians to enter all the work they have completed on a particular work order,
So that I can have accurate records of maintenance activities and track the efficiency of our operations.

Title: Accident Reporting and Prevention

As a Maintenance Manager,
I want to create a list of major and minor accidents that can occur in the factory,
So that I can identify potential risks and implement preventive measures to ensure a safer working environment.

Acceptance Criteria

Acceptance Criteria for User Story 1

1. **User Authentication**:

- Technicians must be able to log into the EAM system using secure, individual credentials to ensure accountability and data security.

2. **Work Order Selection:**
    - Technicians can easily access a list of active work orders within the system and select the specific work order they wish to update.

3**. Detailed Work Entry:**

- Technicians must enter a comprehensive description of the tasks performed on the selected work order.
- The system should allow technicians to log the time taken for each task, with the option to break down time into specific activities if necessary.
- A field for recording materials used during the maintenance activities must be included, allowing for both quantity and type.

3. **Documentation Attachment:**
    - The system should enable technicians to attach relevant documentation, such as photos, inspection reports, or material receipts, directly to the work order for future reference.

4. **Help Button:**
    - A help button must be available within the entry form to assist technicians in understanding what information is required for each field, providing guidance on how to enter data accurately.

5. **Data Integrity:**
    - Upon submission, the entered data must be saved in the system without loss of information. Technicians should receive a confirmation message indicating that their entry has been successfully recorded.

6. **Work Order History Update:**
    - The submitted work entries must automatically update the work order history, making the information visible to authorized personnel, including the Maintenance Manager.

7. **Notification System:**
    - The Maintenance Manager should receive a real-time notification via email or within the system upon the successful submission of a work entry, ensuring prompt awareness of maintenance activities.

8. **User Training and Support:**
    - Training materials must be available to assist technicians in navigating the system and entering work details accurately. Support should be provided for any technical issues encountered.

9. **Usability:**
    - The interface should be user-friendly, ensuring that technicians can complete work entries efficiently, even if they have varying levels of technical expertise.

Acceptance Criteria for User Story: Accident Reporting and Prevention

1. Accident Categorization:

- The system must allow the Maintenance Manager to create and categorize accidents as either major or minor.

- Each category should be easily identifiable in the user interface.

2. Accident Entry Fields

- The system should provide fields for entering the following details for each accident:

  - Accident description

  - Potential causes

  - Likely consequences

  - Date and time of occurrence

3. Preventive Measures Tab

- A separate tab must be available for documenting preventive measures associated with each accident type.

- The tab should include fields for:

- Recommended safety protocols
- Required training programs
- Equipment maintenance checks

4. Editing and Updating

- The Maintenance Manager must be able to edit and update both the accident list and preventive measures as new information or incidents arise.

5. Visibility and Accessibility

- The accident list and preventive measures must be easily accessible to all relevant staff for training and awareness purposes.
- The system should allow users to filter or search for specific accidents or preventive measures.

6. User Feedback Mechanism

- The system should include a feature for users to provide feedback on potential accidents and suggested preventive measures.

7. Data Integrity

- All entered data must be saved without loss, with a confirmation message displayed upon successful submission of accident entries.

8. Reporting Functionality

- The system should allow the generation of reports summarizing major and minor accidents and associated preventive measures for review and analysis.

9. User Training and Support

- Training materials must be provided to ensure that staff understand how to use the accident reporting and prevention features effectively.

10. Usability

- The user interface should be intuitive and user-friendly, enabling staff to easily enter and retrieve accident-related information.

This acceptance criteria ensures that all necessary components of accident reporting and prevention are addressed, facilitating a safer working environment.

4. Non-Functional Requirements

Non-Functional Requirements for the EAM System

1. Performance and Usability:

- The system must support up to 200 concurrent users, with data entry and retrieval operations completing within 2 seconds. The interface should be intuitive, allowing users to navigate easily, with accessible help documentation.

2. Security:

- Role-based access control must ensure that only authorized personnel can modify asset and maintenance information. All sensitive data must be encrypted both in transit and at rest to protect against unauthorized access.

3. Reliability and Backup:

- The system should maintain an uptime of 99.5%, with regular automated backups and a recovery plan to restore functionality and data within 30 minutes of any failure.

These requirements ensure that the EAM system operates efficiently, securely, and consistently meets user needs.

5. Assumptions and Dependencies

Assumptions:

1. **User Training**: Users will receive training on how to use the EAM system effectively.
2. **Infrastructure**: The necessary hardware and internet connectivity will be provided by the organization.
3. **Data Availability**: Accurate asset and maintenance data will be available for migration into the system.
4. **Stakeholder Engagement**: Key stakeholders will participate and provide feedback during implementation.

Dependencies:

1. **Third-Party Integrations**: The system may rely on integration with existing software, like inventory management.
2. **Regulatory Compliance**: Implementation must meet specific safety and regulatory standards.
3. **Vendor Support**: Ongoing technical support from the vendor is necessary for updates and maintenance.
4. **User Access**: User accounts and permissions must be set up before the system launch.

6. Appendices

A. Glossary of Terms

- **EAM:** Enterprise Asset Management
- **User Story:** A simple description of a feature from the perspective of the end-user.
- **Acceptance Criteria:** Conditions that must be met for a user story to be considered complete.
- **Non-Functional Requirements:** Criteria that describe how the system performs a function rather than the function itself.

B. References

- Relevant company policies regarding asset management and maintenance.

The company has established policies for asset management and maintenance to ensure safety, compliance, and optimal performance. These policies cover asset acquisition, utilization, and disposal, stressing the importance of regular maintenance to extend asset

lifespan and minimize downtime. Guidelines for documenting maintenance activities and conducting safety inspections are included, encouraging proactive management. Regular training will be provided to ensure staff awareness and compliance, promoting a culture of accountability in asset management practices.

- Industry standards for safety and compliance.

The company follows safety and compliance standards to ensure a safe workplace and meet legal requirements. These include best practices for equipment maintenance and safety protocols to reduce risks. By adhering to guidelines from OSHA, we protect our employees and conduct regular checks to ensure compliance, promoting a responsible work environment.

- Training materials for users.

This section provides essential training materials to help users navigate the EAM system. You'll find an overview of features, simple steps for creating and updating work orders, and tips for generating reports and understanding key metrics. Best practices for safety and compliance are included, along with guidance on reporting incidents. There's also a help function and IT support contact info for any questions. Hands-on training sessions will be scheduled to ensure everyone feels confident using the system.

Stakeholder

- **Maintenance Manager**: Primary user responsible for overseeing asset management.
- **Field Technicians** Users who perform maintenance tasks and log work.
- **IT Staff:** Responsible for system implementation and support.
- **Executives**: Decision-makers who will utilize reports and analytics.

Project Timeline

Phase	Name	Start Date	End Date
1	Requirement Gathering	**01/ 10/2024**	**15/10/2024**
2	System Development	**16/10/2024**	**15/12/2024**
3	System Launch	**16/12/2024**	**5/01/2024**
4	User Training and Aftersales Support	**8/01/2024**	**Onwards**

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- **Training Coordinator**: Emily Johnson, emily.johnson@example.com, (555) 555-1212

6.1 References

1. EAM System User Guide

- Author: EAM Solutions Team

- Year: 2023

- URL: [www.eamsolutions.com/user-guide] (http://www.eamsolutions.com/user-guide)

2. Safety and Compliance Best Practices

- Author: Safety Management Institute

- Year: 2022

- URL: [www.safetyinstitute.org/best-practices] (http://www.safetyinstitute.org/best-practices)

3. Incident Reporting Procedures

- Author: Compliance Office

- Year: 2023

- URL: [www.complianceoffice.com/reporting] (http://www.complianceoffice.com/reporting)

4. EAM System Training Video Series

- Author: EAM Solutions Team

- Year: 2023

- URL: [www.eamsolutions.com/training-videos] (http://www.eamsolutions.com/training-videos)