**User Requirements Specification**

Image result for instant edge logo

**The Enterprise Transformation Platform**

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# INTRODUCTION

## Background

Instant Edge Pte Ltd is a Singapore based organization that develops an Enterprise Management Solution that aims to target SMEs and solve their many enterprise problems regarding project management. The solution is primarily based on ITIL, a popular infrastructure library that encompasses good practices for IT Enterprises. The module named “Manage Operations” will be built on top of the system and integrated with all the features already developed. It aims to set up and operate an electronic management portal for the SMEs. The scope of this project is to incorporate the functionalities outlined by “Service Portfolio Management”, “Service Catalogue Management”, “Service Level Management”, “Incident Management”, “Service Desk” and “Application Management” of ITIL into the Instant Edge solution in such a way that the processes or workflows of all modules follows ITIL. The current phase of the project mainly concentrates on identifying domain objects and their relationships from ITIL for “Incident Management” and “Manage Mobile Integration” module and developing CRUD functionality for those domain objects.

The aim of this document is to present the User Requirement Specification for modules that needs to be developed for “Manage Operations” module of Instant Edge Enterprise Management Solution under the scope of this project phase.

## Objectives

The objective of this document is to:

* Provide the basis for the development of the “Incident Management”, “Service Portfolio Management” and “Manage Mobile Integration” Module.
* Define the functional requirements for the “Incident Management”, “Service Portfolio Management” and “Manage Mobile Integration” Module.
* Define the non-functional requirements that would be necessary to support the functional requirements.
* Identify the necessary requirements that would facilitate the future modification.

## Organization

**Section 1** gives an introduction to this document.

**Section 2** presents an overview of requirements for the System.

**Section 3** presents the functional requirements of the System

**Section 4** describes the non-functional requirements of the System.

## Scope

This user requirement specification begins to define the functional requirements for the following modules

1. Service Portfolio Management
2. Incident Management
3. Manage Mobile Integration

This document also explains the non-functional requirements and the user interface requirements of Service portfolio management. This document does not explain the functional requirements of the other modules under “Manage Operations” subsystem which are not covered under the scope of this sprint.

# OVERVIEW OF REQUIREMENTS

## Introduction

Instant Edge Pte Ltd is a Singapore based tech-start up that provides SaaS solution for enterprise transformations. The solution is based primarily on ITIL, a popular infrastructure library for IT processes. The solution targets SMEs world-wide to help achieve process improvement and in the process, incorporate quality into products and services delivery. With the initiative of expanding the solution domain this project has been proposed. This project extends the functionalities of the solution to include sophisticated process management.

## System Perspective

With the intention of expanding process management across the Instant Edge platform domain and to integrate seamlessly with the existing modules, the Manage Operations module needs to be established. This module allows the Customers to manage and control the operations and processes related to it.

The solution will be utilized by Users of Customers and their own Users. They help to facilitate the business between Users and Users of Customers effectively in the area of Services, Portfolio, Catalogue, Contracts and Incidents. With this solution, the Users are able to baseline the services offered to their own Users and manage the contracts. The SLAs between them will be managed and monitored using specific KPIs for any violations or potential violations.

## System Functions

System Functions which needs to be implemented are

1. The System should allow the Users to create, edit, copy and delete Services offered by them, service level, service status, service type, service category and service class.
2. The System should allow the Users to create, edit, copy and delete Service Portfolios, Service Portfolio dimension, Service portfolio dimension type, Service portfolio dimension group, Service portfolio dimension type, Service portfolio category, Service portfolio type, Service portfolio group and Service portfolio class.
3. The System should allow the Users to create, edit, copy and delete Service Catalogues, Service Catalogue type, Service Catalogue category and Service catalogue class.
4. The System should allow the Users to create, edit, copy and delete Service Qualities, Service Quality type, Service Quality category and Service Quality class.
5. The System should allow the Users to create, edit, copy and delete Contract, Contract type, Contract category and Contract class.
6. The System should allow the Users to create, edit, copy and delete Contract catalogue and assign Contracts to it.
7. The System should allow the Users to assign Service Type, Service class and Service category to a Service.
8. The System should allow the Users to assign Services to a Service portfolio.
9. The System should allow the Users to assign Service portfolio type, Service portfolio category, Service portfolio class and a number of Service portfolio dimensions to a Service portfolio.
10. The System should allow the Users to assign Service portfolio dimension type and Service portfolio dimension category to a Service portfolio dimension.
11. The System should allow the Users to assign Services to a Service catalogue.
12. The System should allow the Users to assign Service catalogue type, Service catalogue category, Service catalogue class to a Service catalogue.
13. The System should allow the Users to assign Service quality type, Service quality category, Service quality class to a Service quality.
14. The System should allow the Users to assign Service level to a Service quality.
15. The system allows the end-user to create an incident.
16. The system allows the user to receive notification on mobile in case of any updates.
17. The System allows the user to access the instant edge platform from the mobile app.
18. The System allows the user to view the Status of the incident.
19. The System allows the user to enter the details of the incident (title, description, category, attachment, asset type, priority, geographical location).
20. The System allows the user to view the list of incidents on the dashboard.
21. The System routes the incident to appropriate destination.
22. The System allows the Resolver group to pick an incident from the queue and assign it to themselves.

## User Characteristics

The Users of the system will be the representatives of Business Entities (Customer, Customer’s Users and Instant Edge). When a User is created, he will not be assigned to a role. It will be up to the administrator or subscription manager to assign a role to the User after which, he/she will be able to use the System. The roles may be created by the Users or reused from the Master data available in the System.

# FUNCTIONAL REQUIREMENTS

This section describes the functional requirements of the Enterprise Management System. The functional requirements of Enterprise Management System are structured in terms of:

1. **Process Management Requirements** – The process management requirements of the modules implemented in this project.
2. **User interface Requirements** – The user interface requirements of the generic to the whole system and for the modules defined in this document.
3. **Data, Storage and Email Requirements** – The data, storage and email requirements generic to the whole system and for the modules defined in this document.

The processing requirements is explained for the following modules

1. Service Desk Management
2. Service portfolio Management
3. Service catalogue Management
4. Application Management
5. Service Level Management
6. Knowledge Management
7. Incident Management
8. Service Validation and Testing
9. Manage Mobile Integration

## Process Management Requirements

## Service Portfolio Management

This module allows the Customers to manage their portfolios of Services. The portfolio will be a collection of services and have a collection of dimensions with which it is mapped. The portfolios form a base list of all services provided by a Customer for his/her Users. The portfolios are categorized based on the type, class, category and group and are for the reference of the Customers. The portfolios can be used to analyse the business income, performance of services and popularity of services.

A Service Portfolio Dimension covers the aspects of Service portfolios. A range of service portfolios can be mapped to certain dimensions to analyse and abstract their applicability. The services contained under a dimension may be specific to that dimension. Ref. ISS\_IE\_ManageOperations User stories.

## Incident Management

Incident management is a defined process for logging, recording and resolving incidents. The aim of incident management is to restore the service to the customer as quickly as possible, often through a work around or temporary fixes, rather than through trying to find a permanent solution. Management Incident should not work as an independent module rather it should be merged with the already present Manage Changes. There are major benefits to be gained by implementing an incident management process:

* improved information to customers/users on aspects of service quality
* improved information on the reliability of equipment
* better staff confidence that a process exists to keep IT services working
* certainty that incidents logged will be addressed and not forgotten
* reduction of the impact of incidents on the business/organization
* resolving the Incident first rather than the problem, which will help in keeping the service available (but beware of too many quick fixes that problem management does not ultimately resolve)
* working with knowledge about the configuration and any changes made, which will enable you to identify the cause of incidents quickly
* improved monitoring and ability to interpret the reports, which will help to identify Incidents before they have an impact.

**Change in Requirement:**

Incident Management should work in accordance with Manage changes and should not work as an independent module. Both Incident Management and Manage Changes should have the same workflow.

Ref. ISS\_IE\_Manage Operations User stories.

## Manage Mobile Integration

Manage Mobile Integration will let the user access instant edge platform on the mobile device. The user will be able to login on the mobile app and receive notification whenever there is a new item in his unified inbox. On click of the notification the user will be redirected to his unified inbox. This Module should makes use of “Push Notification”. Create a cross platform application.

The platforms considered are Android and iOS.

**Change in Requirement:**

Built two Native Apps: one iOS and one Android. The mobile application should be able to redirect the user to the instant edge Dashboard. Ref. ISS\_IE\_ManageOperations User stories.

## User Interface Requirements

The “Manage Operations” module has to be developed in line with the existing UI standards already in place for the Enterprise Management System.

# 4. NON-FUNCTIONAL REQUIREMENTS



## Capacity requirements

Requirement under this module are yet to be determined

## Uptime requirements

Requirement under this module are yet to be determined

## Security requirements

* User roles must be defined in advance, and privileges of each role must be also defined. The system should maintain the security of the application so that only privileged users can access the particular web pages.
* The password storage should be encrypted. The password policy and password expiry are already defined and maintained.
* All data transmission between client web browser and web server must be secured, especially during authentication. The SSL certificate will be incorporated with the application.

## Reusability

The main aim of this application is to re use the code wherever possible. The software components developed can be reused within the application or in various similar applications.

## Usability

The system should provide an effective and easy to use user interface and should maintain consistency throughout the system. The system may provide localization and internationalization requirements.

## Data Integrity

The system should maintain the data integrity in the databases. All the tables should have unique key and referential key constraints and none of the records should be deleted from the database explicitly by code for accountability and audit requirements. The system should also maintain integrity on the document revisions. The document should be saved in file system / database and should be archived as per storage requirements.

## Maintainability

The system should be developed in conformance to the architectural standards, design standards and coding standards. The standards followed in the system should be documented for reference.

## Configurability

The system should be configurable so that most of the modules can be used with various client with little customization. The Change in Business Process, User Interface and messages should to be done with minimum efforts.