**CLIENT REQUIREMENT DOCUMENT**

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| **Project Title** | OTP |
| **Reference Number** | IT2017b |
| **Client Name** | Mr. Yegash Naidu (Director) |
| **Authorized Client’s Representative** | Mrs. Emma |
| **Client’s Department** | VUT IT Services |
| **Request Date** | 9/10/2017 |
| **Supervisor(s)** | Mr. Tshepo Chuene (System Analyst ) |
| **Business Analyst(s)** | Mr. Sello Tsoka and Mr. Chris Ejike |

**REQUIREMENT**

Client requested the deployment of a system that is able to allow staffs to change their passwords without the frequent intervention of the help desk service. The proposed solution should include the following:

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| **BASIC CLIENT REQUIREMENTS** | **PRIORITIES (should amount to a total of 100%)** |
| Must be able to allow staffs to change their passwords without the frequent intervention of the help desk service |  |
| Must include expiry functionality for OTP |  |
| Send SMS on cellphone as on ITS |  |
| Limited to 1 request log per day |  |
| Easy for end users to use |  |

Client Signature \_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_\_\_\_\_\_\_