Business Solution Group

Project Name: HGVW Virtual Workplace

Requirements Catalogue

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1. Introduction

1.1   Project Summary

1.1.1   Background

HotSpec Group delivers skill acquisition training and business solutions to clients.
Currently these are done using standalone systems to deliver individual services without a single point of reference for all business services.

The business has decided to design and develop an online platform that represents their workplace for easy client management and service delivery across the business locations.

1.2   1.2 Solution

HotSpec Group will like to create a virtual workplace where users can perform individual business tasks via a digital platform.

The platform will have 7 distinct interfaces for the following users:
- System Admin
- Guest Users
- Academy Trainee
- Academy Trainer
- Business Consultants
- Business Clients
- Operations Admin
  - Customer Support
  - HR
  - Finance
  - Sales and Marketing
  - Consulting Operation
  - Academy Operation

1.2.1   1.2.1 Objectives

- To have a single point of service delivery for the business, anywhere, anytime.
- Have an Academy Workplace that represents training creation and delivery for both trainers and trainees, respectively.
- Have Consulting Workplace that represents business to business consulting service delivery platform where projects and BAU requests will be managed and tracked.
- Have Admin/Operations Workplace where business administrative activities will be carried out and managed.
- Have Marketing/Sales Workplace with Customer Relationship Management functionalities to manage potential clients, business clients and their expectations.
- Enable business operations anywhere, anytime.

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1.3   1.3 Project Scope

1.3.1   1.3.1   In-Scope Functionality

The following functionalities are in-scope:

- **All users**
  - Sign Up
  - Login
  - Accessibility settings (Colour scheme and text size).
  - Current Date and time.
  - Dashboard.
    - User guide video.
    - Performance board shown on dashboard.
    - Upcoming tasks shown on dashboard.
    - Tasks currently working are shown on the dashboard.
    - Subscription counter
  - Users' profile
    - All users online
    - My profile
      - Manage profile pictures
      - Edit profile details
      - Change password
      - Trainer/Mentors details
      - Manage Mentors
      - Manage Subscription
      - Request for reference
    - My Activities
      - View Last Login Date and time
      - Meetings log
      - Training log
      - To do list
      - System Statistics by categories of the system
    - Settings
      - Manage Notifications settings
      - Manage contact permissions
    - Software and tools - Access by category
    - Privacy Centre.
    - Logout.
  - Meetings Schedule
    - Access to meeting scheduler under software and tools
    - Meeting title text field
    - Attendees selection or addition by email
    - Day and time selection calendar
    - Location text field

- ■ Meeting information text field
- ■ Create button
  - ○ Notifications.
    - ■ Actions required
    - ■ For Your Information
  - ○ System Support Centre
    - ■ Supporting articles
    - ■ Customer Support contact details.
    - ■ Live chat with Chat bot.

- **All users except Academy Trainees, Business Clients, and Guest Users**
  - ○ Team calendar with holiday booking functionality.

- **All users except Business Clients and Guest Users**
  - ○ Software and Tools.

- **System Admin**
  - ○ System Admin duties of Setting up and Managing User Accounts.
  - ○ Assign roles and permissions.
  - ○ Password and Identity Management.
  - ○ Monitor System Performance/Security.
  - ○ Install Software.
  - ○ Create a Backup and Recovery Policy.
  - ○ Update System with new Applications as they become available.
  - ○ Give system functionality access.
  - ○ Help Users fix any system Issues.

- **Guest User**
  - ○ Subscription counter free for 14 days with extension functionality.
  - ○ Access to free classes only and walkthrough of the system.

- **Academy Trainees**
  - ○ Subscription counter with extension function.
  - ○ Programme name and overview.
  - ○ Virtual Classes in calendar view and each with a register button.
  - ○ Assignments and questions with submit functionality.
  - ○ Training Resources.
  - ○ Projects with templates and upload functionality for deliverables.
  - ○ Comment on uploaded materials in the stream.
  - ○ Trainer details.
  - ○ Downloadable Certificate.

- **Academy Trainer**
  - ○ Virtual Classes in calendar view.
  - ○ Create lesson materials with templates in the dashboard stream.
  - ○ Create questions, quizzes, assignments in the dashboard stream.
  - ○ View answers to questions and feedback on them.
  - ○ View submitted assignments and feedback.
  - ○ Respond to Trainees comments.
  - ○ Training Team with "add" functionality.

- **Business Consultant**
  - View all Live Projects/Business As Usual (BAU) requests.
  - Request to pick up requests or add to projects.
  - View Projects/BAU request they are working on.
  - Upload deliverables per project.
  - Respond to clients' comments.
  - View clients details.
  - View and download Project Management Office templates from folders.

- **Business Client**
  - View Projects/Business As Usual requested with status tracker.
  - View and download documents on requested projects.
  - Comment on project and deliverables.
  - Consultants details.
  - Generate business request report
  - E-Sign
  - Upload supporting document
  - Submit business request

- **Operations Admin**
  - **Customer support**
    - Prefilled chatbot functionalities of FAQs to support customers.
    - Live Chat customer support.
    - Send feedback form-links to trainees and clients.

  - **HR**
    - Send onboarding forms link to potential employees.
    - View employee details from HR database.
    - Supporting documents to be downloadable or sent directly to the HR shared folder.
    - View supporting documents in the HR shared folder.
    - Generating reports.

  - **Finance**
    - Manage Online payments.
    - View trainees and clients with payments details.
    - Issue invoice.
    - Manage Payroll.
    - Generate report from CRM.
    - Create accounting documents and reports.

  - **Sales and Marketing**
    - View and Manage customers on Customer Relationship Management (CRM) system.
    - Create email marketing.
    - Access and manage all digital and social media marketing tools.
    - Access to feedback from trainees and clients.

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- ■ Generate reports.

- ○ **Consulting Operations**
  - ■ Create and Manage Live projects or Business requests.
  - ■ Create project folders and sub-folders.
  - ■ Upload Project templates.
  - ■ Manage access to folders and sub-folders.
  - ■ Manage Consultants.
  - ■ Create and manage clients list.
  - ■ Assign consultants to projects or Business requests.
  - ■ Manage consulting calendar.
  - ■ Create consulting admin folders.
  - ■ Upload documents into folders created.
  - ■ Generate reports.

- ○ **Academy Operations**
  - ■ Manage Trainers and classes.
  - ■ Manage Trainees.
  - ■ Create Program classes.
  - ■ Create a folder for materials.
  - ■ Upload material templates.
  - ■ Manage access to classes.
  - ■ Manage access to material folders.
  - ■ Manage academy calendar.
  - ■ Generate reports

1.3.2   1.3.2   Out of Scope Functionality

- ● Front end system where Sign up and Login will be carried out

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2. Requirement Catalogue

Req #	High-Level Requirement	Low-Level Requirement	User Story	Priority
1	Sign Up	Collect user's details for processing	As a user, I want to enter my first name, last name, email address, phone number, choose from a list of suitable programmes, have an option to upload my profile picture, indicate how I heard about the programme from a drop-down list, so that I can submit my details for sign up.	Must
2		Agree to terms and conditions , privacy policy	As a user, I want to have the option to accept the business' terms and conditions and privacy policy, so that I can complete my sign up.	Must
3		Option to Opt In or Out of receiving Marketing Emails.	As a user, I want to have the option to accept or decline marketing emails sent to my mailbox, so that I do not get junk mails from third parties.	Must
4		Sign Up button	As a user, I want to be able to submit my details by clicking a sign up button so that I can get my Login details.	Must
5		Verify email address	As a system admin, I want users to verify their email address, so that I can verify their legitimacy and provide login details.	Must
6		Generate username and initial password	As a system admin, I want the system to generate username (firstname.lastname@hotspecgroup.com) and initial password for users and give users the option to change their password at first login, so that the system can have a unified username format and secured password.	Must

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Req #	High-Level Requirement	Low-Level Requirement	User Story	Priority
7	Login	Collect user's username and password	As a user, I want to enter my username and password into the login screen, so that I can access My HotSpec Workplace.	Must
8		Forgotten password?	As a user, i want to have "forgotten password" option on the login screen and get a link on my email when selected, so that i can reset my password	Must

Req #	High-Level Requirement	Low-Level Requirement	User Story	Priority
9	Accessibility Settings	Change colour scheme	As a user I want to be able to change the colour scheme of my system so that I can have a better user experience.	Must
10		Change font Size	As a user I want to be able to change my account font size so that I can have a readable font of my choice.	Must

Req #	High-Level Requirement	Low-Level Requirement	User Story	Priority
11	Current Date and Time	DateTime by location	As a user, I want to have my location date and time displayed on the system in my location format so that I don't miss any event.	Must
12		Show Users location date and time	As a user, I want to be able to see other users' location date and time when i want to book a meeting with them so that I can book a meeting at their available time.	Must

Req #	High-Level Requirement	Low-Level Requirement	User Story	Priority
13	Dashboard (My HotSpec Workplace)	User guide video	As a user, I want to be able to see a video that will guide me so that I can understand how to use the system.	Must

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14		Performance board	As a user, I want to be able to see my performance board so that I can see a sneak peek of the activities per week.	Must
15		Upcoming event	As a user, I want to be able to see my upcoming events so that I can schedule my tasks ahead.	Must
16		Current tasks	As a user, I want to be able to see my current tasks so that I can have a reminder of the tasks I am currently working on.	Must

Req #	High-Level Requirement	Low-Level Requirement	User Story	Priority
17		See users online and chat	As a user, I want to be able to see other users online so that I can ask questions or assist anyone when needed.	Must
18		Manage profile pictures	As a user, I want to have the option to upload, change or not to have a picture on my profile.	Must
19		Edit profile details	As a user, I want to have the option to edit my profile so that I can update my email or contact information.	Must
20	Users' Profile My Profile	Change password	As a user, I want to be able to change passwords when there is a need for changing passwords.	Must
21		View Trainers/Mentors details	As a trainee, I want to have access to the Trainer/Mentors details so that I can contact them.	Must
22		Manage mentor	As a trainee, I want to be able to add by search or change a mentor so that I can discuss particular needs and get solutions.	Must

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23		Manage Subscription	As a user, I want to be able to manage my subscription and receive notification on when my subscription is ending so that I can extend or end a particular subscription.	Must
24		Request for reference	As a trainee I want to be able to request for a reference so that I can use it for a job.	Must
25	My Activities	View last login date and time	As a user, I want to be able to view the last login date and time status so that I can know if anyone has access except myself.	Must
26	My Activities	View meetings log	As a user, I want to be able to view my meeting log so that I can see my meetings history.	Must
27	My Activities	View training log	As a trainee, I want to be able to view the training log so that I can see my training history.	Must
28	My Activities	View To Do list	As a user, I want to be able to view my To Do list so that I can know my planned tasks/activities.	Must
29	My Activities	System statistics by category	As a user, I want to be able to view historical statistics of all my activities on the system by category so that I can have access to them when needed.	Must
30	Settings	Manage notifications settings	As a user, I want to be able to manage my system notifications so that I can turn them on or off whenever I want.	Must
31	Settings	Manage contact permissions	As a user, I want to be able to manage my contact notifications so that I can turn them on or off whenever I want.	Must
32		Access software and tools by category	As a user, I want to have links to all categories of software and tools needed for my activities so that I can access them when needed.	Must

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33		Read privacy policies/T&C/Manage cookies settings	As a user, I want to have links to privacy notice, T&C, manage cookies, my preferences, and subject access request form so that I can read them and change my preferences when needed.	Must
34		Log out	As a user, I want to have a log out button so that I can exit the system when I want.	Must

Req #	High-Level Requirement	Low-Level Requirement	User Story	Priority
35		Access to meeting scheduler under software and tools	As a user, I want to have a 'Meetings' tab on the system so that i can access all meeting scheduling tools or schedule meetings with users on the system.	Must
36		Meeting title text field	As a user, I want to have a 'Meeting Title' text field when booking a meeting so that I can name the meeting.	Must
37		Attendees selection or addition by email	As a user, I want to be able to select meeting attendees from system users or add guest users by email when booking a meeting so that they get notified of the meeting.	Must
38	Meetings Schedule	Day and time selection calendar	As a user, I want to be able to select the meeting date and time by location so that I can add a date and time to the meeting.	Must
39		Location text field	As a user, I want to be able to add location when booking a meeting so that attendees know where the meeting will be taking place.	Must
40		Meeting information text field	As a user, I want to have a text field for meeting information and agenda so that attendees can know that the meeting is all about.	Must
41		Create button	As a user, I want to have a 'Create' button so that I can save and schedule the meeting and people will be notified.	Must

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Req #	High-Level Requirement	Low-Level Requirement	User Story	Priority
42	Notification	Receive action required information	As a user, I want my notification tab to have an 'Action required' notification area so that I can act on necessary notifications.	Must
43		FYI Information	As a user, I want my notification tab to have a 'For Your Information' notification area so that I can be informed even when no action is required from me.	Must

Req #	High-Level Requirement	Low-Level Requirement	User Story	Priority
44	Online System Support	System support articles	As a user, I want to be able to view system support articles so that I can access articles that can help when I have issues.	Must
45		Customer support contact details	As a user, I want to be able to access customer support contact details so that I know who to contact when I have issues.	Must
46		Live chat button	As a user, I want to be able to click the live-chat button so that I can communicate with someone in real time when needed.	Must

Req #	High-Level Requirement	Low-Level Requirement	User Story	Priority
47	Team Calendar and holiday booking	View team calendar	As a trainer, consultant or admin personnel, I want to be able to view the team calendar so that I can know when	Must

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Req #	High-Level Requirement	Low-Level Requirement	User Story	Priority
			to book a holiday without clashing with others.	
48		Able to book holiday	As a trainer consultant or admin personnel, I want to be able to book a holiday so that I can satisfy the compulsory requirement of taking the statutory holiday.	Must
49		View holiday allowance statistics	As a trainer consultant or admin personnel, I want to be able to view the holiday allowance statistics so that I can know how much holiday I have taken and how much remains.	Must

Req #	High-Level Requirement	Low-Level Requirement	User Story	Priority
50	Software and Tools	Access to software and Tool by categories	As a user, I want to be able to access the software and tools so that I can choose whichever one to use when needed for my tasks.	Must

Req #	High-Level Requirement	Low-Level Requirement	User Story	Priority
51	Guest access	Subscription counter free for 14 days with extension functionality	As a guest user, I want to be able to view my subscription counter so that I can extend or renew my subscription before it expires if necessary.	Must
52		Access to free classes only and walk through of the system	As a guest user, I want to be able to access free classes and browse the system to understand its workability to help make informed decision	Must

Req #	High-Level Requirement	Low-Level Requirement	User Story	Priority

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Req #	High-Level Requirement	Low-Level Requirement	User Story	Priority
53	System Administration	Setting up and Managing User Accounts.	As a **system admin**, I want to be able to create and manage user accounts so that I can onboard or disable users.	Must
54		Assign roles and permissions.	As a **system admin**, I want to be able to assign roles and permission to users so that they can access only relevant sections of the system.	Must
55		Password and Identity Management.	As a **system admin,** I want the system to automatically create users password and create Identity management so that authorizing individuals have access to an application or system they need.	Must
56		Monitor System Performance/Security.	As a **system admin,** I want to be able to monitor system performance / security so that I can manage system performance and security.	Must
57		Install Software.	As a **system admin**, I want to be able to install or upload software and tools on the system so that users can have access to them.	Must
58		Create a Backup and Recovery Policy.	As a **system admin**, I want to be able to create a backup and recovery policy so that I can protect system data loss.	Must
59		Update System with new applications as they become available.	As a **system admin**, I want to be able to update systems with new applications and tools so that users can have access to them.	Must
60		Give system functionality access.	As a **system admin**, I want to be able to give system functionality access to users so that they can have required access.	Must
61		Help Users fix any system Issues.	As a **system admin**, I want to be able to help users fix any system issues so that they can do their task efficiently.	Must

Req #	High-Level Requirement	Low-Level Requirement	User Story	Priority

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62		Subscription counter with extension function.	As a trainee, I want to be able to see my subscription counter so that I can monitor its expiration and be able to extend if needed.	Must
63		Programme name and overview.	As a **trainee**, I want to be able to view the programme name and overview so that I monitor my expectations from the programme.	Must
64		Virtual Classes in calendar view and each with a register button.	As a **trainee**, I want to be able to view the Virtual classes in calendar and with a register button so that I can register my attendance for the class.	Must
65		Assignments and questions with submit functionality.	As a **trainee**, I want to have an assignment submission upload button and comments section on each so that I can submit my assignments and ask questions when needed.	Must
66	Academy Trainee Access	Training Resources.	As a trainee, I want to be able to access training resources so that I can have more materials to help in my training.	Must
67		Projects with templates and upload functionality for deliverables.	As a **trainee**, I want to be able to access projects with templates and upload functionality for deliverables so that I can participate in training hands-on projects for the practical part of my training.	Must
68		Comment on uploaded materials in the programme stream.	As a **trainee**, I want to be able to comment on uploaded material in the programme stream so that I can ask questions regarding the material.	Must
69		View Trainer details.	As a **trainee**, I want to be able to view Trainer details so that I can communicate with my trainer.	Must
70		Downloadable Certificate.	As a **trainee**, I want to be able to download my certificate within my profile area so that I can keep it on my computer or print a hard copy.	Must

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Req #	High-Level Requirement	Low-Level Requirement	User Story	Priority
71		Create Virtual Classes in calendar view.	As a **trainer**, I want to be able to create virtual classes in calendar view so that trainees can see the scheduled classes from the interface.	Must
72		Create lesson materials with templates.	As a **trainer**, I want to be able to create lesson materials in all document types, image or video and post to the programme stream so that trainees can see materials to help in their programme training.	Must
73		Create questions, quizzes, assignments.	As a **trainer**, I want to be able to create questions, quizzes, assignments and post to the programme stream so that trainees can see and work on them.	Must
74	Academy Trainer Access	View answers to questions and feedback on them.	As a **trainer**, I want to be able to view and feedback on trainees' answers to questions and quizzes so that we can have proper conversation on necessary corrections needed.	Must
75		View submitted assignments and feedback.	As a **trainer**, I want to be able to view and feedback on trainees' answers to assignments so that we can have proper conversation on necessary corrections needed.	Must
76		Respond to Trainees comments.	As a **trainer**, I want to be able to respond to all my trainees' comments on the platform so that we can have proper conversation on any discussion.	Must
77		Create a training team with "add" functionality.	As a **trainer**, I want to be able to add or delete trainees in my programme class so that I can create a training team.	Must

Req #	High-Level Requirement	Low-Level Requirement	User Story	Priority
78	Business Consultant Access	View all Live Projects/Business As Usual (BAU) requests.	As a **business consultant**, I want to be able to view all projects and business requests so that I can respond to work on them.	Must

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79		Request to pick up requests or add to projects.	As a **business consultant**, I want to be able to request to pick up or be added to a project or business request so that I can work on it.	Must
80		View Projects/BAU request they are working on.	As a **business consultant**, I want to be able to view the projects or business requests I am working on so that I can differentiate them from all and manage them effectively.	Must
81		Upload deliverables per project.	As a **business consultant**, I want to be able to upload deliverables per project so that all stakeholders can see relevant deliverables on a project.	Must
82		Respond to clients' comments.	As a **business consultant**, I want to be able to respond to all comments on a deliverable uploaded so that I can see and make necessary corrections as required.	Must
83		View clients details.	As a **business consultant**, I want to be able to view clients details so that I can contact them if needed.	Must
84		View and download project templates from folders.	As a **business consultant**, I want to be able to view and download project templates from relevant consulting folders so that I can create standard deliverables as required.	Must
85		Generate business request report	As a **business consultant**, I want to be able to generate the business request report so that I can have some analysis on projects/requests.	Must

Req #	High-Level Requirement	Low-Level Requirement	User Story	Priority
86	Business Client Access	Submit business request	As a **business client**, I want to be able to submit business requests so that consultants can know what I want and initiate working on it.	Must

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Req #	High-Level Requirement	Low-Level Requirement	User Story	Priority
87		View projects requested with status tracker.	As a **business client**, I want to be able to view my project or requests and their statuses so that I can monitor their progress.	Must
88		View and download documents on requested Projects.	As a **business client**, I want to be able to view and download documents on any of my projects/requests so that I can have clear visibility of what is being done on them.	Must
89		Comment on project and deliverables.	As a **business client**, I want to be able to comment on all provided project document so that I can ask questions and have a clear conversation on solution documents	Must
90		Upload supporting document	As a **business client**, I want to be able to upload project/request supporting documents so that consultants can have a clear understanding of my request.	Must
91		E-Sign	As a business user I want to be able to sign document/contract letter electronically so that I can receive online real time service	Must
92		Access Consultant details.	As a **business client**, I want to be able to see my consultant details so that I can contact them when needed.	Must

Req #	High-Level Requirement	Low-Level Requirement	User Story	Priority
93	Customer support access	Send feedback form links to trainees and clients.	As a **customer support officer** , I want to be able to send feedback survey links to trainees and clients so that I can capture their experience with the business.	Must
94		Prefilled chatbot functionalities of FAQs to support customers.	As a **customer support officer** , I want to be able to add prefilled questions and answers to the system FAQs so that chatbot can use it to respond to	Must

Req #	High-Level Requirement	Low-Level Requirement	User Story	Priority
			customers who have similar questions to ask us when an agent is not available.	
95		Live Chat access	As a **customer support officer** , I want to be able to respond to live chat from customers so that I can answer their questions real time.	Must

Req #	High-Level Requirement	Low-Level Requirement	User Story	Priority
96		Send onboarding forms link to potential employees.	As an **HR user**, I want to be able to send onboarding forms links to potential employees so that I have their record in the database and supporting documents in the shared folder.	Must
97		View employee details from HR database.	As an **HR user**, I want to be able to view employee details from the HR database so that I can access the personal information of the employee.	Must
98	HR Access	Supporting documents to be downloadable or sent directly to the HR shared folder.	As an **HR user**, I want employee supporting documents to be sent directly to the HR shared folder or have the ability to download them and upload to the HR shared folder so that they can be kept secured for permitted users only.	Must
99		View supporting documents in the HR shared folder.	As an **HR user**, I want to be able to view supporting documents in the HR shared folder so that I can access the documents when needed.	Must
100		Generating reports.	As an **HR user**, I want to be able to generate HR related reports so that I can have employees analytics.	Must

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Req #	High-Level Requirement	Low-Level Requirement	User Story	Priority
101	Finance/Accounting Access	Manage Online payments.	As a **finance user**, I want to be able to view and manage online payments accepted from customers through the system so that I can validate customers and payments.	Must
102		View trainees and clients with payments details.	As a **finance user**, I want to be able to view trainees and clients with payment details so that I can see who has paid or not.	Must
103		Issue invoice.	As a **finance user**, I want to be able to issue invoices to customers so that they can have proof of payment for services.	Must
104		Manage Payroll.	As a **finance user**, I want to be able to manage staff payroll so that I can distribute employees pay for that time period.	Must
105		Generate report from CRM.	As a **finance user**, I want to be able to view and generate finance reports from CRM so that I can have some finance related analytics.	Must
106		Create accounting documents and reports.	As a **finance user**, I want to be able to create or upload finance documents so that I can keep and share information with permitted users.	Must

Req #	High-Level Requirement	Low-Level Requirement	User Story	Priority
107	Sales and Marketing Access	View and Manage customers on Customer Relationship Management (CRM) system.	As a **sales/marketing user**, I want to be able to view and manage the CRM system so that I can manage potential customers and onboarded customers through to their desired service.	Must

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Req #	High-Level Requirement	Low-Level Requirement	User Story	Priority
108		Create email marketing.	As a **sales/marketing user**, I want to be able to create email marketing from the back of the CRM system so that I can market all potential customers.	Must
109		Access and manage all digital and social media marketing tools.	As a **sales/marketing user**, I want to be able to access and manage all social media platforms so that I can engage all potential customers through digital marketing tools.	Must
110		Access to feedback from trainees and clients.	As a **sales/marketing user**, I want to have access to feedback from customers so that I can use it to tailor engagement with potential customers.	Must
111		Generate reports.	As a **sales/marketing user**, I want to be able to generate sales/marketing related reports so that I can have some useful insight.	Must

Req #	High-Level Requirement	Low-Level Requirement	User Story	Priority
112		Create and Manage Live projects or business requests.	As a **consulting admin user**, I want to be able to create and manage projects and business requests in their queues so that consultants can see and act on them.	Must
113		Create project folders and sub-folders.	As a **consulting admin user**, I want to be able to create project folders and sub-folders so that each project and documents can be accessible individually.	Must
114	Consulting Operations Access	Upload Project templates.	As a **consulting admin user**, I want to be able to upload templates for every project document so that consultants can have access to them to create organizational standard deliverables.	Must
115		Manage access to folders and sub-folders.	As a **consulting admin user**, I want to be able to manage access to project folders so that only permitted people can access projects and their deliverables.	Must

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116		Manage Consultants.	As a **consulting admin user**, I want to be able to manage consultants and their workloads so that I can control and prioritise projects and business requests.	Must
117		Create and manage clients list.	As a **consulting admin user**, I want to be able to create and manage clients list so that we can structure their management.	Must
118		Assign consultants to projects or business requests.	As a **consulting admin user**, I want to be able to assign consultants to projects.business requests so that I can have control of project/business requests priority.	Must
119		Manage consulting calendar.	As a **consulting admin user**, I want to be able to manage the consulting calendar so that I can have enough personnel to deliver projects/business requests.	Must
120		Create consulting admin folders.	As a **consulting admin user**, I want to be able to create and manage consulting admin folders so that all admin documents can be organised for consultants use.	Must
121		Upload documents into folders created.	As a **consulting admin user**, I want to be able to upload documents into admin folders so that right documents can be accessible by consultants in the right folder.	Must
122		Generate reports.	As a **consulting admin user**, I want to be able to generate consulting reports so that we can have insights to make informed decisions.	Must

Req #	High-Level Requirement	Low-Level Requirement	User Story	Priority
123	Academy Operations Access	Manage Trainers and classes.	As an **academy admin user**, I want to be able to manage trainers and classes so that we can maintain a good training standard.	Must

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124		Manage Trainees.	As an **academy admin user**, I want to be able to manage programme trainees so that we can assign them to appropriate classes.	Must
125		Create Program classes.	As an **academy admin user**, I want to be able to create and manage programme classes so that I can create a new class with a trainer or update an existing one.	Must
126		Create folders for materials.	As an **academy admin user**, I want to be able to create and manage material folders per class so that trainers can have access to standard folders to upload materials for their classes.	Must
127		Upload material templates.	As an **academy admin user**, I want to be able to upload materials templated to the folders so that we can maintain a good training material standard.	Must
128		Manage access to classes.	As an **academy admin user**, I want to be able to manage trainers' access to classes so that we can have the right trainer assigned to classes or change trainers when necessary.	Must
129		Manage access to material folders.	As an **academy admin user**, I want to be able to manage trainers' access to materials folders so that only permitted users can see training materials folders	Must
130		Manage academy calendar.	As an **academy admin user**, I want to be able to manage the academy calendar so that we can have an accurate number of trainers per time.	Must
131		Generate reports	As an **academy admin user**, I want to be able to generate academy related reports so that we can have some insights to make informed decisions.	Must

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Appendices

2.1 Abbreviations and Definitions

Abbreviation/Term	Meaning/Definition
CRM	Customer Relationship Management
HR	Human Resources
FAQs	Frequently Asked Questions

End of Document