

Project Name
“IT Service Management”
Product Requirement Document (PRD)



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1. Introduction

ABC Corporation is committed to enhancing its IT service management (ITSM) capabilities by implementing a modern, efficient, and scalable ITSM solution. This document outlines the business and functional requirements for developing a centralized ITSM platform that will streamline incident management, service requests, problem resolution, and change management processes.

The ITSM solution aims to improve operational efficiency, enhance user experience, and ensure compliance with industry best practices such as ITIL (Information Technology Infrastructure Library). By automating workflows, optimizing service delivery, and providing real-time analytics, the platform will enable faster issue resolution, reduced IT support costs, and improved service quality. This initiative aligns with ABC Corporation's broader digital transformation strategy, ensuring a seamless and proactive IT support experience for its employees and customers.

Key Objectives of the ITSM Implementation:

- Enhancing Operational Efficiency: The primary goal of this initiative is to streamline IT service operations by automating ticket handling, improving SLA compliance, and reducing resolution time for IT issues. The solution will introduce self-service portals, AI-driven ticket triaging, and automated workflow approvals, minimizing manual intervention and optimizing resource allocation.
- Improving User Experience: A user-friendly and intuitive interface will ensure employees and IT support agents can seamlessly log and track service requests. Features like real-time status updates, automated notifications, and knowledge base integration will enhance transparency, reduce frustration, and improve overall service engagement.
- Enabling Data-Driven Decision-Making: The ITSM platform will generate comprehensive analytics and performance reports to provide insights into incident trends, service bottlenecks, and resolution times. These insights will help IT managers optimize processes, proactively address recurring issues, and continuously improve service quality.
- Ensuring Compliance & Security: The solution will adhere to industry regulations and security best practices to ensure data protection, auditability, and compliance with IT governance frameworks. It will incorporate role-based access control (RBAC), secure authentication mechanisms, and adherence to data retention policies to safeguard sensitive information.

- Facilitating Scalability & Future Growth: Designed as a scalable and adaptable system, the ITSM solution will support XYZ Corporation's expansion, evolving IT infrastructure, and emerging technology integrations. The platform will be capable of integrating with third-party tools, cloud services, and automation frameworks, ensuring long-term adaptability and business continuity.

This ITSM implementation will transform IT service delivery at XYZ Corporation, fostering efficiency, innovation, and customer satisfaction, while positioning the organization as a leader in IT service excellence.

1.1 Document Purpose

The purpose of this document is to outline the business requirements for developing an IT Service Management (ITSM) solution for ABC. This document serves as a comprehensive guide for the design, development, and implementation of a system aimed at streamlining service request management, improving operational efficiency, and enhancing the overall customer experience.

This ITSM solution will enable ABC to optimize service workflows, reduce resolution time, and ensure compliance with industry best practices. The document provides a detailed overview of the project objectives, scope, functional and non-functional requirements, and key success metrics to ensure the seamless delivery of IT services within the organization.

1.2 Intended Audience

This document is intended for ABC's project managers, business analysts, and key stakeholders involved in IT Service Management (ITSM) and service request management initiatives. It is also relevant for IT teams responsible for the development, implementation, and evaluation of the ITSM solution, including project managers, developers, testers, and system administrators. Additionally, this document serves as a reference for compliance and security teams ensuring adherence to industry standards and best practices.

1.3 Project Background

ABC has been a leading provider of IT Service Management (ITSM) solutions, continually evolving to meet the growing needs of its organization. With a commitment to operational efficiency, process automation, and improved service delivery, ABC is focused on optimizing IT service request management to enhance overall business operations.

Legacy of IT Excellence: ABC has a long-standing commitment to delivering high-quality IT services, ensuring operational efficiency and customer satisfaction. The organization has consistently adopted best practices in ITSM, aligning with industry standards such as ITIL to streamline service request management and improve response times.

Focus on Service Optimization: Recognizing the critical role of IT service management in business success, ABC aims to enhance its ITSM framework. The focus is on reducing resolution times, minimizing service disruptions, and ensuring a seamless user experience for employees and stakeholders.

Strategic ITSM Enhancement: In alignment with its digital transformation initiatives, ABC has identified key areas for improvement in service request handling. The organization seeks to optimize workflows, integrate automation, and implement an intuitive self-service portal to empower users and reduce manual intervention.

Evolution of Digital ITSM Solutions: ABC has continuously upgraded its IT infrastructure and service delivery mechanisms. Moving from traditional ticket-based IT support to an advanced ITSM platform, the organization is embracing automation, AI-driven support, and enhanced reporting capabilities to drive efficiency and scalability.

1.4 Business Goals/Objectives to Be Achieved

The primary goal of this project is to enhance ABC's IT Service Management (ITSM) framework by improving service request handling, optimizing resolution times, and ensuring seamless IT support for users. This initiative aims to improve operational efficiency, user satisfaction, and compliance with ITSM best practices.

- **Enhancing Service Request Management:** The primary objective is to optimize the service request management process, ensuring a smooth and efficient experience for end users. By implementing automation, self-service capabilities, and AI-driven support, ABC aims to reduce the burden on IT teams and provide faster resolutions for IT-related issues.
- **Streamlining Workflow and Automation:** The project focuses on automating key aspects of the ITSM process, including ticket categorization, routing, and escalation. Automation will reduce manual efforts, minimize errors, and improve response times, ensuring that IT teams can focus on high-priority tasks.
- **Strengthening Compliance and Security:** Ensuring compliance with industry standards such as ITIL and ISO 27001 is a critical goal. By implementing robust access controls, secure data handling practices, and regulatory compliance measures, ABC aims to protect sensitive IT service data and enhance overall security in IT operations.
- **Improving User Satisfaction and Reducing Ticket Resolution Times:** A key objective is to enhance the user experience by simplifying the ticket submission process, providing real-time status updates, and ensuring timely resolution of IT service requests. These improvements will reduce frustration, increase user engagement, and boost overall satisfaction with IT support services.

- **Enabling Data-Driven Decision Making:** The project will introduce advanced reporting and analytics to provide IT managers with insights into service request trends, resolution times, and common pain points. These data-driven insights will help optimize IT operations, enhance resource allocation, and continuously improve service delivery.
- **Enhancing Scalability and Future Growth:** ABC aims to develop an ITSM solution that is scalable and adaptable to future business needs. The system will be designed to support business expansion, integrate with emerging technologies, and accommodate evolving IT service demands. By creating a flexible and future-proof ITSM framework, ABC ensures long-term operational efficiency and competitiveness.

1.5 Stakeholders

- **ABC Management Team** – The management team defines the strategic direction for the IT Service Management (ITSM) solution. They provide leadership, approve budgets, allocate resources, and ensure alignment with business goals to drive operational efficiency.
- **Project Managers** – Responsible for overseeing the ITSM implementation, project managers define the project scope, set timelines, manage budgets, and coordinate efforts across different teams to ensure timely execution.
- **IT Development Team** – Comprising software developers, UI/UX designers, and engineers, this team is responsible for designing and developing the ITSM system, implementing automation, and ensuring seamless integration with existing IT infrastructure.
- **Quality Assurance (QA) Team** – The QA team conducts rigorous testing to ensure that the ITSM solution meets quality standards, functional requirements, and security benchmarks. They identify bugs, conduct user acceptance testing (UAT), and collaborate with developers to refine the system.
- **Business Analysts** – Business analysts gather and analyze requirements, map IT service workflows, create use cases, and bridge communication between stakeholders and the development team to ensure the solution meets business needs.
- **End Users (Employees & IT Support Staff)** – These users will interact with the ITSM system for service requests, issue reporting, and tracking resolutions. Their feedback is crucial for enhancing system usability and efficiency.
- **IT Support & Helpdesk Team** – This team manages IT service requests, resolves technical issues, and ensures smooth operations. They provide

direct user support and contribute insights for improving service request handling.

- **Compliance & Security Team** – Responsible for ensuring the ITSM system adheres to regulatory requirements, data security policies, and IT governance frameworks. They work on risk mitigation and compliance with standards like ITIL and ISO 27001.
- **Senior Leadership & Decision-Makers** – Executives and key decision-makers provide strategic oversight, ensuring the ITSM system aligns with organizational goals, enhances service delivery, and supports digital transformation initiatives.
- **External Vendors/Technology Partners** – These may include third-party ITSM solution providers, cloud service vendors, or consultants assisting with system integration, automation, and compliance adherence.

1.6. Dependencies on Existing Systems

- Current IT Infrastructure & Service Desk System – The ITSM solution must integrate with the existing IT infrastructure, including the current service desk platform. Any enhancements should be compatible with the existing framework to avoid disruptions in IT operations. Coordination with IT administrators is essential to ensure smooth deployment and transition.
- CRM & User Management Systems – Integration with the organization's CRM system is necessary for managing user profiles, tracking service requests, and maintaining historical records. The CRM must be updated to reflect any changes in service request categories, user permissions, and workflow automation.
- Knowledge Management System – The ITSM system should be able to connect with the existing knowledge base to provide technicians and end users with self-help articles and troubleshooting guides. Maintaining synchronization between the ITSM knowledge repository and the organization's documentation system is vital.
- Security & Compliance Systems – The ITSM system must comply with security protocols and integrate with existing security tools, including access control mechanisms, identity verification, and regulatory compliance monitoring (e.g., GDPR, ISO 27001). Ensuring alignment with cybersecurity policies is critical for data protection.
- Notification & Communication Tools – The ITSM platform should integrate with enterprise communication tools such as email servers, messaging

applications, and alert systems to enable real-time notifications, ticket updates, and user engagement.

1.7. References

- ITIL Guidelines & Best Practices – This document outlines the industry-standard frameworks for IT Service Management (ITSM), including processes for incident management, problem resolution, and service request fulfillment.
- Organization's IT Service Policy – A reference to the company's internal IT service policies, including SLAs, response time expectations, and escalation procedures.
- ISO 27001 & Compliance Regulations – The ITSM solution must adhere to ISO 27001 security standards, ensuring data protection, risk management, and regulatory compliance.

1.8. Assumptions

1. **Access to Technology and Resources** – The project team has access to the necessary IT infrastructure, tools, and resources required for the development, implementation, and maintenance of the ITSM solution.
2. **Stakeholder Support and Cooperation** – Key stakeholders, including IT management, service desk teams, and department heads, are committed to providing continuous support, timely feedback, and collaboration throughout the project lifecycle.
3. **Seamless Integration with Existing Systems** – The ITSM solution is expected to integrate smoothly with existing enterprise systems, including CRM, ticketing platforms, and security frameworks, without requiring extensive modifications.
4. **User Feedback and Iteration** – End-user feedback from IT teams and employees will be actively gathered and incorporated into the development process to ensure usability, efficiency, and alignment with organizational needs.
5. **Compliance with Security and Regulatory Standards** – The ITSM system will adhere to industry regulations and security standards, such as ITIL best practices, ISO 27001 compliance, and data privacy laws.
6. **IT Accessibility and Digital Proficiency** – It is assumed that all IT staff and end users engaging with the ITSM platform have internet access and possess the necessary digital skills to interact with the system effectively.

1.9. Market Opportunities

The IT Service Management (ITSM) landscape is evolving rapidly, driven by automation, AI, and the increasing demand for efficient IT operations. Organizations are adopting ITSM solutions to enhance service delivery, reduce downtime, and optimize resource management.

By implementing this ITSM solution, ABC can capitalize on the following market opportunities:

1. Growing Demand for Digital IT Service Management

- Businesses are shifting towards digital-first ITSM solutions to improve operational efficiency and minimize IT disruptions.
- Automated workflows and AI-powered support can position ABC's ITSM platform as a competitive industry leader.

2. Expansion of Cloud-Based ITSM Solutions

- Many organizations are transitioning to cloud-based ITSM tools to enable remote access, scalability, and reduced infrastructure costs.
- Offering a cloud-native ITSM solution can attract enterprises looking for flexible and cost-effective IT management.

3. Increased Focus on IT Automation and AI

- AI-driven chatbots, automated incident resolution, and predictive analytics are transforming IT service management.
- Integrating AI-powered automation into ABC's ITSM system can enhance ticket resolution times and improve user satisfaction.

4. Rising Need for Compliance and Security

- Organizations are under increasing pressure to comply with IT security and regulatory frameworks such as ISO 27001 and GDPR.
- Positioning ABC's ITSM solution as a secure and compliant platform can attract businesses prioritizing regulatory adherence.

5. Service Management Adoption in SMEs

- Small and medium-sized enterprises (SMEs) are recognizing the importance of structured ITSM practices to enhance productivity.
- Offering a cost-effective, scalable ITSM solution can help ABC penetrate the SME market.

6. Hybrid Workforce & Remote IT Support

- With the rise of remote work, businesses require ITSM platforms that support hybrid work environments with efficient remote IT support.
- ABC's ITSM platform can cater to this need by providing remote troubleshooting, automated ticket escalation, and cloud integration.

2. Requirements Scope

A. In Scope (Modules)

- User Interface and User Experience Module** – Develop a user-friendly ITSM interface to enhance usability for IT staff and employees, ensuring intuitive navigation, clear service request options, and a responsive design across devices.
- Incident and Request Management Module** – Implement a structured ticketing system to manage IT incidents and service requests, enabling users to submit, track, and escalate IT issues while IT teams can prioritize and resolve them efficiently.
- Change Management Module** – Develop workflows for managing IT changes, ensuring risk assessment, approvals, and tracking. Implement automated change impact analysis and rollback mechanisms to minimize disruptions.
- Problem Management Module** – Identify recurring IT issues and implement root cause analysis (RCA) to prevent future incidents while maintaining a knowledge base for resolving common IT problems efficiently.
- Service Level Agreement (SLA) Management Module** – Define, track, and enforce SLAs for IT service requests and incidents, implementing automated notifications and escalations for SLA breaches.
- Integration with Existing IT Systems Module** – Ensure seamless integration with enterprise systems such as Active Directory, HRMS, and monitoring tools while enabling API-based connectivity for streamlined IT operations.
- Reporting and Analytics Module** – Provide real-time dashboards and reports on ITSM metrics, incident trends, and SLA compliance to support data-driven decision-making for continuous service improvement.

B. In Scope (Use Case)

- Create Users** – Administrators can create new user accounts by entering details such as name, role, department, and contact information. Users receive login credentials upon successful creation.
- Update Users** – Administrators can modify existing user details, including name, role, department, and other attributes. Changes are logged for auditing purposes.

- **Delete Users** – Authorized personnel can remove user accounts that are no longer needed. Deleted users lose system access, but historical data is retained for compliance.
- **Define Roles** – Administrators can define different roles such as IT Support Agent, Manager, and Administrator, with specific access permissions.
- **Define Permissions** – Granular permissions can be configured for each role, ensuring users only access relevant features and data.
- **Provide Role-Based Access** – Users are granted access to system functionalities based on their assigned roles, ensuring security and compliance.
- **Provide Escalation Configuration** – The system allows configuration of escalation rules, defining when and how unresolved issues escalate based on priority and SLAs.
- **Provide Screen Configuration** – Administrators can customize screen layouts and visibility settings for different user roles to optimize user experience.
- **Provide SLA Configuration** – SLAs can be configured to define response and resolution times for different service request categories.
- **Define Departments** – The system supports defining and managing departments, allowing proper routing of service requests and incidents.
- **Define Departmental Shifts** – Administrators can configure departmental shifts to align support staff availability with operational hours.
- **Define Other Parameters** – Configuration options for ticket categorization, priority levels, and notification preferences are provided.
- **Create Service Request** – Users can log service requests by specifying the issue, priority, and relevant details, with a unique identifier for tracking.
- **View Service Request** – Users can view details and status of their submitted service requests, including updates from support staff.
- **Update Service Request** – Users and support staff can update service requests with additional details, notes, or attachments.
- **View Service Request Dashboard** – A dashboard displays all service requests, their status, assigned agents, and pending actions for tracking.
- **Send Request for Approval** – Certain service requests require managerial approval before processing, which the system facilitates.
- **Receive Notifications** – Users receive automated notifications via email, SMS, or system alerts for service request updates, escalations, and resolutions.
- **Create an Escalation** – Support staff can escalate service requests that exceed SLA thresholds or require higher-level intervention.
- **View Escalation** – Managers and authorized personnel can view escalated tickets, including escalation reasons and responsible parties.

- **Send Approval from Manager** – Managers can review, approve, or reject escalated requests or service requests requiring authorization.
- **View Issue** – Support agents can access reported issue details, including descriptions, logs, and related tickets.
- **Update Issue** – Agents can update issue statuses, add notes, attach supporting documents, and assign tasks to team members.
- **View Incident Dashboard** – A dashboard provides a real-time overview of all reported incidents, including severity, priority, and resolution status.
- **View Incident Agent Availability** – Managers can check incident response agent availability before assigning new tickets.
- **Check Resolutions** – Support agents can review previously applied resolutions for similar issues to provide faster responses.
- **Provide Workarounds or Solutions** – Agents can document and suggest temporary workarounds or permanent solutions for reported issues.
- **Manage Requests** – Support staff can manage service requests, incidents, and escalations by updating statuses and assigning resources.
- **Forward Requests** – Requests needing different teams or departments can be forwarded while retaining all associated data.
- **Redirect Issues** – Issues reported under incorrect categories can be redirected to the appropriate department or team.
- **View Problem Dashboard** – A dashboard displays recurring issues, unresolved problems, and root cause analysis results.
- **View Problem Agent Availability** – Managers can check the availability of problem resolution agents before assigning investigation tasks.
- **Update RCA (Root Cause Analysis)** – Support teams can update RCA documentation with findings, contributing factors, and corrective actions taken.
- **Perform RCA** – The system supports conducting Root Cause Analysis to identify underlying problems behind recurring incidents.
- **Create Change Plan** – Change managers can draft a plan for system or process changes, outlining steps, risks, and impact assessments.
- **Update Change Plan** – Authorized personnel can update change plans with new information, progress tracking, and risk mitigations.
- **Implement Changes** – Approved changes are executed within the system, ensuring proper tracking, execution logs, and rollback options.
- **Approve or Reject Requests** – Change requests go through an approval process where managers or change advisory boards decide based on risk assessments.
- **View Change Dashboard** – A dashboard provides an overview of all change requests, their status, implementation progress, and approvals.
- **View Change Agent Availability** – Change managers can check the availability of change implementation agents before scheduling execution.

- **Send Notifications to End Users** – The system notifies end users about scheduled changes, potential service disruptions, and completion status.
- **Able to Log In** – Users can securely log in using authentication mechanisms such as usernames, passwords, and multi-factor authentication if enabled.
- **Able to Log Out** – Users can securely log out of the system to prevent unauthorized access.

C. In Scope (Screens)

1. Log In

The screenshot shows a web browser window with the URL <https://bcompany/itsm.login.aws.com>. The page has a dark header with the BCompany logo. The main content area is titled "Sign in to your account" and includes a "Forgot your Password?" link. It features two input fields for "Email" and "Password", a "Log In" button, and social media login options for "Linkedin" and "Gmail". At the bottom, there's a copyright notice: "© 2024 BCompany, All rights reserved".

2. Sign up

The screenshot shows a web browser window with the URL <https://bcompany/itsm.signup.aws.com>. The layout is similar to the login page, with a dark header and BCompany logo. The main title is "Create your account" and it includes a "Login Now" link for existing members. The sign-up form has fields for "Name", "Email", and "Password", along with a "Forgot your Password?" link. A checkbox at the bottom accepts terms of service and privacy policy. It also includes social media login options for "Linkedin" and "Gmail". The footer contains the copyright notice: "© 2024 BCompany, All rights reserved".

3. User Management

The screenshot shows the 'User Management' section of the BCompany ITSM application. The left sidebar has a 'People' category expanded, showing 'User Mgmt', 'Profiles Mgmt', 'User Fields', 'Role Mgmt', and 'Import Users'. Below this are collapsed sections for 'Role Access', 'Screen Config', 'Support', 'CRM', 'Reports', 'Setup', 'Calendar', 'Configurations', 'Data Mgmt', and 'Wiki'. The main area is titled 'User List' and contains a search bar with fields for 'Search Text', 'User Status' (set to 'Any'), 'User Mode' (set to 'Any'), 'User Status' (dropdown), 'Group' (dropdown), and 'User Name' (text input). An 'Apply Filter' button is present. Below is a table with columns: Login Enabled, User ID, Profile, Name, and Profile. The table lists several user entries:

Login Enabled	User ID	Profile	Name	Profile
<input checked="" type="checkbox"/>	Giacomo Guilizzoni	40	Peldi	
<input checked="" type="checkbox"/>	Admin			
<input checked="" type="checkbox"/>	Marco Botton	38	Marco	
<input checked="" type="checkbox"/>	Tuttofare			
<input checked="" type="checkbox"/>	Mariah MacLachlan	41	Patata	
<input checked="" type="checkbox"/>	Better Half			
<input checked="" type="checkbox"/>	Valerie Liberty	:	Val	
<input checked="" type="checkbox"/>	Head Chef			
<input checked="" type="checkbox"/>	Kalerie Liberty	:	Kal	
<input checked="" type="checkbox"/>	Head Chef			

At the bottom right of the main area, it says '© 2024 BCompany, All rights reserved'.

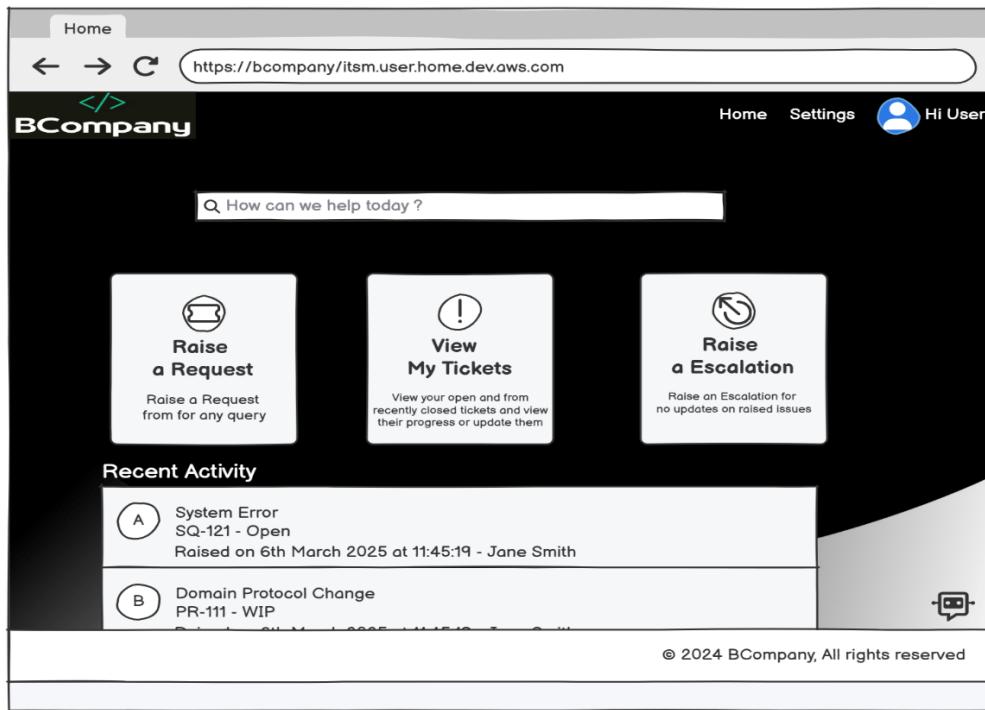
4. SLA Configuration

The screenshot shows the 'SLA Management' section of the BCompany ITSM application. The left sidebar has a 'Configurations' category expanded, showing 'ITSM Screen', 'SLA', 'Escalations', and 'Other'. Below this are collapsed sections for 'Role Access', 'Screen Config', 'Support', 'CRM', 'Reports', 'Setup', 'Calendar', 'People', 'Data Mgmt', and 'Wiki'. The main area is titled 'SLA Management' and contains a search bar with a 'Filter by Site' dropdown set to 'Default Setting'. Below is a table with columns: Active, SLA Name, Resolution Time, and Response Time. The table lists six SLA entries:

Active	SLA Name	Resolution Time	Response Time
<input checked="" type="checkbox"/>	High SLA	0Days 4Hrs 0mins	0Days 1Hrs 0mins
<input checked="" type="checkbox"/>	Medium SLA	0Days 6Hrs 0mins	0Days 2Hrs 0mins
<input checked="" type="checkbox"/>	Normal SLA	0Days 8Hrs 0mins	0Days 3Hrs 0mins
<input checked="" type="checkbox"/>	Low SLA	0Days 12Hrs 0mins	0Days 4Hrs 0mins
<input checked="" type="checkbox"/>	Major Incident	0Days 2Hrs 0mins	0Days 1Hrs 0mins
<input checked="" type="checkbox"/>	Urgent SLA	0Days 2Hrs 0mins	0Days Hrs 30mins

At the bottom right of the main area, it says '© 2024 BCompany, All rights reserved'.

5. End User Home Page



6. End User Raise a Request

The screenshot shows the 'Raise a Service Request' page. The title is 'Service Request Form'. It has several sections: 'Customer Details' (with fields for Customer Name, Phone Number, Email Address, and Location Address), 'Service Request Details' (with a dropdown for Request Type and a table for Service Location with checkboxes for Maharashtra and Karnataka), 'Preferred Date' (with a date input field and a calendar icon), 'Urgency Level' (with checkboxes for Low, Medium, and High), and 'Attachment & Additional Details' (with an 'Attachments (if any)' field and an 'Upload' button). At the bottom, there are buttons for 'Cancel', 'Submit', and 'Save as Draft', along with a note about help and support email. The footer says '© 2024 BCompany, All rights reserved'.

7. Service Agent Create a Service Request

Service Request Form

Customer Details *

Customer Name	Enter Full Name	Location Address
Phone Number	Enter 10 Digits	*Enter Detailed Address
Email Address	@email.com	

Service Request Details *

Request Type : Select Type of Request

Description of Request :

Service Location :

State	City	Area
<input type="checkbox"/> Maharashtra		
<input checked="" type="checkbox"/> Karnataka		

Preferred Date : DD/ MM/ YYYY

Urgency Level : Low Medium High

Attachment & Additional Details

Attachments (if any) :

Addition Information :

Need Help? Contact Us @ itsupport@bcompany.com , 1800-111-4534

Buttons: Cancel, Submit, Save as Draft

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8. Service Agent View Requests

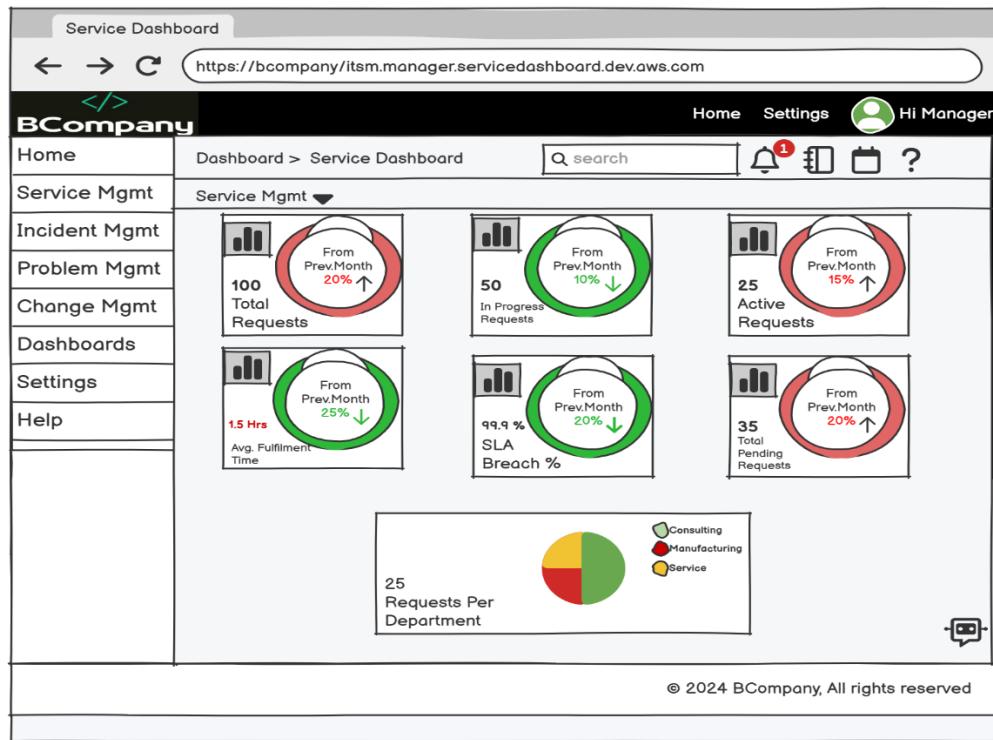
View Requests

All Requests

ID	Agent	Priority	Summary	Ticket Raised On	Status	Type
SR-121	James	Medium	Domain Iss..	05/03/2025 13:45	Approved	IR
SR-109	Alison	High	User Login..	02/03/2025 15:45	Approved	SR
SR-107	Samuel	Urgent	Server Dow..	01/03/2025 11:45	Approved	CM
SR-103	Max	Low	Asset Repa..	06/03/2025 16:30	In Progress	IR

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9. Service Manager Dashboard



10. Incident Agent Update Ticket

The page shows a list of incidents:

ID	Agent	Priority	Summary	Ticket Raised On	Status	Type
IR-120	James	Medium	Domain Iss..	05/03/2025 13:45	Approved	IR
IR-104	Alison	High	User Login..	02/03/2025 15:45	In Progress	IR
IR-107	Samuel	Urgent	Server Dow..	01/03/2025 11:45	Approved	CM
IR-103	Max	Low	Asset Repa..	06/03/2025 16:30	In Progress	IR

Ticket Details:

ID : [IR-109](#) Summary : User Login Password Error Type : Incident
 Agent : Alison Tyler Ticket Raised On : 02/03/2025 15:45
 Priority : High Status : In Progress SLA Left : 00Days8Hrs20Min59Sec
 Type of Incident : Minor Incident Major Incident Comments : Sent a Reset Link for Password Renewal

Action Buttons:

- Approved** (Green button)
- Reject** (Red button)

11. Incident Manager Update Ticket

Update Request

https://bcompany/itsm.manager.updaterequests.dev.aws.com

BCompany

Home Service Mgmt Incident Mgmt Create View Escalate Problem Mgmt Change Mgmt Dashboards Settings Help

Incident Mgmt > Update Requests All Requests

ID	Agent	Priority	Summary	Ticket Raised On	Status	Type
IR-120	James	Medium	Domain Iss..	05/03/2025 13:45	Approved	IR
IR-109	Alison	High	User Login..	02/03/2025 15:45	In Progress	IR
IR-107	Samuel	Urgent	Server Dow..	01/03/2025 11:45	Approved	CM
IR-103	Max	Low	Asset Repa..	06/03/2025 16:30	In Progress	IR

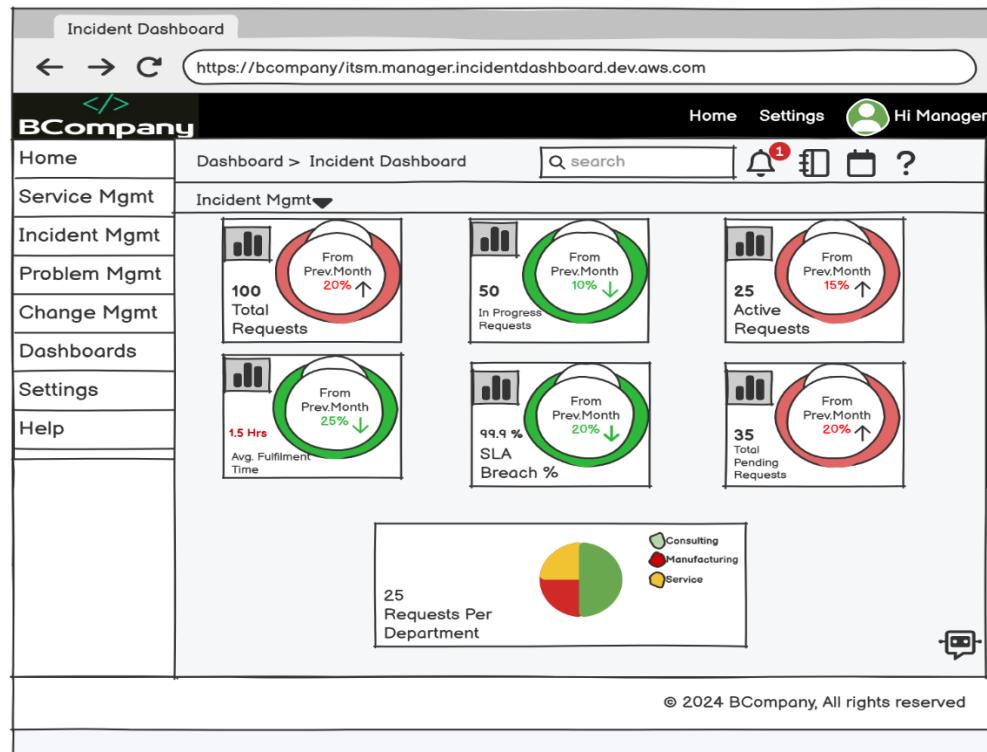
Ticket Details :

ID : IR-109 Summary : User Login Password Error Type : Incident
 Agent : Alison Tyler Ticket Raised On : 02/03/2025 15:45
 Priority : High Status : In Progress SLA Left : 00Days8Hrs20Min59Sec
 Type of Incident : Minor Incident Major Incident Comments : Sent a Reset Link for Password Renewal

Buttons: Approved (Green) | Reject (Red)

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12. Incident Manager Dashboard



13. Problem Agent Create RCA

Problem Mgmt > Create RCA > PR-109

Ticket Details : [?](#)

ID : [PR-109](#) Summary :User Login Password Error Type : Incident

Agent :Alison Tyler Ticket Raised On : 02/03/2025 15:45

Priority :High Status : In Progress SLA Left : 00Days6Hrs25Min51Sec

Select RCA Type : Fish Bone 5 Whys Impact : [High](#) [-Low](#) [-Medium](#)

Why 1	*	Why 4	*
Why 2	*	Why 5	*
Why 3	*	Additional Comments : Optional	

[Send for Approval](#) [Close](#)

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14. Problem Manager Update RCA

Problem Mgmt > Update RCA > PR-109

Ticket Details : [?](#)

ID : [PR-109](#) Summary :User Login Password Error Type : Incident

Agent :Alison Tyler Ticket Raised On : 02/03/2025 15:45

Priority :High Status : In Progress SLA Left : 00Days6Hrs25Min51Sec

Select RCA Type : Fish Bone 5 Whys Impact : [High](#)

Why 1	*	Why 4	*
Why 2	*	Why 5	*
Why 3	*	Additional Comments : Optional	

[Approved](#) [Reject](#)

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15. Problem Manager Dashboard



16. Change Agent Update Ticket

Ticket Details:

- ID: CR-109
- T.Summary: User Login Password Error
- Type: Incident
- Agent: Alison Tyler
- Ticket Raised On: 02/03/2025 15:45
- Priority: High
- Status: In Progress
- SLA Left: 00Days6Hrs25Min51Sec

Select Change Type: Standard Normal Emergency Impact: High

Change Summary: [Text input field with asterisk]

Risk: High

Details: [Text input field with asterisk]

Start Date: XX/XX/XX [Calendar icon]

End Date: XX/XX/XX [Calendar icon]

Test Plan: [Text input field with asterisk]

Backout Plan: [Text input field with asterisk]

Down Time Required? From Date: XX/XX/XX To Date: XX/XX/XX

Buttons:

- Send for Approval (Green button)
- Close (Red button)

17. Change Manager Update Ticket

The screenshot shows the 'Update Change Plan' interface for a ticket with ID CR-109. The ticket details include:

- Ticket Details:** ID: CR-109, T.Summary: User Login Password Error, Type: Incident.
- Agent:** Alison Tyler, **Ticket Raised On:** 02/03/2025 15:45.
- Priority:** High, **Status:** In Progress, **SLA Left:** 00Days6Hrs25Min51Sec.
- Select Change Type:** Standard (selected), Normal, Emergency. **Impact:** High.
- Change Summary:** [Redacted]
- Risk:** High.
- Details:** [Redacted] **Start Date:** XX/XX/XX **End Date:** XX/XX/XX
- Test Plan:** [Redacted] **Backout Plan:** [Redacted]
- Down Time Required?** (checkbox checked) **From Date:** XX/XX/XX **To Date:** XX/XX/XX
- Approval Buttons:** Approval for Initiating Change (green button), Reject (red button).

At the bottom right, it says "© 2024 BCompany, All rights reserved".

18. Change Manager Initiate Change

The screenshot shows the 'Initiate Change Plan' interface for a ticket with ID CR-109. The ticket details are identical to the previous update screen:

- Ticket Details:** ID: CR-109, T.Summary: User Login Password Error, Type: Incident.
- Agent:** Alison Tyler, **Ticket Raised On:** 02/03/2025 15:45.
- Priority:** High, **Status:** In Progress, **SLA Left:** 00Days6Hrs25Min51Sec.
- Select Change Type:** Standard (selected), Normal, Emergency. **Impact:** High.
- Change Summary:** [Redacted] **Risk:** High.
- Details:** [Redacted] **Start Date:** 09/03/2025 11:30 **End Date:** 10/03/2025 13:30
- Test Plan:** [Redacted] **Backout Plan:** [Redacted]
- Down Time Required?** (checkbox checked) **From Date:** XX/XX/XX **To Date:** XX/XX/XX
- Initiation Timelines:** **From Date:** 09/03/2025 13:30 **To Date:** 09/03/2025 15:30 **Comments:** [Redacted]
- Approval Buttons:** Send for Approval (green button), Reject (red button).

At the bottom right, it says "© 2024 BCompany, All rights reserved".

19. Change Manager Approve Change Plan

Ticket Details : ID : CR-109 T.Summary : User Login Password Error Type : Incident
Agent : Alison Tyler Ticket Raised On : 02/03/2025 15:45
Priority : High Status : In Progress SLA Left : 00Days6Hrs25Min51Sec

Select Change Type : Standard Normal Emergency Impact : High
Change Summary :
Risk : High

Details: Start Date: 09/03/2025 11:30 End Date: 10/03/2025 13:30

Test Plan : Backout Plan :
 Down Time Required ? From Date: XX/XX/XX To Date: XX/XX/XX

Initiation Timelines : From Date: 09/03/2025 13:30 Comments :
To Date: 09/03/2025 15:30

Approved **Reject**

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20. Change Manager Dashboard



3. Functional Requirements

- **User Authentication and Access Control:** The system shall provide secure authentication mechanisms, ensuring that only authorized users can access the system. Role-based access control shall be implemented for different user roles, such as end users, service agents, and administrators.
- **Incident Management:** The system shall allow users to report incidents by submitting tickets. Incident agents shall be able to update, assign, and resolve tickets, while incident managers shall monitor and manage escalations.
- **Service Request Management:** End users shall be able to submit service requests for IT-related assistance. Service agents shall view, process, and fulfill these requests, ensuring timely resolution.
- **Change Management:** The system shall support change request submission, approval, and implementation tracking. Change managers shall review, approve, or reject change requests and oversee their implementation to minimize disruptions.
- **Problem Management:** The system shall allow problem agents to create root cause analyses (RCAs) and manage recurring incidents. Problem managers shall update and track RCA reports to facilitate long-term issue resolution.
- **SLA Management:** The system shall support SLA (Service Level Agreement) configuration to define response and resolution times for various ticket types. Automated notifications shall be triggered when SLAs are breached.
- **Dashboard and Reporting:** The system shall provide dashboards for service managers, incident managers, and change managers to track performance metrics, ticket trends, and SLA compliance. Customizable reports shall be available for analysis and decision-making.
- **Knowledge Management:** A knowledge base shall be integrated into the system to store and retrieve solutions for common issues. Agents shall be able to refer to documented solutions, reducing resolution time.
- **Notification and Communication:** The system shall send automated notifications to users and agents at various stages of ticket processing, including ticket creation, status updates, SLA breaches, and resolutions. Notifications shall be delivered via email, SMS, or push notifications.
- **End-User Self-Service:** The system shall provide a self-service portal where end users can raise requests, track status, and access knowledge base articles for self-resolution of common issues.
- **Integration with External Tools:** The system shall support integration with third-party applications, including CRM, monitoring tools, and communication platforms, to enhance IT service management efficiency.
- **Audit and Compliance Logging:** The system shall maintain detailed logs of all activities, including ticket modifications, approvals, and user actions, to ensure compliance with IT governance policies.

- **Security and Data Protection:** The system shall implement encryption, role-based access, and regular security audits to safeguard sensitive data. Compliance with industry standards such as ITIL and GDPR shall be ensured.
- **Scalability and Performance:** The system shall be designed to handle increasing ticket volumes and user interactions without performance degradation. Load balancing techniques shall be employed for optimal performance.
- **Admin Portal for Configuration and Management:** The system shall provide an admin portal for managing user roles, system settings, and workflow configurations, ensuring adaptability to evolving ITSM needs.

A. ACTOR/USER PROFILE SPECIFICATION

1. Primary Actors

Super Admin:

Manages system-wide configurations and settings.
Assigns and manages user roles and permissions.
Oversees ITSM workflow configurations and access controls.
Monitors system performance and ensures compliance with IT policies.
Generates reports and audits system usage.

End User:

Submits service requests and incident reports through the ITSM portal.
Tracks the status of submitted requests and incidents.
Receives notifications and updates regarding request progress.
Accesses the knowledge base for self-service troubleshooting.
Provides feedback on resolved service requests and incidents.

Service Request Agent:

Reviews, processes, and fulfills service requests submitted by end users.
Communicates with end users to gather additional information if needed.
Updates request status and adds resolution notes.
Escalates complex requests to the Service Request Manager if required.
Ensures that SLAs for service requests are met.

Service Request Manager:

Oversees the service request management process.
Assigns and prioritizes service requests among agents.
Monitors SLA compliance and ensures timely resolution of service requests.
Reviews escalated service requests and takes appropriate action.
Generates reports on service request trends and performance metrics.

Incident Agent:

- Responds to incidents reported by end users.
- Diagnoses and troubleshoots reported issues.
- Updates incident records with investigation details and resolution steps.
- Escalates unresolved incidents to the Incident Manager.
- Ensures incidents are resolved within SLA timelines.

Incident Manager:

- Manages the incident resolution process.
- Monitors incident trends and identifies recurring issues.
- Coordinates with other teams to resolve major incidents.
- Ensures SLA compliance and timely resolution of incidents.
- Generates incident management reports for performance analysis.

Problem Agent:

- Investigates root causes of recurring incidents.
- Conducts in-depth analysis and documents findings.
- Proposes long-term solutions to prevent future incidents.
- Collaborates with incident agents and change agents to resolve problems.
- Updates the knowledge base with problem resolutions.

Problem Manager:

- Oversees the problem management process.
- Reviews and approves root cause analysis (RCA) reports.
- Ensures implementation of corrective actions to prevent recurring issues.
- Tracks problem resolution progress and effectiveness of fixes.
- Generates problem management reports for continuous improvement.

Change Agent:

- Submits change requests for system modifications or updates.
- Provides necessary details, including risk assessment and impact analysis.
- Coordinates with stakeholders to plan and execute changes.
- Ensures adherence to change management policies.
- Updates records after implementing approved changes.

Change Manager:

- Reviews and approves/rejects submitted change requests.
- Ensures risk assessments and impact analyses are properly conducted.
- Coordinates change implementation to minimize service disruption.
- Monitors the effectiveness of implemented changes.
- Generates change management reports for review.

2. Secondary Actors

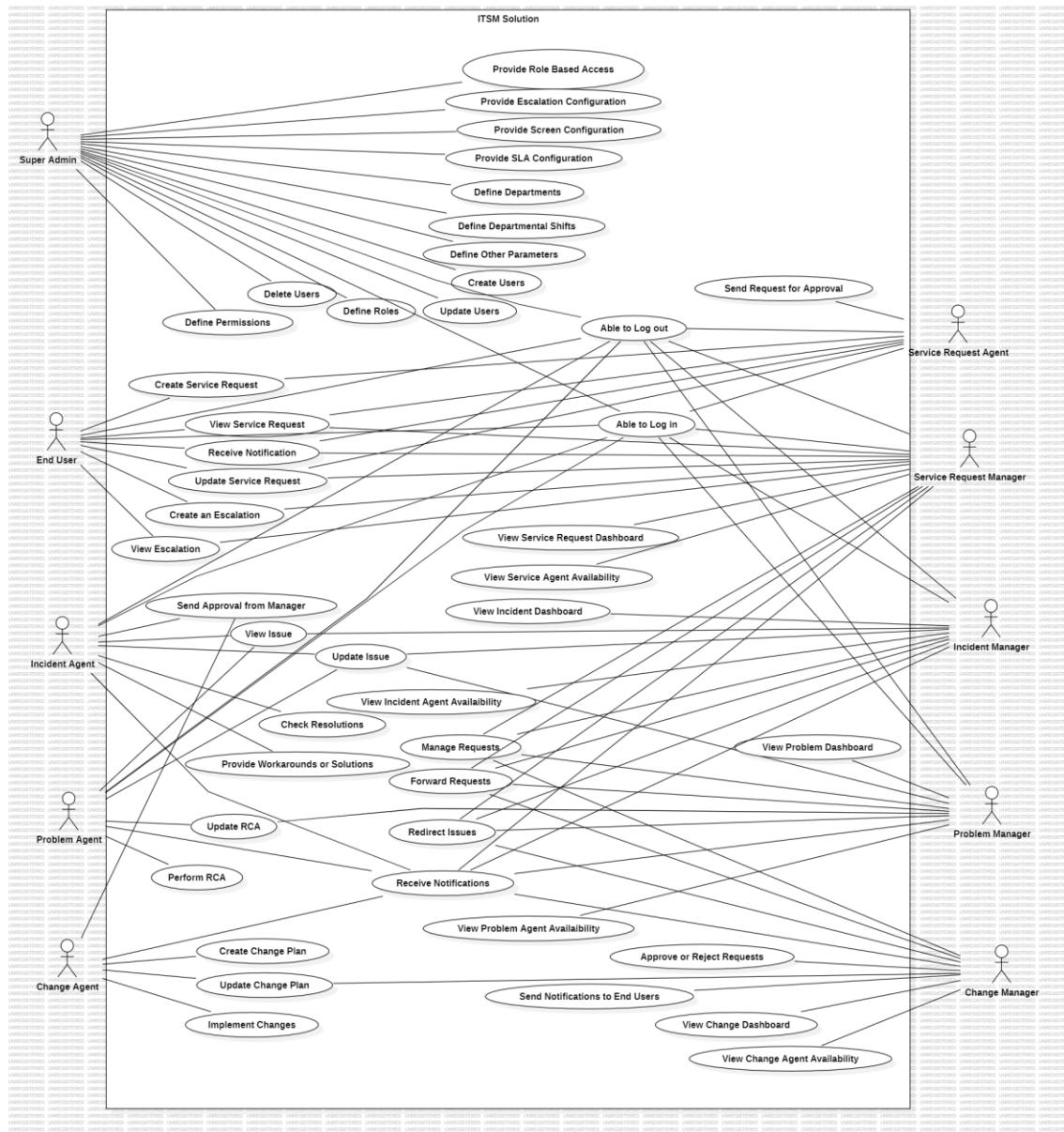
IT Support Staff:

- Provides technical support for the ITSM system.
- Troubleshoots system issues reported by users or administrators.
- Implements security measures to protect system data.
- Manages system updates, patches, and configurations.
- Ensures smooth integration of ITSM with other enterprise systems.

Customer Service Representatives:

- Assist end users with inquiries about service requests and incidents.
- Provide real-time updates on request and incident statuses.
- Guide users through troubleshooting steps using the knowledge base.
- Escalate unresolved user concerns to the appropriate teams.
- Maintain records of customer interactions and feedback.

B. Use Case Diagram



C. BUSINESS RULES

1. Service Request Rules

- BR001: Only authorized users can submit service requests through the ITSM portal.
- BR002: Each service request must include mandatory details such as request type, description, and urgency level.
- BR003: Service requests without sufficient information will be marked as "Incomplete" and will not proceed to the resolution stage.
- BR004: A unique service request ID must be assigned to each submitted request for tracking purposes.

4. Incident Management Rules

- BR005: All reported incidents must be categorized based on severity (Critical, High, Medium, Low).
- BR006: Critical and High-priority incidents must be escalated to the Incident Manager immediately.
- BR007: Incident Agents must acknowledge newly reported incidents within a predefined SLA (e.g., 15 minutes for critical incidents).
- BR008: The system must send automated notifications to affected users upon incident resolution.

3. Problem Management Rules

- BR009: Problems must be created for incidents that occur repeatedly within a short period.
- BR010: Each problem record must include a root cause analysis (RCA) before resolution implementation.
- BR011: Problem resolution must be documented in the knowledge base for future reference.
- BR012: Any unresolved problem exceeding the SLA must be escalated to the Problem Manager for further review.

5. Change Management Rules

- BR013: All change requests must include an impact assessment and risk analysis before approval.
- BR014: Emergency changes require approval from the Change Manager and must be implemented within the designated emergency change window.
- BR015: Scheduled changes must be communicated to affected users at least 48 hours before implementation.
- BR016: A rollback plan must be documented before executing any change.

6. SLA Compliance Rules

- BR017: SLA timers start as soon as a request, incident, or change is logged into the system.
- BR018: Any SLA breach must trigger an automated alert to the responsible team.
- BR019: Service requests and incidents must be resolved within the defined SLA based on priority.
- BR020: SLA compliance reports must be generated monthly for performance review.

7. Notification and Escalation Rules

- BR021: Users must receive real-time updates on their requests, incidents, and changes via email or system notifications.
- BR022: Escalation rules must be defined for unresolved requests and incidents exceeding SLA thresholds.
- BR023: Any escalated issue must be assigned a higher priority and reviewed by the respective manager.
- BR024: Notification templates must be predefined and customizable based on request type.

8. Security and Access Control Rules

- BR025: Only authorized personnel can access and modify service requests, incidents, problems, and changes.
- BR026: System logs must record all changes and updates made by users for auditing purposes.
- BR027: Sensitive user data must be encrypted both in transit and at rest.
- BR028: Multi-factor authentication (MFA) must be enabled for all administrative accounts.

9. Knowledge Management Rules

- BR029: Knowledge base articles must be reviewed and updated periodically to ensure accuracy.
- BR030: Only authorized users can publish new knowledge base articles.
- BR031: Users must have the option to provide feedback on knowledge base content.
- BR032: Frequently accessed articles should be prioritized in search results for better usability.

10. Data Retention and Archiving Rules

- BR033: Closed service requests, incidents, and problem records must be archived after 12 months.
- BR034: Change records must be retained for a minimum of 5 years for compliance purposes.
- BR035: User activity logs must be stored for auditing purposes and retained for at least 2 years.

- BR036: Data older than the retention period must be securely deleted following compliance guidelines.

11. Customer Support Rules

- BR037: Customer support agents must have read-only access to user tickets unless additional authorization is provided.
- BR038: All support interactions must be logged and stored for a minimum of 1 year.
- BR039: Unresolved customer issues must be escalated to the appropriate department within 24 hours.
- BR040: Support response time must comply with the SLA agreement for each request type.

4. Data Requirements (To be filled by Tech BA's)

A. Data Volumes

This section describes the expected approximate Data volumes (initial volume and annual growth %) for each conceptual Class or Entity.

B. Data Conversion

This section describes the high-level Data Conversion Requirements.

Specify any requirements / rules for data conversion. Also, if there are any regulatory requirements around data conversion, then mention them explicitly.

C. Data Retention and Archiving

This section describes the Data retention (time frames for online Data retention before archiving) and also the archiving requirements.

D. Privacy Implications

This section describes the sensitivity levels of each class of data. The following criteria are used in determining the sensitivity level of each conceptual class/entity).

- *Non-sensitive information that would not reasonably be expected to cause injury (harm) if released to the public;*

- **Protected A:** information that, if compromised, could reasonably be expected to cause injury (harm), e.g. loss of privacy;
- **Protected B:** information that, if compromised, could reasonably be expected to cause serious injury (harm), e.g. the conduct of a court proceeding would be adversely affected;
- **Protected C:** information that, if compromised, could reasonably be expected to cause extremely grave injury (harm), e.g. loss of life.

Conceptual Class / Entity Name	Data Sensitivity Level (Non-sensitive, Protected A, Protected B, Protected C)

5. Non-Functional requirements

- **Security Requirements**
 - The system shall implement robust security measures, including encryption of sensitive data, secure authentication protocols, and defenses against vulnerabilities such as SQL injection and cross-site scripting (XSS).
 - Access controls and audit trails shall be implemented to track and manage user activities within the system, ensuring accountability and compliance with security policies.
 - Multi-factor authentication (MFA) shall be enforced for administrative and privileged accounts.
- **Availability Requirements**
 - The system shall maintain a minimum uptime of 99.9%, ensuring continuous availability for users.
 - Scheduled maintenance and upgrades shall be performed during off-peak hours to minimize disruption.
 - Automated monitoring and alerting shall be implemented to detect and respond to system outages or performance degradation.

- **Usability Requirements**

- The user interface shall be designed to be intuitive and user-friendly, featuring clear navigation, a consistent layout, and a responsive design that adapts to various devices and screen sizes.
- The system shall provide a seamless user experience with clear instructions, tooltips, and error messages to guide users through processes.
- User roles and permissions shall be easily manageable, ensuring appropriate access levels for different stakeholders.

- **System Help Requirements**

- The system shall include comprehensive help features, such as context-sensitive tooltips, inline documentation, and user guides, to assist users in understanding functionalities and completing tasks.
- A self-service knowledge base shall be provided with FAQs and troubleshooting steps.
- Users shall have access to a support ticketing system for reporting and resolving issues.

- **Performance Requirements**

- The system shall handle concurrent user interactions efficiently, ensuring quick response times for data processing and user actions even during peak usage periods.
- The average system response time for user requests shall not exceed 2 seconds under normal load conditions.
- The system shall support real-time processing of high-priority incidents and service requests.

- **Scalability Requirements**

- The system architecture shall be scalable, allowing for the addition of resources and infrastructure components to support an increasing number of users, transactions, and data volumes over time.
- The system shall be designed to accommodate at least a 50% increase in user load without degradation in performance.

- **User Scalability**

- The system shall support an increasing number of user accounts, enabling growth in service desk agents, IT staff, and end-users without affecting system performance or responsiveness.
- The system shall provide role-based access management to support an expanding user base with diverse responsibilities.

- **Application Scalability**

- The system shall be designed to scale both horizontally and vertically, facilitating the integration of additional servers and resources to accommodate growing demand and ensure high performance.
- Load balancing shall be implemented to distribute traffic efficiently and prevent system overloads.

- **Integration Requirements**

- The system shall support seamless integration with ITSM-related tools, including asset management, ticketing, and CMDB (Configuration Management Database).
- Standard protocols and APIs (e.g., REST, SOAP) shall be used to ensure smooth data exchange and interoperability with third-party applications.
- The system shall integrate with identity management solutions (e.g., Active Directory, SSO).

- **Data Volume Handling**

- The system shall be capable of handling large volumes of incident, request, and change management data, providing efficient storage, retrieval, and processing capabilities to maintain optimal system performance.
- Database performance optimization techniques (e.g., indexing, caching) shall be implemented to ensure efficient data handling.

- **Data Retention and Archiving**

- Closed service requests, incidents, and problem records shall be archived after 12 months.
- Change management records shall be retained for a minimum of 5 years for compliance and auditing purposes.
- User activity logs shall be stored securely for at least 2 years for security and compliance monitoring.

- **Privacy Requirements**

- The system shall comply with relevant data protection regulations, ensuring the confidentiality, integrity, and availability of personal and sensitive information.
- User data shall be anonymized where applicable to minimize privacy risks.
- Access to sensitive data shall be restricted based on user roles and subject to approval.

- **Regulatory Compliance**
 - The system shall adhere to IT service management industry standards, such as ITIL and ISO 20000.
 - The system shall comply with data security regulations and compliance standards, including GDPR and CCPA.
 - Security controls shall be implemented to meet regulatory requirements related to audit logging, data protection, and system monitoring.
- **Interoperability Requirements**
 - The system shall be interoperable with other platforms and services used within the organization, allowing for seamless data exchange and collaboration across different IT and business functions.
 - The system shall provide export and import capabilities for easy data transfer between ITSM tools and reporting solutions.

6. Constraints and Dependencies

- **Technical Constraints:**
 - The ITSM system must be compatible with the organization's existing IT infrastructure, including servers, databases, and cloud environments.
 - The system should support standard ITSM frameworks such as ITIL, ensuring adherence to best practices.
 - Any implemented automation workflows must function within the current service management architecture and not require extensive system modifications.
 - The system should support integration with existing enterprise applications, including CRM, ERP, and identity management solutions.
- **External Dependencies:**
 - The ITSM system may require integration with third-party tools such as monitoring systems, ticketing platforms, and asset management solutions.
 - The availability of technical resources, including IT administrators and support staff, is essential for system implementation, testing, and ongoing maintenance.
 - The effectiveness of the system depends on compliance with regulatory requirements and industry standards, which may evolve over time.
 - Vendor support and software updates must be available to ensure continued functionality and security enhancements.

Approval

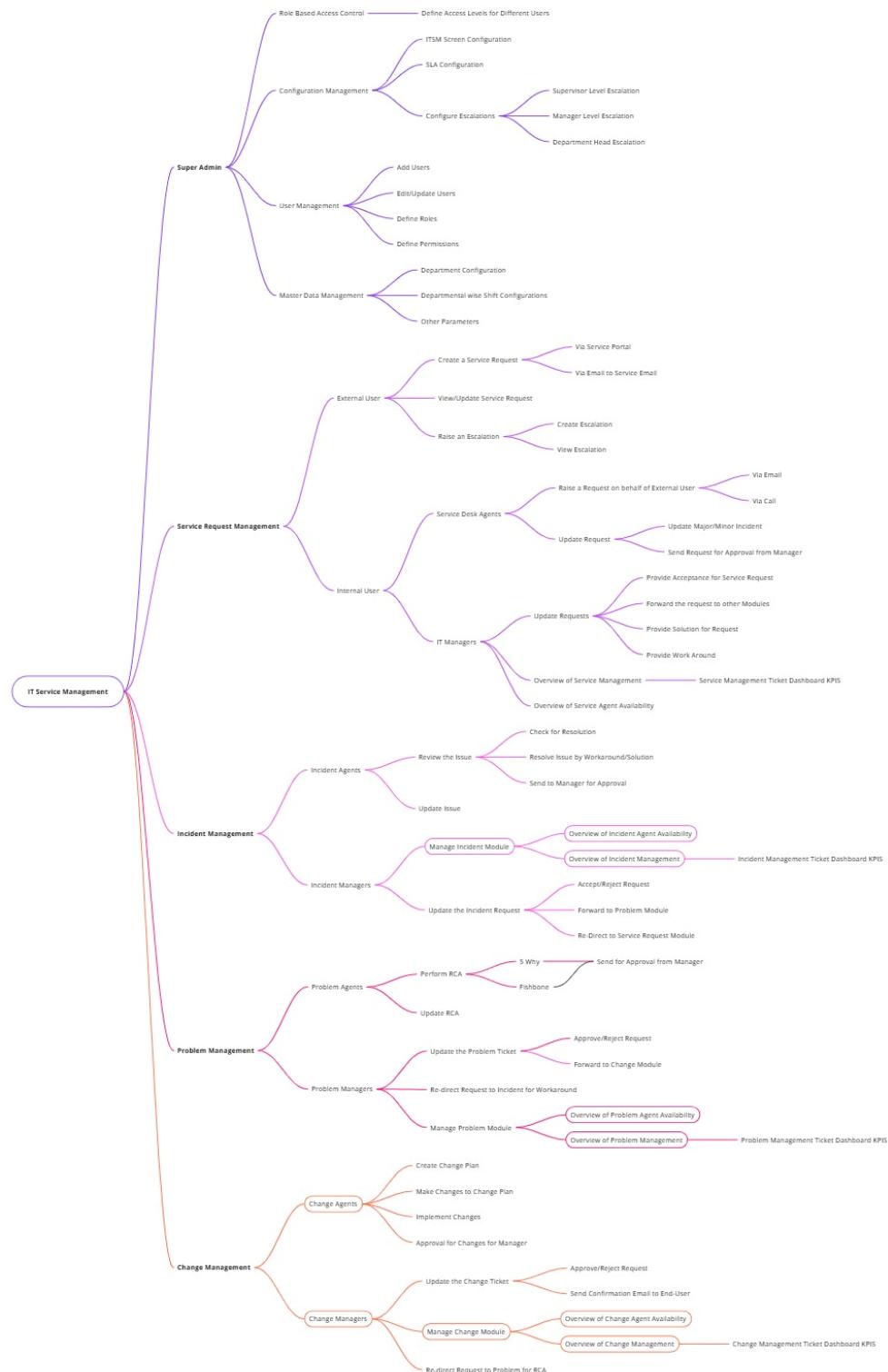
This document has been approved as the official Product Requirements Document for the Project Name project.

Following approval of this document, changes will be governed by the project's change management process, including impact analysis, appropriate reviews and approvals, under the general control of the Master Project Plan and according to Project Support Office policy.

Prepared by	Signature	Date
Abdullah Khan Associate Process Leader Brane Group	_____	_____
Approved by	Signature	Date
[Client Acceptor's Name] IT Head ABC Company	_____	_____

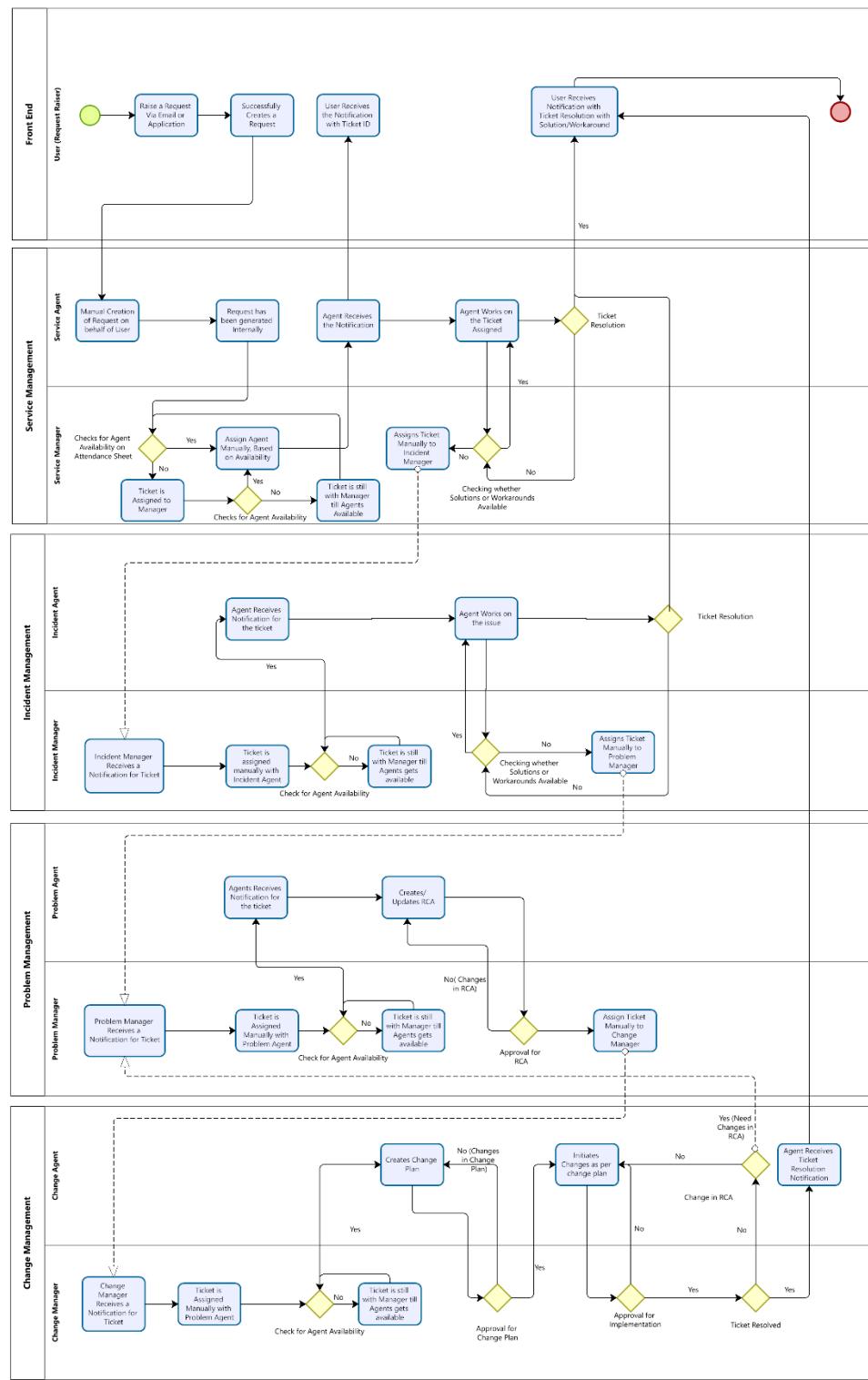
ANEXURE 1:

1. MINDMAP:



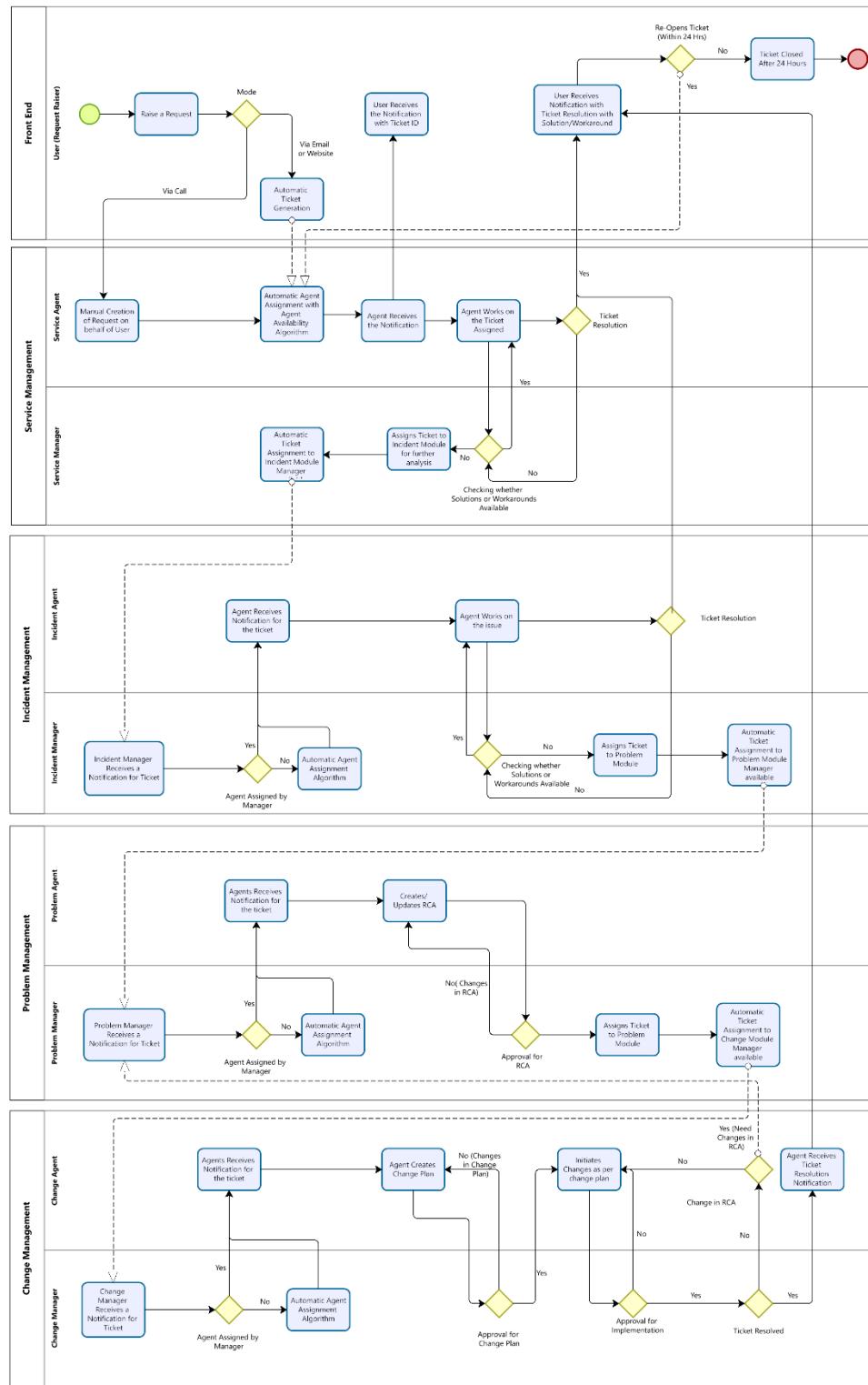
(Please Zoom In to view it clearly)

2. PROCESS MODEL (AS-IS STATE):



(Please Zoom In to view it clearly)

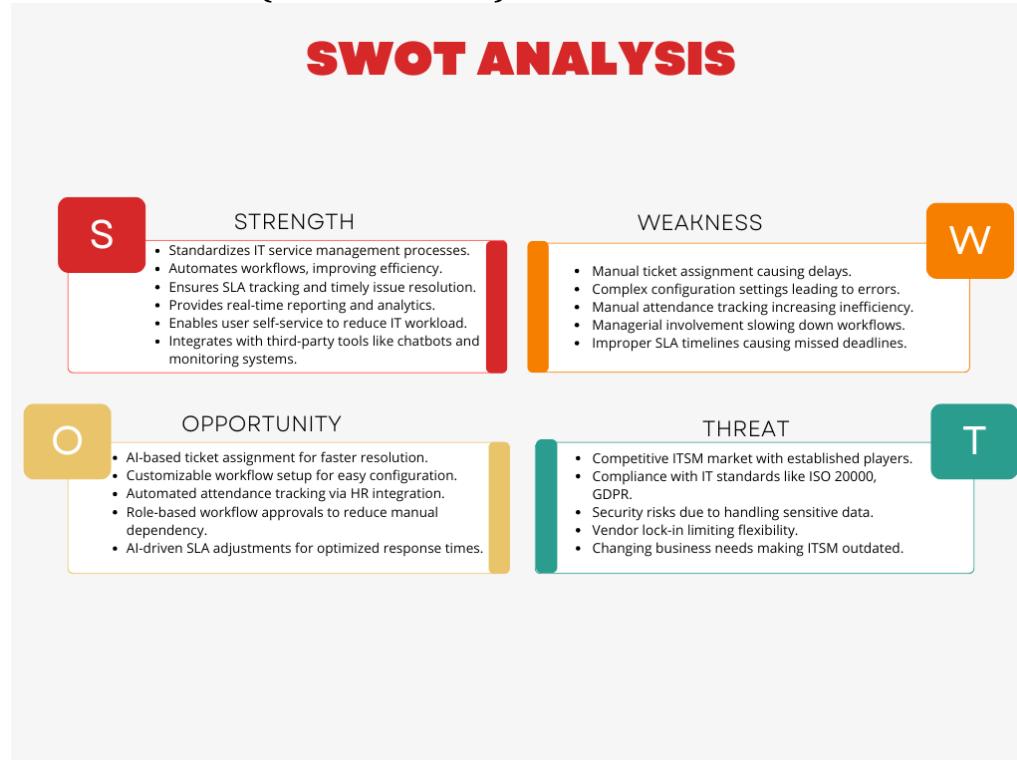
3. PROCESS MODEL (TO-BE STATE):



Powered by
Incepti^o Modeler

(Please Zoom In to view it clearly)

4. SWOT ANALYSIS (BASED ON BRD)



5. COMPLIANCE WITH REGULATIONS

The ITSM system will comply with all relevant legal, regulatory, and industry standards related to IT service management, data privacy, and security, including:

- **General Data Protection Regulation (GDPR)** – Ensuring the protection of personal data and user privacy.
- **ITIL Best Practices** – Aligning with industry standards for IT service management.
- **ISO/IEC 27001** – Compliance with international standards for information security management.
- **Service Organization Control (SOC) 2** – Ensuring data security, availability, and confidentiality.
- **NIST Cybersecurity Framework** – Adhering to guidelines for risk assessment and security best practices.
- **Information Technology Act, 2000 (India)** – Compliance with IT regulations and cybersecurity laws in India.
- **Personal Data Protection Bill (India)** – Ensuring compliance with evolving data protection laws in India.
- **IT Service Continuity Management (ITSCM)** – Ensuring business continuity and disaster recovery measures.

6. REQUIREMENT PRIORITIZATION

(MoSCoW)

Must-Have:

1. **Incident Logging & Tracking** – Essential for recording and monitoring all IT incidents to ensure timely resolution.
2. **Service Request Management** – Fundamental for handling service requests from users efficiently.
3. **User Authentication & Access Control** – Critical for securing access and ensuring role-based permissions.
4. **Change Management** – Necessary to track and manage changes to IT infrastructure with approval workflows.
5. **Knowledge Base & Self-Service Portal** – Important for providing users with self-help resources and reducing service desk workload.
6. **Automated Notifications & Alerts** – Crucial for notifying users and IT staff about incident updates and service disruptions.
7. **Audit Trails & Compliance Reporting** – Essential for tracking system activities and ensuring compliance with IT regulations.

Should-Have:

1. **Integration with Asset Management System** – Important for linking IT assets with incidents and change requests.
2. **SLA Monitoring & Reporting** – Vital for ensuring compliance with service-level agreements and performance tracking.
3. **IT Dashboard & Analytics** – Helpful for providing insights into ITSM performance and trends.
4. **Multi-Channel Support (Email, Chat, Phone)** – Important for allowing users to report issues through different channels.
5. **Problem Management** – Crucial for identifying recurring incidents and preventing future issues.
6. **Configuration Management Database (CMDB)** – Useful for maintaining a detailed inventory of IT assets and relationships.

Could-Have:

1. **Virtual Assistant/Chatbot Support** – Useful for providing automated responses and guiding users through basic IT issues.
2. **Mobile App for ITSM** – Helpful for enabling IT staff to manage incidents and requests on the go.
3. **User Feedback & Satisfaction Surveys** – Important for collecting insights to improve IT service quality.
4. **Advanced Reporting & AI-driven Insights** – Useful for predictive analytics and optimizing ITSM operations.
5. **Remote Support & Troubleshooting Tools** – Significant for resolving issues without requiring physical intervention.

6. **Multi-Tenant Support** – Useful for organizations managing IT services across multiple business units.

Won't-Have:

1. **Social Media Integration** – Not a priority for the current phase, as IT support is handled through internal channels.
2. **Blockchain-based Security Enhancements** – Not a priority for the current phase, focusing on traditional security measures.
3. **Augmented Reality (AR) Support for Troubleshooting** – Not a priority for the current phase, as it requires advanced hardware.
4. **Integration with External Third-Party ITSM Tools** – Not a priority, as the initial rollout focuses on internal systems.

7. USER PERSONA

Persona	Amit - IT Manager	Sneha - Support Engineer
About	40 years old, IT Manager at a multinational company, responsible for IT operations and service delivery.	30 years old, IT support engineer handling user queries and technical issues.
Interests	Ensuring IT system stability, improving service efficiency, and optimizing IT processes.	Troubleshooting technical problems, learning new ITSM tools, and improving resolution time.
Pain Points	Delays in incident resolution, lack of visibility into service performance, and difficulty tracking IT assets.	Managing multiple tickets simultaneously, lack of automation in ticket assignments, and unclear escalation workflows.
Needs	A centralized ITSM platform for tracking incidents, automated reports for performance analysis, and integration with other IT tools.	A user-friendly ticketing system, AI-powered recommendations for faster issue resolution, and mobile access to ITSM.

8. USER STORY AND ACCEPTANCE CRITERIA

1. Screen 1:

User Story:

As a registered user,
I want to log into the ITSM system securely,
So that I can access my account and perform necessary actions.

Acceptance Criteria:

Login Form Requirements:

- The login form must include the following fields: **Email**, **Password**, and **Login Button**.
- The form should have the following additional options:
 - "Forgot your Password?" link to reset the password.
 - "Sign Up Now" link for new users to register.
 - **Social login options (LinkedIn, Gmail) for alternative authentication.**

Field Validations:

1. Email Field:

- Type: **Alphanumeric (Email Input)**
- Validation: Must be in **valid email format** (e.g., user@example.com).
- Required Field: **Yes**
- Help Text: "*Enter your registered email address.*"

2. Password Field:

- Type: **Alphanumeric (Password Input, masked characters)**
- Validation: Must contain at least **8 characters, including one uppercase letter, one lowercase letter, one number, and one special character.**
- Required Field: **Yes**
- Help Text: "*Enter your account password.*"

Login Submission Process:

- After filling out the required fields, the user clicks the "**Log In**" button.
- If the credentials are correct, the user is redirected to the **dashboard/home page**.

- If the credentials are incorrect, an **error message** is displayed:
"Invalid email or password. Please try again."
- If required fields are missing, an **error message** is displayed:
"Email and Password are required."

Forgot Password Process:

- Clicking "**Forgot your Password?**" should redirect users to the **password reset page**.

Sign Up Process:

- Clicking "**Sign Up Now**" should redirect new users to the **registration page**.

Alternative Login (Social Media Authentication):

- Users should be able to log in using **LinkedIn** or **Gmail**.
- Clicking the **LinkedIn** button should open LinkedIn authentication.
- Clicking the **Gmail** button should open Google authentication.
- If authentication is successful, the user is redirected to the **dashboard/home page**.
- If authentication fails, an **error message** should be displayed:
"Social login failed. Please try again or use email login."

Security & Performance Requirements:

- The form must be protected against **brute force attacks** (lock account after multiple failed attempts).
- The system must support **HTTPS** for secure login.
- The login page should load within **2 seconds** for optimal performance.
- The system must enforce **session timeout** after a period of inactivity.
- The form should be **responsive and accessible** on different screen sizes (desktop, tablet, mobile).

2. Screen 2:

User Story:

As a new user,
I want to create an account on the ITSM system securely,
So that I can access the platform and its services.

Acceptance Criteria:

Sign-Up Form Requirements:

- The sign-up form must include the following fields: **Name, Email, Password**.
- The form should also have:
 - "Forgot your Password?" link to reset the password.
 - "Login In Now" link for users who already have an account.
 - **Social sign-up options (LinkedIn, Gmail) for alternative registration.**
 - A checkbox for **Terms of Service and Privacy Policy agreement** (must be checked before registration).

Field Validations:

1. **Name Field:**
 - Type: **Text**
 - Validation: Must contain **only alphabets (A-Z, a-z) and spaces** (no numbers or special characters).
 - Required Field: **Yes**
 - Help Text: "*Enter your full name.*"
2. **Email Field:**
 - Type: **Alphanumeric (Email Input)**
 - Validation: Must be in **valid email format** (e.g., user@example.com).
 - Required Field: **Yes**
 - Help Text: "*Enter your valid email address.*"
3. **Password Field:**
 - Type: **Alphanumeric (Password Input, masked characters)**
 - Validation: Must contain at least **8 characters, including one uppercase letter, one lowercase letter, one number, and one special character.**
 - Required Field: **Yes**
 - Help Text: "*Create a strong password for your account.*"
4. **Terms of Service Agreement:**
 - Type: **Checkbox**
 - Validation: Must be checked to proceed.
 - Error Message (if left unchecked): "*You must agree to the Terms of Service and Privacy Policy to create an account.*"

Sign-Up Submission Process:

- After filling out the required fields, the user clicks the "**Create My Account**" button.
- If all validations pass:
 - The user account is created successfully.
 - The user is redirected to the **dashboard/home page or email verification page (if applicable)**.
- If any field is invalid, an **error message** is displayed near the respective field.
- If the email is already registered, an error message appears:
"This email is already in use. Please log in or reset your password."

Forgot Password Process:

- Clicking "**Forgot your Password?**" should redirect users to the **password reset page**.

Login Process:

- Clicking "**Login In Now**" should redirect existing users to the **login page**.

Alternative Registration (Social Media Authentication):

- Users should be able to sign up using **LinkedIn** or **Gmail**.
- Clicking the **LinkedIn** button should open LinkedIn authentication.
- Clicking the **Gmail** button should open Google authentication.
- If authentication is successful, the user is redirected to the **dashboard/home page**.
- If authentication fails, an **error message** should be displayed:
"Social sign-up failed. Please try again or use email registration."

Security & Performance Requirements:

- The system must verify **duplicate email registrations** and prevent them.
- Passwords should be stored securely using **encryption**.
- The system must support **HTTPS** for secure data transmission.
- The sign-up page should load within **2 seconds** for optimal performance.
- The form should be **responsive and accessible** on different screen sizes (desktop, tablet, mobile).

3. Screen 3:

User Story:

As an **Admin**,

I want to **view, filter, and manage users in the ITSM system**,
So that I can **effectively manage user accounts and access control**.

Acceptance Criteria:

1. User List Display & Management

- The system **must display a list of users** with the following details:
 - **Login Enabled** (Toggle switch)
 - **User ID**
 - **Profile**
 - **Name**
 - **Role/Profile**
- Each user should have an **avatar/profile icon** for quick identification.
- Admin should be able to **scroll through the user list** to view more entries.

2. Filtering & Search Functionality

- Admin should be able to **filter/search users** using the following fields:
 - **Search Text** (free-text search across user details)
 - **User Status** (dropdown: Active, Inactive, Pending, Suspended)
 - **User Mode** (dropdown: Any, Admin, Standard User, Read-Only)
 - **User Status** (Dropdown, duplicate field may need removal)
 - **Group** (Dropdown with predefined user groups)
 - **Username** (Search by specific name)
- Clicking "**Apply Filter**" must refine the user list based on the selected criteria.
- Search results must appear **instantly or within 2 seconds** of clicking "Apply Filter".
- If no users match the filter criteria, display a "**No users found**" message.

3. Login Enable/Disable Functionality

- Each user should have a **toggle switch** under "Login Enabled" to activate or deactivate their account.
- When Admin **disables login**, display a confirmation message:
"Are you sure you want to disable login for this user?"
- When Admin **enables login**, display a confirmation message:
"User login has been successfully enabled."
- Disabled users should not be able to log in until re-enabled.

4. Profile & User Details

- Clicking on a **user's profile icon** should navigate to the **User Details Page**.
- The User Details Page should show:
 - Full name
 - Email
 - User role

- Permissions
- Account status

5. UI & Accessibility

- The user list should be **sortable** by User ID, Name, or Profile.
- The **search bar** should support **autosuggestions** based on existing users.
- The UI must be **responsive** on desktop, tablet, and mobile.
- **Icons should be intuitive** (e.g., profile icon should indicate user details, toggle switch should clearly indicate status).

6. Security & Permissions

- Only **Admin users** should have access to this screen.
- A non-admin user attempting to access this page should receive an **“Access Denied” message**.
- The toggle switch for enabling/disabling users must be **protected against accidental clicks** (e.g., require confirmation).
- All **filter options should be role-based** (e.g., an Admin can see all user roles, while a manager may see only specific roles).

4. Screen 4:

User Story:

As an **Admin**,

I want to **manage SLAs**,

So that I can **define, edit, and organize resolution and response times for different priority levels** within the IT Service Management system.

Acceptance Criteria:

1. SLA Listing Table:

- The SLA Management screen must display a table with the following columns:
 - **Active Status** (Toggle Switch)
 - **SLA Name** (Editable)
 - **Resolution Time** (Read-Only)
 - **Response Time** (Read-Only)
- The table should allow sorting by **SLA Name, Resolution Time, and Response Time**.
- Pagination should be available when more than six SLAs exist.

2. SLA Actions:

- There must be buttons to:
 - **New SLA** (To create a new SLA)
 - **Organize SLA** (To reorder or categorize SLAs)
 - **Delete SLA** (To remove an existing SLA)

- Each SLA should have an **edit icon** next to the SLA Name for modifications.
 - Each SLA should have a **toggle switch** to activate/deactivate it.
3. **Filters & Search:**
- A **search bar** should be available at the top to find SLAs quickly.
 - There should be a “**Filter by Site**” **dropdown** to display SLAs for specific locations.
4. **Navigation & Accessibility:**
- The page should be accessible under **Configurations > SLA** in the left sidebar.
 - The left sidebar must include other configuration options such as **Role Access, Screen Config, Support, CRM, Reports, Setup, Calendar, People, Data Management, and Wiki**.
5. **Help & Settings:**
- A **help icon** should be available next to key sections to provide guidance.
 - Admins should be able to access system settings using the **gear icon in the top-right corner**.
6. **Error Handling & Validation:**
- If an admin tries to delete an SLA, a **confirmation prompt** should appear before deletion.
 - If SLA Name editing is incomplete, an **error message** should be displayed:
“*SLA Name cannot be empty.*”
7. **Performance & Responsiveness:**
- The page should load within **2 seconds** for an optimal experience.
 - The SLA Management screen should be **responsive** and work seamlessly on desktops, tablets, and mobile devices.

5. Screen 5:

User Story:

As an **End User**, I want to **easily access service request functionalities**, so that I can **raise, track, and escalate my requests efficiently**.

Acceptance Criteria:

1. Homepage Features:

- **Search Bar:** Allows users to search for help articles or request-related information.
- **Navigation Menu (Top Right):**
 - **Home** → Redirects to the homepage.
 - **Settings** → Allows users to configure personal preferences.
 - **Profile Icon (Hi User)** → Displays the logged-in user’s name and profile settings.

2. Main Action Buttons:

- **Raise a Request:**
 - Navigates to the service request form for submitting new requests.
 - Button Label: "**Raise a Request**"
 - Description: "**Raise a Request for any query**"
- **View My Tickets:**
 - Allows users to see open and closed tickets.
 - Users can track progress and update tickets if needed.
 - Button Label: "**View My Tickets**"
 - Description: "**View your open and recently closed tickets and track progress or update them**"
- **Raise an Escalation:**
 - Used when no updates are received on an existing request.
 - Button Label: "**Raise an Escalation**"
 - Description: "**Raise an Escalation for no updates on raised issues**"

3. Recent Activity Section:

- Displays the most recent service requests and escalations.
- Each entry shows:
 - **Request Type** (e.g., System Error, Domain Protocol Change)
 - **Request ID** (e.g., SQ-121, PR-111)
 - **Current Status** (e.g., Open, WIP)
 - **Timestamp of when the request was raised**
 - **Raised by which user** (e.g., Jane Smith)

4. Chatbot Support (Bottom Right Corner):

- A chatbot icon is available for instant support and FAQs.

5. Accessibility & Performance:

- Page loads within **2 seconds**.
- Fully **responsive** for desktop, tablet, and mobile devices.

6. Screen 6

User Story:

As an **end-user**,

I want to **raise a service request**,

So that I can **report an issue or request assistance from the IT support team**.

Acceptance Criteria:**1. Customer Details Section:**

- The form must include the following fields:
 - **Customer Name** (Text Input)
 - Type: Alphabetical
 - Validation: Min 2 characters, Max 50 characters
 - Required: Yes
 - Help Text: "Enter your full name."
 - **Phone Number** (Numeric Input)
 - Validation: Must contain only numbers, Min 10 digits, Max 15 digits
 - Required: Yes
 - Help Text: "Enter a valid phone number."
 - **Email Address** (Email Input)
 - Validation: Must be in a valid email format (e.g., example@domain.com)
 - Required: Yes
 - Help Text: "We'll use this email to contact you."
 - **Location Address** (Text Area)
 - Required: Yes
 - Help Text: "Enter your detailed address."

2. Service Request Details Section:

- **Request Type** (Dropdown)
 - Options: Predefined request categories
 - Required: Yes
- **Description of Request** (Text Area)
 - Validation: Max 500 characters
 - Required: No
 - Help Text: "Provide additional details about your request."
- **Service Location** (Multi-Level Dropdown)
 - Options: State → City → Area
 - Required: Yes
- **Preferred Date** (Date Picker)
 - Format: DD/MM/YYYY
 - Required: No
- **Urgency Level** (Radio Buttons)
 - Options: Low, Medium, High
 - Required: Yes

3. Attachment & Additional Details Section:

- **Attachments (if any)** (File Upload)
 - Allowed File Types: PDF, DOCX, JPG, PNG
 - Max File Size: 5MB
 - Required: No

- **Additional Information** (Text Area)
 - Validation: Max 500 characters
 - Required: No

4. Submission Process:

- The form must include the following buttons:
 - **Submit (Green Button)** → To submit the request
 - **Cancel (Red Button)** → To discard changes and exit
 - **Save as Draft (Yellow Button)** → To save progress without submission
- If submission is successful, a confirmation message should appear:
"Your service request has been successfully submitted. Our team will contact you soon."
- If required fields are missing, an error message should be displayed:
"It looks like you missed some required fields. Please review and try again."

5. Help & Support:

- A **help icon** (?) should be available for tooltips in key sections.
- A **support contact section** at the bottom should display:
 - Email: support@bcompany.com
 - Phone: 1800-199-4568

6. Performance & Responsiveness:

- The form should load within **2 seconds** for a smooth experience.
- The design should be **responsive** for desktop, tablet, and mobile devices.

7. Screen 7:

User Story:

As a **Service Agent**, I want to **create a service request on behalf of a customer**, so that I can **log and track customer issues efficiently**.

Acceptance Criteria:

1. Customer Details Section:

- The form must allow the agent to enter:
 - **Customer Name** (Text Input) - Validation: Alphabetical, Min 2 characters, Max 50 characters. Required: Yes
 - **Phone Number** (Numeric Input) - Validation: Must be numeric, Min 10 digits, Max 15 digits. Required: Yes
 - **Email Address** (Email Input) - Validation: Must follow email format (e.g., example@domain.com). Required: Yes
 - **Location Address** (Text Area) - Required: Yes

2. Service Request Details Section:

- **Request Type** (Dropdown) - Predefined categories. Required: Yes
- **Description of Request** (Text Area) - Max 500 characters. Required: No
- **Service Location** (Multi-Level Dropdown: State → City → Area) - Required: Yes
- **Preferred Date** (Date Picker) - Format: DD/MM/YYYY. Required: No
- **Urgency Level** (Radio Buttons: Low, Medium, High) - Required: Yes

3. Attachment & Additional Details Section:

- **Attachments (if any)** (File Upload) - Allowed File Types: PDF, DOCX, JPG, PNG. Max File Size: 5MB. Required: No
- **Additional Information** (Text Area) - Max 500 characters. Required: No

4. Submission Process:

- Buttons included:
 - **Submit (Green Button)** → Submit request
 - **Cancel (Red Button)** → Discard changes
 - **Save as Draft (Yellow Button)** → Save without submitting
- Successful submission message: "*Service request has been successfully created.*"
- Error message for missing fields: "*Please fill in all required fields before submitting.*"

5. Additional Features for Agents:

- **Left-Side Navigation Panel:** Service Management (Create, View, Escalate), Incident Management, Problem Management, Change Management, Dashboards, Settings, Help
- **Agent-Specific Enhancements:** Can create requests on behalf of customers, Escalation option available from the navigation menu, Email and phone support contact for IT assistance

6. Performance & Responsiveness:

- Page must load in under **2 seconds**
- Fully **responsive** for desktops, tablets, and mobile devices

8. Screen 8:

User Story:

As a **Service Agent**, I want to **view and manage service requests**, so that I can **track ticket statuses, prioritize tasks, and take necessary actions**.

Acceptance Criteria:

1. Navigation & Header:

- **Left Sidebar Menu:**
 - **Service Mgmt** (Expanded)
 - **Create** → Allows agents to create a new service request.
 - **View** → Displays all service requests assigned to the agent.
 - **Escalate** → Allows agents to escalate requests.
 - **Incident Mgmt, Problem Mgmt, Change Mgmt, Dashboards, Settings, Help** → Additional ITSM functions.
- **Top Navigation:**
 - **Search Bar** → Enables agents to search for specific requests.
 - **Icons:**
 - **Bell (Notifications)** → Alerts for new or updated requests.
 - **Calendar** → View scheduled tasks.
 - **Clipboard** → Access checklists or reports.
 - **Help (?)** → Quick access to FAQs or user guide.
 - **Profile Section (Hi Agent)** → Displays the logged-in agent's name with a profile icon.

2. Request Table Columns:

- **ID** → Unique request ID (e.g., SR-121).
- **Agent** → Assigned service agent's name.
- **Priority** → Ticket priority (Low, Medium, High, Urgent).
- **Summary** → Brief issue description (e.g., "Domain Issue").
- **Ticket Raised On** → Date and time when the request was created.
- **Status** → Current state of the request (e.g., Approved, In Progress).
- **Type** → Request classification (e.g., Incident Request (IR), Service Request (SR), Change Management (CM)).

3. Functionality & Filtering:

- **Bulk Actions (Checkboxes):**
 - Allows agents to select multiple requests for actions like approval, escalation, or reassignment.
- **Filter Options:**
 - Dropdown to filter by **All Requests, My Requests, Pending, Approved, In Progress**.
- **Status Color Coding:**
 - **Urgent (Red)** → Needs immediate attention.
 - **High (Green)** → Critical but not urgent.
 - **Medium (Yellow)** → Moderate priority.
 - **Low (Blue)** → Least priority.
 - **Approved (Green), In Progress (Yellow)** → Status indicators.

4. Accessibility & Performance:

- Page loads within **2 seconds**.
- Responsive across desktop, tablet, and mobile devices.
- Keyboard navigation and screen-reader-friendly elements.

9. Screen 9:

User Story:

As a **Service Manager**, I want to monitor service request metrics and trends, so that I can track performance, identify bottlenecks, and ensure timely resolutions.

Acceptance Criteria:

1. Homepage Features:

- **Search Bar:** Allows managers to search for specific service requests.
- **Navigation Menu (Top Right):**
 - **Home:** Redirects to the main dashboard.
 - **Settings:** Allows managers to configure personal preferences.
 - **Profile Icon (Hi Manager):** Displays the logged-in manager's name and profile settings.

2. Dashboard Metrics & Key Performance Indicators (KPIs):

- **Total Requests:** Displays the total number of service requests with a comparison to the previous month.
- **In Progress Requests:** Shows requests currently being worked on with percentage change from the previous month.
- **Active Requests:** Indicates service requests that require immediate attention, highlighted with percentage increase/decrease.
- **Average Fulfillment Time:** Displays the average time taken to resolve service requests with a trend indicator.
- **SLA Breach %:** Shows compliance percentage, highlighting any breaches in service level agreements.
- **Pending Requests:** Indicates the number of unresolved requests along with a monthly trend.

3. Data Visualization & Insights:

- **Color Coding for Trends:**
 - **Red:** Negative trend (increase in pending/active requests or SLA breaches).

- **Green:** Positive trend (improvement in request fulfillment or SLA compliance).
- **Graphical Representation:**
 - **Pie Chart:** Categorizes service requests by department (Consulting, Manufacturing, Service).
 - **Percentage Change Indicators:** Each metric displays a percentage comparison with the previous month.

4. Filtering & Drill-Down Functionality:

- **Clickable Metrics:** Managers can click on KPIs (Total Requests, In Progress, Pending, etc.) to view detailed breakdowns.
- **Filtering Options:**
 - Dropdown to filter service requests based on status (In Progress, Pending, SLA Breached).
 - Date range selection for historical performance analysis.

5. Chatbot Support (Bottom Right Corner):

- A chatbot icon is available for quick assistance and FAQs.

6. Accessibility & Performance:

- **Performance:** Page loads within **2 seconds** for smooth user experience.
- **Responsiveness:** Optimized for **desktop, tablet, and mobile** devices.
- **Accessibility Features:** Supports **keyboard navigation** and **screen readers** for inclusive usability.

10. Screen 10:

User Story:

As an **Incident Management Agent**, I want to update and track incident tickets, so that I can ensure timely resolution and compliance with SLAs.

Acceptance Criteria:

1. Navigation & Accessibility:

- **Breadcrumb Navigation:** Displays the path `Incident Mgmt > Update Requests` to indicate the current page.
- **Search Bar:** Allows agents to search for specific incidents using keywords or ticket IDs.
- **Sidebar Menu:**
 - **Incident Management (Expanded)** with options to **Create, View, Escalate** incidents.

- Additional menus for **Problem Management, Change Management, Dashboards, and Settings.**

2. Incident Ticket List & Filtering:

- **Table Columns:**
 - **ID:** Unique incident request number (clickable for details).
 - **Agent:** Name of the assigned agent.
 - **Priority:** Color-coded priority levels (Low - Blue, Medium - Yellow, High - Green, Urgent - Red).
 - **Summary:** Short description of the incident.
 - **Ticket Raised On:** Date and time of the incident request.
 - **Status:** Shows current ticket status (Approved, In Progress, Pending, etc.).
 - **Type:** Categorizes incidents (e.g., IR - Incident Request, CM - Change Management).
- **Checkbox Selection:** Enables bulk actions for multiple tickets.

3. Incident Details Panel:

- **Displays detailed information when an incident is selected:**
 - **ID & Summary:** Shows ticket ID and issue summary.
 - **Agent Name:** Assigned agent handling the incident.
 - **Priority:** Indicates priority level (Low, Medium, High, Urgent).
 - **Status:** Shows current state (e.g., In Progress).
 - **SLA Countdown:** Displays remaining time to resolve before SLA breach.
 - **Type of Incident:** Checkbox to mark as **Minor** or **Major** incident.
 - **Comments Box:** Field for agents to add notes before submitting.

4. Actions & Workflow:

- **Send for Approval (Green Button):**
 - Enables escalation for managerial review if needed.
- **Close (Red Button):**
 - Allows agents to mark the ticket as resolved or closed if completed.

5. Additional Features:

- **Notifications Icon (Top Right):** Alerts for new updates.
- **Chatbot (Bottom Right Corner):** Provides quick assistance for common queries.
- **Profile Section ("Hi Agent"):** Displays logged-in agent's profile options.

6. Performance & Compliance:

- **Real-Time SLA Tracking:** Countdown timer alerts agents about pending SLA breaches.
- **Responsiveness:** Optimized for desktop and tablet screens.
- **Audit Trail:** Tracks updates made by different agents for compliance.

11. Screen 11:

User Story:

As an **Incident Manager**, I want to review and approve/reject incident ticket updates, so that I can ensure proper resolution and adherence to SLA policies.

Acceptance Criteria:

1. Navigation & Accessibility:

- **Breadcrumb Navigation:** Displays Incident Mgmt > Update Requests to indicate the current page.
- **Search Bar:** Allows managers to search for specific incidents using keywords or ticket IDs.
- **Sidebar Menu:**
 - **Incident Management (Expanded)** with options to **Create, View, Escalate** incidents.
 - Additional menus for **Problem Management, Change Management, Dashboards, and Settings**.

2. Incident Ticket List & Filtering:

- **Table Columns:**
 - **ID:** Unique incident request number (clickable for details).
 - **Agent:** Name of the assigned agent.
 - **Priority:** Color-coded priority levels (Low - Blue, Medium - Yellow, High - Green, Urgent - Red).
 - **Summary:** Short description of the incident.
 - **Ticket Raised On:** Date and time of the incident request.
 - **Status:** Displays the current ticket status (Approved, In Progress, Pending, etc.).
 - **Type:** Categorizes incidents (e.g., IR - Incident Request, CM - Change Management).
- **Checkbox Selection:** Enables bulk actions for multiple tickets.

3. Incident Details Panel:

- **Displays detailed information when an incident is selected:**
 - **ID & Summary:** Shows ticket ID and issue summary.
 - **Agent Name:** Assigned agent handling the incident.

- **Priority:** Indicates priority level (Low, Medium, High, Urgent).
- **Status:** Shows current state (e.g., In Progress).
- **SLA Countdown:** Displays remaining time to resolve before SLA breach.
- **Type of Incident:** Checkbox to mark as **Minor** or **Major** incident.
- **Comments Box:** Displays agent's latest action (e.g., "Sent a Reset Link for Password Renewal").

4. Actions & Workflow:

- **Approved (Green Button):**
 - Marks the incident as resolved or approved.
- **Reject (Red Button):**
 - Allows the manager to reject the update and request further actions.

5. Additional Features:

- **Notifications Icon (Top Right):** Alerts for new updates.
- **Chatbot (Bottom Right Corner):** Provides quick assistance for common queries.
- **Profile Section ("Hi Manager"):** Displays logged-in manager's profile options.

6. Manager vs. Agent View Differences:

- **Agent Screen:**
 - Agents can only **send updates for approval**.
 - They see a "**Send for Approval**" button.
- **Manager Screen:**
 - Managers can **approve or reject** updates.
 - They see "**Approved**" and "**Reject**" buttons instead.

7. Performance & Compliance:

- **Real-Time SLA Tracking:** Countdown timer alerts managers about pending SLA breaches.
- **Audit Trail:** Tracks approvals and rejections for compliance and review.
- **Responsiveness:** Optimized for desktop and tablet screens.

12. Screen 12:

User Story: As an Incident Manager, I want to monitor key incident metrics and trends on a dashboard, so that I can track SLA adherence, fulfillment time, and workload distribution effectively.

Acceptance Criteria:**1. Navigation & Accessibility:**

- Breadcrumb Navigation: Displays Dashboard > Incident Dashboard to indicate the current page.
- Search Bar: Allows managers to search for specific incidents or metrics.
- Sidebar Menu:
 - Incident Management (Expanded) with options for Create, View, Escalate incidents.
 - Additional menus for Problem Management, Change Management, Dashboards, and Settings.

2. Dashboard Metrics & Visualization:

- **Total Requests:**
 - Displays the total number of incident requests.
 - Shows percentage change from the previous month (increase in red, decrease in green).
- **In Progress Requests:**
 - Displays the number of tickets currently being worked on.
 - Shows percentage change from the previous month.
- **Active Requests:**
 - Displays the count of currently active requests.
 - Shows percentage change from the previous month.
- **Average Fulfillment Time:**
 - Shows the average resolution time for incidents.
 - Indicates improvement or delay compared to the previous month.
- **SLA Breach %:**
 - Displays the percentage of incidents breaching SLA policies.
 - Shows percentage change from the previous month.
- **Total Pending Requests:**
 - Displays the number of unresolved tickets.
 - Shows percentage change from the previous month.
- **Requests Per Department:**
 - Pie chart showing distribution of incidents across departments (e.g., Consulting, Manufacturing, Service).

3. Additional Features:

- **Notifications Icon (Top Right):** Alerts managers about critical incident updates.
- **Chatbot (Bottom Right Corner):** Provides quick assistance for common queries.

- **Profile Section ("Hi Manager"):** Displays logged-in manager's profile options.

4. Performance & Compliance:

- **Real-Time Data Updates:** Dashboard refreshes dynamically with live incident data.
- **Audit Trail:** Tracks historical trends in incident management for compliance.
- **Responsiveness:** Optimized for desktop and tablet screens.

13. Screen 13:

User Story:

As a Problem Management Agent, I want to create a Root Cause Analysis (RCA) for an incident, so that I can document the underlying issue and submit it for approval.

Acceptance Criteria:

1. Navigation & Accessibility:

- **Breadcrumb Navigation:** Displays "Problem Mgmt > Create RCA > [Incident ID]" to indicate the current page.
- **Search Bar:** Allows agents to search for specific incidents.
- **Sidebar Menu:**
 - Problem Management (Expanded) with options for Create RCA, Update RCA, and Escalate.
 - Additional menus for Incident Management, Change Management, Dashboards, and Settings.

2. Incident Ticket Details:

- **ID:** Displays the unique incident request number (clickable for details).
- **Summary:** Brief description of the incident.
- **Agent:** Displays the assigned agent's name.
- **Ticket Raised On:** Shows the date and time the incident was reported.
- **Priority:** Color-coded priority levels (Low - Blue, Medium - Yellow, High - Green, Urgent - Red).
- **Status:** Displays the current ticket status (e.g., In Progress).
- **SLA Countdown:** Displays remaining time to resolve before SLA breach.

3. Root Cause Analysis (RCA) Form:

- **Select RCA Type:** Options include Fish Bone Diagram and 5 Whys.

- **5 Whys Input Fields:** Five mandatory text fields to document the cause analysis.
 - **Impact Dropdown:** Allows selection of impact level (Low, Medium, High).
 - **Additional Comments:** Optional text box for extra details.
4. **Actions & Workflow:**
- **Send for Approval (Green Button):** Submits the RCA for managerial approval.
 - **Close (Red Button):** Allows the agent to cancel or exit the form without submission.
5. **Additional Features:**
- **Notifications Icon (Top Right):** Alerts for new updates.
 - **Chatbot (Bottom Right Corner):** Provides quick assistance for common queries.
 - **Profile Section ("Hi Agent"):** Displays logged-in agent's profile options.
6. **Performance & Compliance:**
- **Audit Trail:** Logs RCA submissions for review and compliance tracking.
 - **Responsiveness:** Optimized for desktop and tablet screens.

14. Screen 14:

User Story:

As a Problem Manager, I want to update the Root Cause Analysis (RCA) details of an incident, so that I can document the underlying reasons and corrective actions effectively.

Acceptance Criteria:

Navigation & Accessibility:

- Breadcrumb Navigation: Displays "Problem Mgmt > Update RCA > [Ticket ID]" to indicate the current page.
- Search Bar: Allows users to search for incidents and RCA details.
- **Sidebar Menu:**
 - Service Management
 - Incident Management
 - Problem Management (Expanded) with options for Create RCA, Update RCA, and Escalate.
 - Change Management
 - Dashboards
 - Settings
 - Help

Incident Ticket Details:

- ID: Displays the unique incident request number (clickable for details).
- Summary: Brief description of the incident.
- Type: Specifies whether the ticket is an Incident or Problem.
- Agent: Displays the assigned agent's name.
- Ticket Raised On: Shows the date and time the incident was reported.
- Priority: Color-coded priority levels (Low - Blue, Medium - Yellow, High - Green).
- Status: Displays the current ticket status (e.g., In Progress).
- SLA Countdown: Displays remaining time to resolve before SLA breach.

Root Cause Analysis (RCA) Update Form:

- Select RCA Type: Options include Fish Bone Diagram and 5 Whys (default selection: 5 Whys).
- 5 Whys Input Fields: Five mandatory text fields to document the cause analysis.
- Impact Dropdown: Allows selection of impact level (Low, Medium, High; default selection: High).
- Additional Comments: Optional text box for further clarification.

Actions & Workflow:

- Approve (Green Button): Confirms RCA submission.
- Reject (Red Button): Sends RCA back for revision.

Additional Features:

- Notifications Icon (Top Right): Alerts managers about RCA updates.
- Help Section (Question Mark Icon): Provides guidance on RCA submission.
- Calendar Integration: Displays deadlines for RCA updates.
- Profile Section ("Hi Manager"): Displays logged-in manager's profile options.

Performance & Compliance:

- Audit Trail: Logs RCA modifications for compliance tracking.
- Responsiveness: Optimized for desktop and tablet screens.

15. Screen 15:

User Story:

As a **Problem Manager**, I want to **monitor and analyze problem request metrics**, so that I can **track SLA compliance, fulfillment times, and problem trends** to improve IT service management.

Acceptance Criteria:**Navigation & Accessibility:**

- **Breadcrumb Navigation:** Displays "Dashboard > Problem Dashboard" to indicate the current location.
- **Search Bar:** Allows users to search for specific problem requests.
- **Sidebar Menu:**
 - Service Management
 - Incident Management
 - **Problem Management (Expanded)**
 - Change Management
 - Dashboards
 - Settings
 - Help
- **Top Navigation:**
 - **Home** (Navigates to main dashboard)
 - **Settings** (User preferences and configurations)
 - **User Profile ("Hi Manager")** (Access to profile settings)
 - **Notifications (Bell Icon)** (Alerts for new updates)
 - **Calendar Icon** (View scheduled tasks)
 - **Help (?) Icon** (Support and documentation access)

Key Dashboard Metrics:

- **Total Requests:** Displays the total number of problem tickets with a comparison to the previous month.
- **In Progress Requests:** Shows the number of active problem tickets under investigation.
- **Active Requests:** Displays open problem tickets currently being worked on.
- **Avg. Fulfillment Time:** Indicates the average resolution time for problem tickets.
- **SLA Breach %:** Shows the percentage of problem tickets breaching SLA.
- **Total Pending Requests:** Displays unresolved problem tickets.
- **Trend Indicators:**
 - **Green (↓ Improvement from previous month)**
 - **Red (↑ Increase from previous month)**

Data Visualization & Insights:

- **Requests Per Department:**

- A pie chart categorizing tickets by **Consulting, Manufacturing, and Service**.
- **Type of Ticket vs. SLA Breach %:**
 - A bar chart displaying SLA breach percentages for different ticket types.

Actions & Workflow:

- **Clicking on a KPI card:** Redirects to a detailed report page for further insights.
- **Filtering Options:** Users can filter data by date range, department, or priority.
- **Drill-Down Feature:** Clicking on metrics provides ticket-level details.

Performance & Compliance:

- **Audit Trail:** Logs changes to problem tickets for review.
- **Responsiveness:** Optimized for desktop and tablet screens.
- **SLA Compliance Tracking:** Highlights problem areas where SLA breaches occur frequently.

16.Screen 16:

User Story:

As a **Change Management Agent**, I want to **update an existing change request**, so that I can **modify details, track progress, and ensure proper documentation before approval**.

Acceptance Criteria:

Navigation & Accessibility:

- **Breadcrumb Navigation:** Displays "Change Mgmt > Update Change Plan > [Change Request ID]" to indicate the current page.
- **Search Bar:** Allows agents to search for specific change requests.
- **Sidebar Menu:**
 - **Change Management (Expanded)** with options for Create, Update, Initiate, and Escalate.
 - Additional menus for Service Management, Incident Management, Problem Management, Dashboards, and Settings.

Change Request Details:

- **ID:** Displays the unique change request number (clickable for details).

- **Summary:** Brief description of the change request.
- **Agent:** Displays the assigned agent's name.
- **Ticket Raised On:** Shows the date and time the request was created.
- **Priority:** Color-coded priority levels (Low - Blue, Medium - Yellow, High - Green, Urgent - Red).
- **Status:** Displays the current change request status (e.g., In Progress).
- **SLA Countdown:** Displays remaining time to resolve before SLA breach.

Change Request Update Form:

- **Select Change Type:** Options include Standard, Normal, and Emergency.
- **Impact Dropdown:** Allows selection of impact level (Low, Medium, High).
- **Risk Dropdown:** Allows selection of risk level (Low, Medium, High).
- **Change Summary:** Editable field for updating the change request summary.
- **Details:** Editable text box for modifying request details.
- **Start Date & End Date:** Calendar selection for scheduling change implementation.
- **Test Plan:** Mandatory text box for defining the test strategy.
- **Backout Plan:** Mandatory text box for outlining rollback procedures.
- **Downtime Required Checkbox:** If checked, enables date range selection for downtime period.

Actions & Workflow:

- **Send for Approval (Green Button):** Submits the updated change request for managerial review.
- **Close (Red Button):** Allows the agent to cancel or exit the update form without saving changes.

Additional Features:

- **Notifications Icon (Top Right):** Alerts for pending approvals and status updates.
- **Chatbot (Bottom Right Corner):** Provides quick assistance for common queries.
- **Profile Section ("Hi Agent"):** Displays logged-in agent's profile options.

Performance & Compliance:

- **Audit Trail:** Logs all change request updates for tracking and compliance.
- **Responsiveness:** Optimized for desktop and tablet screens.

17.Screen 17:

User Story:

As a Change Management Agent, I want to update a change plan for an incident, so that I can document the required details and submit it for approval.

Acceptance Criteria:**Navigation & Accessibility:**

- **Breadcrumb Navigation:** Displays "Change Mgmt > Update Change Plan > [Change Request ID]" to indicate the current page.
- **Search Bar:** Allows agents to search for specific change requests or incidents.
- **Sidebar Menu:**
 - Change Management (Expanded) with options for Create, Update, Approve, and Escalate.
 - Additional menus for Service Management, Incident Management, Problem Management, Dashboards, and Settings.

Change Request Details:

- **ID:** Displays the unique change request number (clickable for details).
- **Summary:** Brief description of the incident or change request (e.g., "User Login Password Error").
- **Agent:** Displays the name of the assigned agent handling the change request.
- **Ticket Raised On:** Shows the date and time when the ticket was created.
- **Priority:** Color-coded priority levels (Low - Blue, Medium - Yellow, High - Green, Emergency - Red).
- **Status:** Displays the current status of the change request (e.g., In Progress).
- **SLA Countdown:** Displays remaining time before SLA breach in a countdown format.

Change Plan Form:

- **Select Change Type:** Options include Standard, Normal, and Emergency.
- **Change Summary Dropdown:** Allows selection of predefined summaries or manual input.
- **Details Section:** Mandatory text box for describing the change plan in detail.
- **Start Date & End Date:** Calendar picker to select start and end dates for the change plan.

- **Test Plan:** Mandatory text box to outline testing procedures for the change.
- **Backout Plan:** Mandatory text box to describe fallback measures in case of failure.
- **Downtime Checkbox & Date Range Picker:**
 - Checkbox to indicate if downtime is required.
 - "From Date" and "To Date" fields with calendar pickers to specify downtime duration.

Actions & Workflow:

- **Approval for Initiating Change (Green Button):** Submits the updated change plan for managerial approval.
- **Reject (Red Button):** Rejects or cancels the update process.

Additional Features:

- **Notifications Icon (Top Right):** Alerts agents about new updates or approvals.
- **Profile Section ("Hi Manager"):** Displays logged-in manager's profile options (e.g., logout or settings).
- **Help Icon (?):** Provides guidance on filling out the form.

Performance & Compliance:

- **Audit Trail:** Logs all updates made to the change plan for compliance tracking.
- **Responsiveness:** Optimized for desktop and tablet screens.

18. Screen 18:

User Story:

As a Change Manager, I want to update the details of a change request, so that I can ensure the change is properly documented and tracked.

Acceptance Criteria:

Navigation & Accessibility:

- **Breadcrumb Navigation:** Displays "Change Mgmt > Initiate Change Plan > [Change Request ID]" to indicate the current page.
- **Search Bar:** Allows users to search for specific change requests.

Sidebar Menu:

- **Change Management (Expanded)** with options for Initiate Change Plan, Update Change Plan, and Escalate.
- Additional menus for Incident Management, Problem Management, Dashboards, and Settings.

Change Request Details:

- **ID:** Displays the unique change request number (clickable for details).
- **Summary:** Brief description of the change request.
- **Agent:** Displays the assigned agent's name.
- **Ticket Raised On:** Shows the date and time the change request was reported.
- **Priority:** Color-coded priority levels (Low - Blue, Medium - Yellow, High - Green, Urgent - Red).
- **Status:** Displays the current change request status (e.g., In Progress).
- **SLA Countdown:** Displays remaining time to resolve before SLA breach.

Change Request Update Form:

- **Select Change Type:** Options include Standard, Normal, and Emergency.
- **Impact Dropdown:** Allows selection of impact level (Low, Medium, High).
- **Risk Dropdown:** Allows selection of risk level (Low, Medium, High).
- **Change Summary:** Text field to provide a detailed summary of the change.
- **Start Date and End Date:** Fields to specify the timeline for the change.

Actions & Workflow:

- **Send for Approval (Green Button):** Submits the updated change request for approval.
- **Reject (Red Button):** Allows the user to reject the change request without submission.

Additional Features:

- **Notifications Icon (Top Right):** Alerts for new updates.
- **Chatbot (Bottom Right Corner):** Provides quick assistance for common queries.
- **Profile Section ("Hi Agent"):** Displays logged-in agent's profile options.

Performance & Compliance:

- **Audit Trail:** Logs change request updates for review and compliance tracking.
- **Responsiveness:** Optimized for desktop and tablet screens.

19. Screen 19:

User Story:

As a Change Manager, I want to approve or reject a change plan, so that I can ensure the change is properly reviewed and authorized before implementation.

Acceptance Criteria:

Navigation & Accessibility:

- **Breadcrumb Navigation:** Displays "Change Mgmt > Approve Change Plan > [Change Request ID]" to indicate the current page.
- **Search Bar:** Allows users to search for specific change requests.

Sidebar Menu:

- **Change Management (Expanded)** with options for Create, Update, Approve, and Escalate.
- Additional menus for Incident Management, Problem Management, Dashboards, and Settings.

Change Request Details:

- **ID:** Displays the unique change request number (clickable for details).
- **Summary:** Brief description of the change request.
- **Agent:** Displays the assigned agent's name.
- **Ticket Raised On:** Shows the date and time the change request was reported.
- **Priority:** Color-coded priority levels (Low - Blue, Medium - Yellow, High - Green, Urgent - Red).
- **Status:** Displays the current change request status (e.g., In Progress).
- **SLA Countdown:** Displays remaining time to resolve before SLA breach.

Change Plan Approval Form:

- **Select Change Type:** Options include Standard, Normal, and Emergency.
- **Impact Dropdown:** Displays the selected impact level (Low, Medium, High).
- **Risk Dropdown:** Displays the selected risk level (Low, Medium, High).
- **Change Summary:** Displays the detailed summary of the change.
- **Start Date and End Date:** Displays the specified timeline for the change.
- **Test Plan:** Displays the test plan details.
- **Backout Plan:** Displays the backout plan details.
- **Down Time Required:** Indicates if downtime is required and the specified dates.

Actions & Workflow:

- **Approve (Green Button):** Approves the change plan for implementation.
- **Reject (Red Button):** Rejects the change plan and provides an option to add comments.

Additional Features:

- **Notifications Icon (Top Right):** Alerts for new updates.
- **Chatbot (Bottom Right Corner):** Provides quick assistance for common queries.
- **Profile Section ("Hi Agent"):** Displays logged-in agent's profile options.

Performance & Compliance:

- **Audit Trail:** Logs change plan approvals and rejections for review and compliance tracking.
- **Responsiveness:** Optimized for desktop and tablet screens.

20. Screen 20:**User Story:**

As a Change Manager, I want to view a comprehensive dashboard of change requests, so that I can monitor the status and performance of change management activities.

Acceptance Criteria:**Navigation & Accessibility:**

- **Breadcrumb Navigation:** Displays "Dashboard > Change Dashboard" to indicate the current page.
- **Search Bar:** Allows users to search for specific change requests or metrics.

Sidebar Menu:

- **Change Management (Expanded)** with options for Initiate Change Plan, Update Change Plan, and Escalate.
- Additional menus for Incident Management, Problem Management, Dashboards, and Settings.

Dashboard Metrics:

- **Requests Per Department:** Displays the number of change requests per department.
- **In Progress Requests:** Shows the number of change requests currently in progress.
- **Active Requests:** Displays the total number of active change requests.
- **Total Pending Requests:** Shows the number of pending change requests.
- **SLA Breach:** Indicates the percentage of change requests that have breached the SLA.

Performance Trends:

- **From Previous Month:** Displays percentage changes in key metrics compared to the previous month (e.g., 20% ↑, 10% ↓).

Visual Indicators:

- **Color-coded trends** (↑ for increase, ↓ for decrease) to quickly identify performance changes.
- **Graphical representation** of key metrics for easy interpretation.

Additional Features:

- **Notifications Icon (Top Right):** Alerts for new updates or critical changes.
- **Chatbot (Bottom Right Corner):** Provides quick assistance for common queries.
- **Profile Section ("Hi Manager"):** Displays logged-in manager's profile options.

Performance & Compliance:

- **Audit Trail:** Logs access and interactions with the dashboard for review and compliance tracking.
- **Responsiveness:** Optimized for desktop and tablet screens.

9. LAUNCH PLAN

1. Project Overview

Objective: Launch the ITSM solution to enhance IT service management, streamline incident handling, improve service request processes, ensure compliance with ITIL best practices, and boost operational efficiency.

2. Phases and Focus Areas

Phase 1: Research & Planning

Teams Involved: Business Analysis, ITSM Experts, UX/UI Design, Market Research

Key Activities:

- Conduct market research to identify pain points in existing ITSM solutions and key areas of improvement.
- Define user personas to ensure targeted features such as automated incident assignment and SLA monitoring.
- Develop process flows, wireframes, and prototypes for core modules like incident management, change management, and self-service portals.
- Align the project scope with ITIL best practices and organizational compliance requirements.

Phase 2: Technical Design & Architecture

Teams Involved: IT Architecture, Backend Development, DevOps, IT Security

Key Activities:

- Architect a secure, scalable system to manage IT service requests and automate workflows.
- Design APIs for seamless integration with existing enterprise systems like Active Directory, CMDB, and ticketing tools.
- Plan cloud-based infrastructure for high availability and scalability.
- Implement security best practices, including access controls, audit logging, and encryption.

Phase 3: Development

Teams Involved: Backend Development, Frontend Development, Data Engineering, UX/UI Design

Key Activities:

- **Backend Team:**

- Develop core functionalities such as automated ticket routing, SLA tracking, and approval workflows.
- Implement integrations with IT monitoring tools and external support systems.
- **Frontend Team:**
 - Build an intuitive self-service portal for employees and IT administrators.
 - Ensure a seamless user experience for incident logging, tracking, and resolution.
- **Data Engineering Team:**
 - Implement reporting dashboards for IT performance tracking and trend analysis.
 - Develop AI-driven predictive analytics for proactive incident resolution.
- **UX/UI Design:**
 - Finalize user-friendly interface designs that align with ITSM best practices.

Phase 4: Testing

Teams Involved: QA Engineering, IT Compliance, UX/UI Design

Key Activities:

- Conduct end-to-end functional testing for IT service request modules, including incident reporting, approval workflows, and SLA monitoring.
- Perform User Acceptance Testing (UAT) to validate the usability of the ITSM platform.
- Conduct security testing to ensure data protection and compliance with IT governance standards.
- Run performance testing to confirm system stability under peak loads.

Phase 5: Marketing & Communication

Teams Involved: IT Communications, Training, Customer Support

Key Activities:

- Develop internal training programs for employees and IT teams on the new ITSM system.
- Create awareness campaigns to highlight key features such as automated ticketing, self-service portals, and real-time SLA tracking.
- Provide onboarding materials, including video tutorials and user guides, for smooth adoption.
- Set up a support team to assist users in transitioning to the new platform.

Phase 6: Launch

Teams Involved: All Teams

Key Activities:

- Roll out the ITSM system in phases, starting with pilot departments before full deployment.

- Monitor system performance and gather user feedback for iterative improvements.
- Conduct post-launch analytics to measure adoption, efficiency gains, and issue resolution times.
- Address any challenges identified during the initial launch phase and plan future enhancements.

3. Timeline

- **Phase 1: Research & Planning** – 3 weeks
- **Phase 2: Technical Design & Architecture** – 4 weeks
- **Phase 3: Development** – 10 weeks
- **Phase 4: Testing** – 4 weeks
- **Phase 5: Marketing & Communication** – 3 weeks
- **Phase 6: Launch** – 2 weeks

Total Duration: 26 weeks (approximately 6 months)

10. SUCCESS MATRICS

1. User Engagement Metrics

- **Daily Active Users (DAU):** Track the number of unique users interacting with the ITSM platform daily.
- **Session Duration:** Measure the average time users spend on the platform, indicating the effectiveness of workflows and ease of use.
- **Feature Adoption Rate:** Percentage of users actively utilizing new ITSM functionalities (e.g., automated ticketing, self-service portal).

2. Feature Effectiveness Metrics

- **Incident Resolution Rate:** Measure the percentage of incidents resolved within SLA-defined timeframes.
- **Request Fulfillment Rate:** Track the percentage of service requests successfully fulfilled without escalation.
- **Automation Success Rate:** Measure how often automated workflows execute successfully without manual intervention.

3. User Feedback Metrics

- **Customer Satisfaction Score (CSAT):** Gather feedback from end-users on ease of use and service quality.
- **Net Promoter Score (NPS):** Assess users' likelihood to recommend the ITSM system based on their experience.
- **Feedback Sentiment Analysis:** Analyze user feedback to identify trends and pain points in IT service management.

4. Retention Metrics

- **User Retention Rate:** Measure the percentage of users consistently using the ITSM platform over time.
- **Churn Rate:** Monitor the percentage of users abandoning the platform or reverting to manual processes.

5. Operational Metrics

- **First Call Resolution Rate:** Track the percentage of issues resolved on the first attempt without escalation.
- **Mean Time to Resolve (MTTR):** Measure the average time taken to resolve IT incidents.
- **System Downtime:** Track total downtime occurrences to ensure platform reliability.

6. Revenue and Cost Metrics

- **Cost Savings Through Automation:** Calculate the cost reduction due to automated workflows replacing manual processes.
- **IT Service Cost per Ticket:** Measure the operational cost per resolved ticket to assess ITSM efficiency.
- **Return on Investment (ROI):** Evaluate the financial benefits of the ITSM implementation versus costs.

7. Security and Compliance Metrics

- **Data Breach Incidents:** Monitor security incidents or unauthorized access attempts.
- **Regulatory Compliance Rate:** Ensure 100% adherence to IT governance policies and data security regulations.

8. Growth Metrics

- **New User Onboarding Rate:** Measure how quickly new employees or teams adopt the ITSM platform.
- **Process Standardization Rate:** Track the percentage of IT processes successfully standardized and automated.

9. Customer Support Interaction Metrics

- **Support Ticket Volume:** Monitor the number of support tickets raised and categorized.
- **Ticket Resolution Time:** Measure the average time taken to resolve service requests or IT issues.

10. Application Performance Metrics

- **System Speed:** Monitor the average response time for different ITSM functionalities.
- **Scalability Efficiency:** Ensure the platform can handle increasing IT service demands without performance degradation.