Atlantach Technical Services

USER REQUIREMENT SPECIFICATION FOR:

An Integrated Project Tracking Tool for Data Centres.

#### Document Number: URS-001

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(i) DOCUMENT CONTROL

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[ The Document Creator is responsible for ensuring that the system requirements are accurately and completely documented in this document. 17](#_Toc193991586)

[ The Head of Mission Critical is responsible for identification and specification of technical requirements and constraints and ensuring that the requirements of Atlantach Technical Services are included and accurate. 17](#_Toc193991587)

[ The Quality Manager is responsible for identification and specification of Quality requirements and constraints and ensuring that the requirements of Quality are included and accurate. The Quality manager is responsible for ensuring that the IQ and OQ are performed satisfactorily. 17](#_Toc193991588)

# INTRODUCTION

As Atlantach begins to enter the Data Centre industry we need systems in place to manage, measure, control and report on the status of these fixed price projects.

The system must be easy to use for the field staff and not inhibit their daily tasks, but it must be able to accurately capture activities progress both “**In Scope (IS)**” and “**Out of Scope (OOS)**” activities.

Atlantach Technical Services is a growing company, and we are continuously gaining new Client contracts which will require our field teams to capture field activities on a real time basis daily.

The system will have to be able to give a true reflection on project status as well as assisting cost control, invoicing of clients, capture OS activities which is required to be charged back to the client as extras and manage cash flow.

# SCOPE

The Scope of this URS covers the requirements of our Discipline Leads, Program Managers, Commercial and Finance department, HR and Operations. It details the Processes and systems required to be put in place in order to set Atlantach up for success in order to grow and scale seamlessly in this industry.

# REQUIREMENTS

## Access and Configuration:

### The system can be accessed locally and remotely by users on our project teams on and off site.

### The system allows configuration of users’ profiles to include at a minimum the following:

* Various Access levels
* Approval Capabilities
* Reporting levels

### Every level should have at least 2 users at that same authority assigned to each level to ensure no single point of failure.

## Set up of the project:

### System should allow for a dump of assets which have tasks assigned with appropriate times to complete, (Which matches the pricing and bid information). This should then be uploaded into the system for the given project.

### The system will allow various access levels to be applied to users at the appropriate level determined by the program manager.

### The system allows the Appropriate level of team (Discipline lead or program manager) to assign tasks to the field users for the week in advance.

### The system will allow the field user to assign time to OOS activities.

### All tasks must be time stamped and show an audit trail of activities on the tasks.

### The system allows field users to assign start and finish time of various tasks assigned to them.

## Reporting of Project:

### The system will allow for a daily, weekly, monthly progress report in CSV format on the following:

##### Tasks complete.

##### Tasks missed.

##### A clash of actual times taken to complete versus the planned times to complete to see if we are on track. (From start of project to present)

##### A clash of Budget costs versus actual costs to complete. (From start of project to present)

##### Tasks delayed and associated hours.

##### Tasks delayed and associated costs.

##### OOS tasks completed (and associated time)

##### Tasks which failed testing.

## VALUE OF WORKS COMPLETED & ASSOCIATED REVENUE RECOGNITION:

### The system allows the appropriate levels of access for invoicing purposes. Program Manager, Leads and Finance should have the capability to pull a complete list of tasks completed in the week for the purposes of revenue recognition / WIP Reporting (Both IS & OOS). OSS to be verified by Program manager before processing for invoicing.

### This Weekly report should be in the form of a CSV file which can be automatically generated or customised and ran (On a Monday for the previous week)

### The system should be able interface with the pricing to compile tasks completed and associated costs for those tasks.

## SECURITY:

### The system will be Cloud based system with MS 365 security in place with provider.

## CAPABILITIES:

### Configuration of Application

* Atlantach Technical Services should have the Access rights to configure the application as required
* Users should have different access levels within the Application.
* Application should have capability to configure a hierarchy of approvers for activities. Each user will have a title within their profile:
  + User: Can submit field data.
  + Discipline Lead: Permitted to approve and review all field activities, Access to all field data and reporting rights.
  + Finance: Access to view and run reports on project status on a weekly / Monthly basis.
  + Program Manager: Access all levels
  + Senior management: Access all levels
  + Administrator: Can set up new users, have access to reports, Approve users and Operations Approvers and Configure Application.
* System should be able to configure Projects:
  + Client
  + Site Location
  + Scope
* System should be able to configure Suppliers to Atlantach and have services they are approved to provide to Atlantach Technical Services:
  + Commissioning
  + QA/QC
  + Staff Augmentation
  + Or a mixture of the above

### Access to Application

* Application should be accessible via a Login and password
* Application should be accessible online remotely.

## COMPATABILITY:

### System should have the capability to interface and have connectivity to APIs in order to be able to automate and interact with other software packages such as pricing model and Commissioning tool.

### System must be compatible with Cloud system from Atlantach IT provider.

## MAINTENANCE / BACKUP SERVICE:

### Operator/Administrator training and basic maintenance training to be provided by the supplier.

### 24/7/365 support should be an option for issues to ensure business continuity.

### Database should be backed up regularly.

## KEY REQUIREMENTS:

### System must be able to track customers equipment.

### System must allow customers to access and view the status of their equipment

### System will have reporting capabilities.

### System will have an alarm facility to highlight when an item is coming near its due date.

### System will have a facility to attach records to a tag number.

# Validation requirements

## FDS required

### Not a requirement. All requirements stated in URS.

## IQ

### This is a requirement.

## OQ

### This is a requirement.

## Go Live signoff

### This is a requirement.

## PQ required

### Not a requirement. Adequate testing to be performed in OQ.

# DEFINITIONS & ABBREVIATIONS

## Definitions

### N/A

## Abbreviations

### URS: User Requirement Specification

### FDS: Functional Design Specification

### IQ: Installation Qualification

### OQ: Operational Qualification

### OOS: Out of Scope

### IS: In Scope

### PQ: Performance Qualification

### IT: Information Technology

## Categorisation of Requirements

In this document each requirement will be uniquely numbered and will have a must, should, or desirable notation as defined below.

* A "**MUST**" requirement is needed to go live, is a regulatory requirement, is a built-in function of the facility, will not add a significant amount of time to program and validate, or is general enough to meet several needs.
* A "**SHOULD**" requirement is needed, but is not required to go live, does not violate regulatory requirements, can easily be programmed and validated, or could be implemented at a later phase.
* A "**DESIRABLE**" requirement is a facility which would be desirable, does not violate regulatory requirements, takes a substantial amount of time to program and validate, can be handled by other methods, should be implemented at a later phase.

All "must" and some "should " requirements will be incorporated into the project. The remaining requirements can be added at a later date. Any requirement that does not fit into one of these categories will not be included in the URS, i.e. practices that violate a regulatory requirement.

# 

# RESPONSIBILITIES

## The responsibilities for approval of the URS are as follows:

## The Document Creator is responsible for ensuring that the system requirements are accurately and completely documented in this document.

## The Head of Mission Critical is responsible for identification and specification of technical requirements and constraints and ensuring that the requirements of Atlantach Technical Services are included and accurate.

## The Quality Manager is responsible for identification and specification of Quality requirements and constraints and ensuring that the requirements of Quality are included and accurate. The Quality manager is responsible for ensuring that the IQ and OQ are performed satisfactorily.