Advanced Technology Solutions

Document Versions

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| 1.0 | Alex Noseworthy | Initial Draft | 01/31/2020 |
| 1.1 | Alex Noseworthy | Addition of Operating Revenue discovery | 02/03/2020 |
| 1.2 | Lona Langley | Addition of On Call discovery | 02/07/2020 |

Requirements Discovery

The following requirements discovery documentation is provided from an initial meeting between the client, Advanced Technology Solutions (ATS). It attempts to capture the current process of booking engineers and technicians for jobs and contracts ATS has acquired. The system required is a booking system that allows for managing of employees, their skillsets, the jobs they are assigned to and ease of calculating current company operating revenue. This discovery document is provided as a guideline to be used to produce the system functional, non-functional requirements and user stories.

## Advanced Technology Solutions

**Introduction**

Advanced Technology Solutions is a small start up comprised of networking and server hardware/software professionals who provide services in network and server design, install, support and maintenance for all matter of small, medium to large enterprise clients. ATS provides on site installation, maintenance and support of network and server equipment as well as network cabling solutions from UTP CAT 5e, CAT6 to fibre back bone installations.

**Scheduling**

The technicians and engineers at ATS are certified in a number of areas with senior staff holding many certifications in both networking, server design, build and administration. Companies may request design services from qualified personnel in which employees can be scheduled to complete work remotely. Often, on site service is provided during build, maintenance and support processes. When on site visits are required, the billable time must use the flat rate for the job type along with 30 minute travel time to and 30 minute travel time from the location. At this time, employee scheduling is done using employee calendars within Outlook. The Job with the client name and address. It is entered with a start and end time, the required employee skills for the job and the two person employee team dispatched. This has now become unmanageable. Administration staff are required to pull employee files to review areas of expertise in order to ensure the engineer or technician booked for the job has the required skills. Jobs are created and completed by teams of two employees. Both employee skillsets combined are required to match the need of the specific job. Jobs may require one or many skillsets to complete.

**Employee and Skills Management**

Employees can hold multiple skillsets. Skillsets are but not limited to: Network Design, Network Security, Router Configuration, Switch Configuration, Server Build and Repair, Server OS Installations, Server OS Support, DevOps, Desktop and Mobile hardware build and repair. Each of these skillsets have specified flat rates applied to them that may change over time. For example a router configuration may currently have a flat rate time to completion of 2 hours. In the future this might change. Administration staff must currently check with management on a daily basis to have an updating rate structure.

**Operating Revenue**

The executive team requires daily reports from the previous day's scheduled work for the total billable hours that will be invoiced. Currently administration staff is doing this using Excel by manually entry from the Outlook Calendar, cross referencing employee pay rate, job time. Typically, employees are billed at a rate three times their salary. Administration must do this calculation manually each day for the previous day’s work. The executive team cannot currently see the up to date operating revenue. Their only visibility is up to the previous business day.

**On Call**

ATS also offers 24/7 on call service. This is also scheduled in Outlook to which employee team is on call. The on call team is responsible for all jobs that are booked after end of business day of 5pm. The booking of emergency on call jobs is not limited by the team skillset. The on call team will triage the situation and are the first responders. After completion of each job, the employees must enter steps completed and mark the job as completed. This is called in or emailed to administration staff to add comments to the Outlook calendar booking.