# Introduction

## Objective

The objective is to create an information systems portal for IT for the following activities:

* Service Desk (Incident Management and Request Fulfillment)
* Asset Management
* Stores Management
* Supplier Management

## High Level Requirements

|  |  |
| --- | --- |
| Modules | High Level Requirements |
| Manage User | User means an authorized user of IT services. |
|  |  |
|  |  |
|  |  |

## User Stories

|  |  |
| --- | --- |
| User Persona | User Stories |
| Service Desk |  |
| Engineer |  |
| User |  |
| Manager |  |
| Administrator |  |

# Manage Users

## US-IT-001: Register a User

**As an** administrator **I want** to register a user who is authorized to receive IT services **so that** I can further track the services extended to the user.

The following details are captured for the user:

* Name of the User
* Employee ID and / or Biometric ID
* Category of the User (Employee / Missionary / Consultant / Volunteer)
* Date of Joining the Organization
* Contact Details: Mobile Number, Email ID and Extension Number
* Trust, Department, Entity Code for the user

## US-IT-002: Edit User Details

**As an** administrator **I want** to edit the user details **so that** I can make the changes or correct the errors.

## US-IT-003: Filter User Details

**As an** administrator **I want** to filter the list of users based on trust, department, and category **so that** I can limit the entries that I have to browse through.

## US-IT-004: Search User Name

**As an** administrator **I want** to search a specific user record with the user **so that** I can get to that record.

## US-IT-005: Deactivate User

**As an** administrator **I want** to deactivate a specific user if he is no longer receiving IT services from the department **so that** the privileges of the user can be removed.

# Manage Vendors

## US-IT-011: Register a Vendor

**As an** administrator **I want** to register a vendor **so that** I can further track the services rendered by the vendor.

The following details are captured for the vendor:

* Name of the Vendor
* Short name for the Vendor
* Address of the Vendor
* Contact Numbers, Fax Number
* Website Address
* Vendor Category

A registered vendor will appear in the list only if the vendor is approved. Each approved vendor is assigned a unique code.

## US-IT-012: Edit Vendor Details

**As an** administrator **I want** to edit the vendor details **so that** I can make the changes or correct the errors.

## US-IT-013: Filter Vendor Details

**As an** administrator **I want** to filter the list of vendors based on category or status **so that** I can limit the entries that I have to browse through.

## US-IT-014: Search Vendor

**As an** administrator **I want** to search a specific vendor record by vendor name or address (wild card search) **so that** I can get to that record.

## US-IT-015: Deactivate Vendor

**As an** administrator **I want** to deactivate a specific vendor if he is no longer providing IT services to the organization **so that** the vendor record can be removed from the list.

Alternatively the vendor can also be blacklisted (another way to deactivate the vendor)

# Manage Stores

## US-IT-021: Create an Item

**As a** stores in-charge **I want** to create an item **so that** I can further track the issue and receipt of those items.

The following details are captured for the item:

* Name of the Item
* Category of the Item
* Specification of the Item
* Whether it is an SKU or not

## US-IT-022: Edit Item Details

**As a** stores in-charge **I want** to edit the item details **so that** I can make the changes or correct the errors.

## US-IT-023: Filter Item List

**As a** stores in-charge **I want** to filter the list of items based on category **so that** I can limit the entries that I have to browse through.

## US-IT-024: Search Item

**As a** stores in-charge **I want** to search a specific item record by item name or specification (wild card search) **so that** I can get to that record.

## US-IT-025: Deactivate Item

**As a** stores in-charge **I want** to deactivate a specific item if it is no longer maintained in stock **so that** the item record can be removed from the list.

## US-IT-026: Issue Item

**As a** stores in-charge **I want** to issue an item to a specific user **so that** the item stock can be reduced.

Note: Each trust has to maintain its stock and the item can be issued to a user only if stock is available in the trust that he belongs to.

## US-IT-027: Receive Item

**As a** stores in-charge **I want** to receive an item from the vendor **so that** the item stock can be increased.

Note: Each trust has to maintain its stock and the item can be received into the specific trust for which it is procured.

# Manage Applications

## US-IT-031: View Application List

**As an** administrator **I want** to see the list of applications **so that** I can further work on access.

The following details are captured for the item:

* Name of the application
* Type of the application (Client Server, Web Application, Stand Alone)
* Vendor who is supporting the application

Note: Since the number of applications do not grow, the features to add an application or edit can be deferred.

However, provide

* filter based on application type and vendor (auto complete) and
* search based on application name.