# 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
* Vendor Management
* Application Management
* Access 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 a** purchase coordinator **I want** to register a vendor **so that** I can further track the items supplied or 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.

## US-IT-012: Edit Vendor Details

**As a** purchase coordinator **I want** to edit the vendor details **so that** I can make the changes or correct the errors to the vendor address, contact details, website address etc.

## US-IT-013: Filter Vendor Details

**As a** purchase coordinator **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 a** purchase coordinator **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 a** purchase coordinator **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)

## US-IT-016: Approve / Reject a Vendor

**As a** purchase coordinator **I want** to approve / reject a specific vendor **so that** further transactions can be registered for the vendor only if the vendor is approved.

**Note:** Once the vendor is created, we can add the contact details. However, any invoices or contracts for the vendor is possible only if the vendor is approved.

## US-IT-017: Add Vendor Contact

**As a** purchase coordinator **I want** to add contact person details for every vendor **so that** I know whom to contact.

The following details about the contact need to be captured:

* Name of the Contact Person
* Designation
* Mobile Number & e-Mail ID
* Alternate Contact Number

## US-IT-018: Edit Vendor Contact

**As a** purchase coordinator **I want** to edit the details of the contact person **so that** I can make changes or effect corrections.

## US-IT-019: Remove / Deactivate Vendor Contact

**As a** purchase coordinator **I want** to deactivate a vendor contact who is no longer with that particular vendor **so that** I do not contact that person by mistake.

# 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
  + Accessories
  + Components
  + Cartridges
  + Consumables
  + Network
  + Miscellaneous

The item code shall be generated in different number series according to the category of the item.

## US-IT-022: Edit Item Details

**As a** stores in-charge **I want** to edit the item **so that** I can make the correction to the name.

Note: Category, once selected, cannot be changed.

## 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 (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.

Each trust has to maintain its stock and the item can be received into the specific trust for which it is procured. The cost of the item is captured and the stock value is increased accordingly through weighted average. For example, if there are m numbers of an item in stock procured earlier at the cost x and then another n numbers of the same item are added to the stock, but procured at cost y, then the stock rate is adjusted as (mx + ny) / (m + n) and it is at this rate the items will be issued to the users.

## US-IT-028: Handle Item Returns

**As a** stores in-charge **I want** to receive the items returned by the user and take it into old item stock **so that** I have a track of all such items in stock.

## US-IT-029: Display Item Stock

**As a** stores in-charge **I want** to see the stock of various item variants of a particular item **so that** I know the stock position.

The following information are displayed:

* Item code, Item Name
* Specification
* Whether it is a new item or used item
* Quantity in stock and Rate

# 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.

## US-IT-032: View Application User List

**As an** administrator **I want** to see the list of users having access to an application **so that** I can know who has access to that application.

## US-IT-033: Add Application User

**As an** administrator **I want** to add a user to an application **so that** I keep a track when access is given to an application.

Note: Need to capture the date on which the access was given.

## US-IT-033: Remove Application User

**As an** administrator **I want** to remove a user from an application **so that** I keep a track when access is removed for the user for an application.

Note: Need to capture the date on which the access is removed.

# Manage Assets

## US-IT-041: Create an Asset

**As an** asset manager **I want** to create an asset in the system **so that** I can track the asset.

The following details are captured for the item:

* Asset ID (Trust Code + Asset Number)
* Trust Code
* Asset Number
* Asset Type (Desktop / Laptop / Monitor / Printer or Scanner / Thin Client / Storage Devices)
* Asset Specification
* Procured On
* Asset Status
* Warranty till which date

## US-IT-042: Edit Asset Details

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

## US-IT-043: Filter Asset List

**As an** asset manager **I want** to filter the list of assets based on asset type, asset status, asset trust **so that** I can limit the entries that I have to browse through.

## US-IT-044: Search Asset

**As an** asset manager **I want** to search a specific asset record by asset specification (wild card search) **so that** I can get those records.

## US-IT-045: Update Asset Status

**As an** asset manager **I want** to update the status of the asset **so that** the asset status is known.

The status is updated as

* New (when procured or received as donation)
* Allocated (when it is assigned to a user)
* Stock (when it is released from an user and not allocated to anyone else)
* Transfer (transferred to another trust)
* Lost
* Scrapped (cannot be used further)

Note: The transferred, lost and scrapped assets should not be displayed in the list of assets. However, can be accessed by changing the filter condition.

## US-IT-045: Allocate Asset

**As an** asset manager **I want** to allocate the asset to the user **so that** I know who is using it.

Note: The asset movement should be logged so that we can trace back all the users who used the asset.

## US-IT-045: Release Asset

**As an** asset manager **I want** to release the asset from the user **so that** it can be allocated to someone else.