# 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 User

## 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.