Software Requirement Specification

Change Request Management System

Contents

1.Introduction

1.1Purpose

The Change Request Managing App is an automated system designed to streamline and enhance the process of managing change requests for the Focus application. The application aims to increase efficiency and transparency for stakeholders engaged in changes to the Focus application by automating the submission, approval, and tracking of change requests. The system has a portal where outside parties, like salespeople, can submit requests for changes. The development team is then notified of these change requests and directed to approve them. Change requests can be entered into by salespeople, but the approval process is handled by the development team and the overall system management is done by the system admins. The goal is to establish to develop a platform that enhance the Focus application activities, approval processes, and change request procedure. By providing enhanced transparency, communication, and efficiency to internal and external stakeholders, this approach eventually optimizes the advancement of the Focus application.

1.2 Intended Audience

1. **CR Requesters:**
   - Representatives or users who submit Change Requests (CR) through the portal.
   - Mainly the parties dealing with the Focus application. Access the system through signup and login options.
   - They initiate change requests, providing essential information for modifications by submitting requests, viewing requests under different categories like approved, drafted and submitted.
   - Accessible of viewing prototypes, commenting prototypes, confirming prototypes.
   - Change requesters are also able to access the notifications panel.

2. **developer**
   - Administrators managing access controls, overseeing the approval workflow, and ensuring seamless integration with the development process.
   - Access the system through signup and login options.
   - Handle user roles, and ensure smooth communication between CR requesters and developers.
   - Members of the development team responsible for reviewing, approving, report handling and implementing the change requests.
   - Developer responsible for submitting the prototypes to the change requesters.

- Involved in the technical aspects of feasibility checks, prototyping, and the development process.

3. **Super Admin:**

- Responsible for overseeing the entire Change Request Managing App.

- Access the system through signup and login options.

- Responsible for viewing add managing the users, edit profiles and   accessing the activity.

- Manages critical aspects such as system features, additional functionalities, and global configurations.

1.3 Intended Use

The Change Request Managing App is intended for use by stakeholders involved in the modification and enhancement processes of the Focus application. It serves as an automated system to streamline and optimize change request management. The primary users include CR Requesters, developers, and Super Admins who engage with the system to submit, review, and approve change requests, ultimately contributing to the improvement of the Focus application.

1.5 Definitions and Acronyms

- **CR Requesters:** Representatives or users initiating Change Requests through the portal.

- **developers:** Administrators responsible for managing access controls, overseeing the approval workflow, and ensuring seamless integration with the development process.

- **Super Admins:** Individuals overseeing the entire Change Request Managing App, managing critical aspects like system features, additional functionalities, and global configurations.

- **CRM:** Change Request Managing App (Focus Change Request Management).

- **Sprint:** Development iteration focused on implementing changes.

- **CBL:** Ceylon Biscuits limited.

2.Overall Description

2.1 Operating Environment

The Change Request Managing App operates in a diverse environment, accessible from desktops, laptops, and mobile devices. The app supports catering to a diverse user base. Communications interfaces, including email notifications, facilitate effective communication, especially during sprint and backlog processes.

2.2 Product Functions

The Change Request Managing App operates as an integral part of the broader Focus application ecosystem. It is designed to enhance and streamline the process of managing change requests for the Focus application. The app is tightly integrated with the main modules, including request submission, approval workflow, document management,prototyping and status tracking features. It functions as a crucial link between stakeholders, such as CR Requesters, Admins, and the development team. The overall perspective involves providing transparency, efficiency, and communication throughout the change request management lifecycle. The intended product functions are as below:

1. CR Requester/Developer/Admin Register to the system
2. CR Requester / Developer/Admin Create user account.
3. CR Requester / Developer/Admin Login to the system
4. CR Requester Submit change request.
5. CR Requester viewing approved, drafted and submitted requests.
6. CR Requester View notifications
7. CR Requester viewing prototypes.
8. CR Requester commenting prototypes.
9. CR Requester confirming prototypes.
10. Developer controlling status of change requests.
11. Developer access to history
12. Developer viewing and controlling reports.
13. Developer submitting prototypes.
14. Super Admin managing the Users.
15. Super Admin managing the profiles.
16. Super Admin access the activity.
17. Super Admin Reset the password.
18. Super Admin Lock/Delete Users.

19. Approval Levels

20. Feasibility Checks

21. Status Tracking

2.3 Components of a Change Request

1. Unique Identifier: For convenient tracking and reference, each change request is marked with a unique ID.

2. Service Impact Analysis: An evaluation to ascertain the potential effects of the modification on current procedures or services.

3. Risk assessment: By carefully examining potential problems, the team can make sure they are ready for anything that could go wrong.

4. Resource Estimation: An analysis of the financial, technological, and human resources required to carry out the transformation is called a resource estimate.

5. Backout Plan: If something occurs incorrect there's a way to return to the former situation without creating any problems.

6. Approval Workflow: A list of required permissions that guarantees the modification has been reviewed and approved by the appropriate parties.

2.4 Design and Implementation Constraints

1. **Access Control:** Robust access controls to safeguard sensitive information.

2. **Feasibility Checking:** Feasibility checks, especially for complex change requests.

3. **Prototyping:** Creation of prototypes for approval before development.

4. **Synchronization:** Seamless transition of change request statuses with the development process.

5. **Hardware Interfaces:** Accessibility from desktops, laptops, and mobile devices.

6. **Software Interfaces:** Integration with the Focus application for smooth information flow.

7. **Communications Interfaces:** Facilitation of communication through email notifications, especially during sprint and backlog processes.

3.System Features and Requirements

3.1 System Features

User Management:

CR Requester /Admin/Developer Registration:

- Functionality for users and administrators to register in the system.

CR Requester Creation:

- Capability to create and manage user accounts for different roles (CR Requesters, Admins, Super Admins).

CR Requester/Developer/Admin Login:

- Secure login functionality for users and administrators.

Change Request Submission and Approval:

Submit Change Request:

- A user-friendly portal for CR Requesters to submit change requests, providing essential information.

View Submitted Change Requests:

- Ability for users to view the status and details of the change requests they've submitted.

Approval Workflow:

- Defined workflow for approval with multiple levels ensuring that the appropriate parties review and approve change requests.

Administration and Access Control:

Admin Control:

- Interface for administrators to control the status of change requests, manage access controls, and oversee the approval workflow.

Access Control:

- Robust access controls to safeguard sensitive information and control user permissions.

Feasibility and Tracking:

Feasibility Checks:

- Functionality for feasibility checks, especially for complex change requests.

Status Tracking:

- Tracking and monitoring the status of change requests throughout the approval and implementation process.

Reporting and Documentation:

View Notifications:

- Users receive notifications regarding the status and updates of their change requests.

History and Reports:

- Admin access to historical data and reports for tracking and analysis purposes.

Communication:

Communication Interfaces:

- Communication interfaces, including email notifications, to facilitate effective communication, especially during sprint and backlog processes.

3.2 Other Nonfunctional Requirements

- **Security:** Robust measures to protect sensitive data.
- **Performance:** Efficient system performance even during peak usage.
- **Scalability:** Ability to accommodate future enhancements

4. External Interface Requirements

4.1 Wireframes

Screen 1

User   Home   Info ▾   🔔   [Search_____]   [Search]

[View Requests 🖼]   [Submit changes ⊕]   [Prototype ✎]

| Approved changes |
| changes being drafted |
| changes being submitted |

Item 1
Ex consequat commodo adipisicing exercitation aute excepteur occaecat ullamco duis aliqua id magna ullamco eu. Do aute ipsum ipsum ullamco cillum consectetur ut et aute consectetur labore. Fugiat laborum incididunt tempor eu consequat enim dolore proident. Qui laborum do non excepteur nulla magna eiusmod consectetur in. Aliqua et aliqua officia quis et incididunt voluptate non anim reprehenderit adipisicing dolore ut consequat deserunt mollit dolore. Aliquip nulla enim veniam non fugiat id cupidatat nulla elit cupidatat commodo velit ut eiusmod cupidatat elit dolore

Screen 2

User   Home   New Change ▾   🔔   [Search_____]   [Search]

👤
Change photo

Name   [John]

UseID   [234]

Email   [123@gmail.com]

Password   [*****]

User   Home   New Change ▼   🔔   Search | Search |

Submit a new change request ✕

Recipient:

@mdo

Change

| Close | Save changes |

User   Home   Prototype ▼   🔔   Search | Search |

Prototype

ID-83   ✕

HISTORY SEARCH   (Showing 1 of 1 matching issues)

💧 **ID-83** Integration inject select issue from core board...   View

CURRENT SEARCH   (Showing 1 of 1 matching issues)

💧 **ID-83** selected email are not responding...   View

IR-83 (Enter issue key)

User   Home   Prototype ▾   🔔   [Search   ]   [Search]

Prototype-083

👤 Jim Bunnings   30, August 2016   [•••]
Thanks for the write-up.
┌─────────────────────────┐
│ **Comment**   │
You've mentioned the re   ame. But what were the
reasons for holding onto │ Confirm   │
└─────────────────────────┘

Reply •

👤 [Write a proposed change   +]

User   Home   Prototype ▾   🔔   [Search   ]   [Search]

┌──────────────────────────────────────┐
│ Successful   ✓ │
├──────────────────────────────────────┤
│   Prototype confirmed   │
│   successfully.   │
│   [OK   ]   │
│   │
└──────────────────────────────────────┘

User   Home   DropDown ▾   🔔   Search   **Search**

Rejected

CR ID-95 has Rejected   🔔

OK   cancel

Approved

CR ID-83 has approved   🔔

OK   cancel

Window Title   ◯ ◯ ◯

Sign In

User Name:

johndoe

Password:

****

SIGN IN

Forgot Password?

New User

SIGN UP

Screen 1

User

Developer

Admin

name   Phone number

ID   Email

Password   Confirm Password

Sign Up

Screen 2

Developer   Home   New Change ▾   🔔   Search   [Search]

Change photo

Name	Kathey Miller
UseID	089
Email	907@gmail.com
Password	********

Developer Home   Info ▼   🔔   [Search]   [Search]   ⚙

| Profile 👤 | History 📰 | Reports 🚩 | Prototype 📝 |

| Change Request 08 | Approved Requests 04 | Rejected Requests 02 | Pending Requests 02 |

≋ fliter

User ID	Name	Email	Status	Requests
456	John WIng	shrugg#atlassian.com	Pending ▼	E mail settings
656	John WIng	shrugg#atlassian.com	Pending ▼	Reports doesnot showing
890	John WIng	shrugg#atlassian.com	Rejected ▼	Dashboard is not working
765	John WIng	shrugg#atlassian.com	pproved ▼	Settigns not showing

---

Developer Home   Hostory ▼   🔔   [Search]   [Search]

1. fdffdd dfvv
Cras sit amet nibh libero, in gravida nulla. Nulla vel metus scelerisque ante sollicitudin. Cras purus odio, vestibulum in vulputate at, tempus viverra turpis.

[Status]
[Approved ▼]

2. Huhu hjnn
Cras sit amet nibh libero, in gravida nulla. Nulla vel metus scelerisque ante sollicitudin. Cras purus odio, vestibulum in vulputate at, tempus viverra turpis.

[Status]
[Pending ▼]

3. Sffy bjnjhu
Cras sit amet nibh libero, in gravida nulla. Nulla vel metus scelerisque ante sollicitudin. Cras purus odio, vestibulum in vulputate at, tempus viverra turpis.

[Status]
[Pending ▼]

1 2 3

15

Developer Home Reports ▾ 🔔 [Search] [Search]

⬥ **Delete repository**

You are about to delete the job 'Newtown'. If you proceed with this action Bamboo will permanently delete all configuration settings, logs and results for this job.

[Delete] [Cancel]

⬥ **Unauthorized access**

You are about to delete the job 'Newtown'. If you proceed with this action Bamboo will permanently delete all configuration settings, logs and results for this job.

[Delete] [Cancel]

Developer Home Prototype ▾ 🔔 [Search] [Search]

CR ID | Open this select menu   ⇕ |

Prototype | Choose file | Browse |

Comment | |

☑ prototype is ready for review and acceptance by the change requester.

[Send]   [Cancel]

Window Title

Sign In

User Name:

johndoe

Password:

****

SIGN IN

Forgot Password?

New User

SIGN UP

User

Developer

Admin

name   Phone number

ID   Email

Password   Confirm Password

Sign Up

SuperAdmin   Home   [Info ▼]   🔔   [Search   ]   [Search]

[Users 👥]   [Edit Profile ✎]   [Activity 📘]   [Add User ⊕]

Role	Name	Email	Requests	Reset Password	Action
user	John	123@gmail.com	Uiipojj ▼	Reset	Action ▼
user	Martin	edf@gmail.com	Uiipojj ▼	Reset	
user	Sky	rtd@gmail.om	Uiipojj ▼	Reset	Action ▼
user	Shane	erd@gmail.com	Uiipojj ▼	Reset	Action ▼

Edit User
Lock User
Delete User

SuperAdmin   Home Edit User ▼   🔔   [Search   ]   [Search]

Name
[Sally Lu   ✎]

Phone Number
[098494932   ✎]

Email
[shrugg#atlassian.com   ⚠ ✎]

Id
[Kris Wesley   ✎]

Password
[Sally Lu   ✎]

[Save]   [Cancel]

18

Super Admin   Home   Activity ▾   🔔   [Search]   [Search]

(👤) Jim Bunnings   [User]   30, August 2016

You've mentioned the reasons for changing the name. But what were the reasons for holding onto the old name so long? I remember @Jesse Byler suggesting the name change back in January in: Re: Y U NO use Confluence

(👤) George Gregord   [User]   30, August 2016

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(👤) Alex Benjamin   [User]   30, August 2016

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[Previous] [1] [2] [3] [Next]

Super Admin Home   Add User ▾   🔔   [Search]   [Search]

Add User

Name

[Sally Lu]

Phone Number

[098494932]

Email

[shrugg#atlassian.com]

Id

[Kris Wesley]

Password

[Sally Lu]

[Add]   [Cancel]

Super Admin   Home   Info ▾   🔔 | Search | | Search |

Name | Jack Spenser |

User ID | 068 |

Email | 234@gmail.com |

Password | ******** |

Change photo