

# ***FUNCTIONAL REQUIREMENTS***

ID	Description	Priority	Date
#Req_1	Maintain an accurate and up-to-date inventory of assets with details such as make, model, serial number, etc.	High	27/10/2023
#Req_2	Tracking asset location, status, and owner.	High	27/10/2023
#Req_3	Managing the entire lifecycle of IT assets from procurement, provisioning, deployment (including activity, usage, changes, upgrades, maintenance) to retirement.	High	27/10/2023
#Req_4	Integrating with other IT systems (CMDB and helpdesk system)	High	27/10/2023
#Req_5	Workflow automation for managing and tracking service requests.	High	03/11/2023
#Req_6	Budgeting, depreciation and cost allocation for IT assets.	Medium	27/10/2023
#Req_7	Track and notify users of upcoming license and contract renewals, asset expirations, or security incidents.	Medium	03/11/2023
#Req_8	Providing data analytics for making informed decisions.	Medium	27/10/2023
#Req_9	Categorize assets based on type, usage, department, or any relevant criteria.	Medium	27/10/2023
#Req_10	Schedule, manage and send alerts for routine maintenance tasks, repairs, upgrades or any violations.	Medium	27/10/2023
#Req_11	Manage vendor and supplier relationships, including contact information and performance records.	Medium	27/10/2023
#Req_12	Offering documentation and FAQs for hardware configurations, components, specifications and related tasks.	Low	27/10/2023
#Req_13	Importing and exporting data to and from the ITAM system.	Low	27/10/2023
#Req_14	Generating reports on asset utilization, costs, and performance.	Low	27/10/2023

# ***NON-FUNCTIONAL REQUIREMENTS***

## ***Product Requirements***

### ***Usability***

- The system should have an intuitive and easy-to-navigate user interface
- Simplify the process of entering asset data by providing templates, upload options, and auto-population features whenever possible.
- Implement robust search and filter capabilities to quickly locate specific assets within the system, especially when dealing with a large number of assets.
- Offer pre-built and customizable reports and analytics tools.
- Ensure the ITAM system is responsive and works well on mobile devices.
- Ensure that data input is validated to prevent errors, duplicates, and inconsistent data, maintaining data accuracy.

### ***Efficiency***

- Design the system to handle the growth of asset data and user volume over time without a significant drop in performance.
- Implement failover and load balancing solutions to ensure system availability and distribute workloads across multiple servers or data centers.

### ***Dependability***

- Guarantee the integrity of asset data by implementing measures to prevent unauthorized access or data corruption.
- Ensure that the ITAM system is designed for high availability (24/7), minimizing downtime and ensuring that it remains accessible to users at any geographical position having internet connection and a browser(e.g Chrome, Microsoft Edge, Safari) installed.
- Continuously monitor system performance, resource utilization, and potential issues to proactively address any problems.

### ***Security***

- Implement role-based access control to restrict access to sensitive asset information.
- Ensure that the ITAM system supports compliance with relevant data protection regulations, industry standards, and organizational policies.
- Use data redundancy and replication to safeguard against data loss or corruption, ensuring that asset information is always available and consistent.
- Regularly apply security patches and updates to the ITAM system to address vulnerabilities and protect against security threats.

## ***Organizational Requirements***

### ***Environmental Requirements***

- The system shall be a cloud-based application.

### ***Operational Requirements***

- Define a compliance framework that includes industry standards and regulations relevant to ITAM, such as ISO 19770-1 and software licensing agreements.

## ***Domain Requirements***

- Marketing department should use the system to see the current status and state of hardware and software when advertising them to the customers for any subscriptions.
- IT technicians should update the lifecycle of an hardware when doing maintenance actions and/or upgrades,updates,etc.
- Support department should be able to refer to data about software and hardware so as to solve problems as efficiently as possible and consequently update their corresponding lifecycle.
- Finance management should use the system to do auditing based on data history recorded as well as to analyze the calculations of costs, depreciation, ROI, etc.
- Network and system administrators should use the system to solve any reported asset-related problems and also to analyze the performance,usage of the software and hardware.

## ***External Requirements***

- Handling personal information should be compliant to European Union's General Data Protection Regulation (GDPR)
- Also, the system should take into consideration : customer protection laws, government procurement and financial regulations.