

FUNCTIONAL REQUIREMENTS

ID	Description	Priority	Date
#Req_1	Asset managers should be able to create, modify and delete asset requests (procurement).	High	27/10/2023
#Req_2	Asset managers should be able to assign assets by performing view, add and update functions. (deployment)	High	27/10/2023
#Req_3	Only after procurement has been processed, asset managers should be able to insert new asset details that can be assigned through deployment.	High	24/11/2023
#Req_4	Asset managers should be able to track asset assignment details such as asset usage history.	High	27/10/2023
#Req_5	Disposal of the asset should be checked, and if the asset is reusable, it can be assigned to another user.	High	24/11/2023
#Req_6	Admin should be able to get insights about asset procurement by analyzing older assets.	High	27/10/2023
#Req_7	Asset administrators should be able to transfer ownership of an asset from one to another person.	High	24/11/2023
#Req_8	Asset administrator should be able to revoke ownership of an asset of a user (either customer or employee) when leaving.	High	24/11/2023
#Req_9	Asset managers should be able to view, add and modify all asset repair details.	High	03/11/2023
#Req_10	Asset managers should be able to view repair history.	High	03/11/2023
#Req_11	Admin should manage service requests integrated in real-time from the Otello system.	Medium	24/11/2023
#Req_12	Asset managers should receive alerts on recent asset warranty expiry items.	Medium	27/10/2023
#Req_13	Asset managers should view and renew warranty by modifying asset warranty details.	Medium	27/10/2023
#Req_14	Budgeting, depreciation and cost allocation for IT assets.	Medium	27/10/2023

#Req_15	Asset managers should receive notifications on low inventory items.	Medium	03/11/2023
#Req_16	Asset managers should be able to manage vendor and supplier relationships, including contact information and performance records.	Medium	03/11/2023
#Req_17	Asset managers should be able to maintain asset catalog by inserting new categories, deleting old categories, updating new details about assets items.	Low	27/10/2023
#Req_18	Managers should be able to manage documents and FAQs related to asset management by reviewing, updating and deleting.	Low	03/11/2023
#Req_19	Admin should be able to get customized reports on asset management.	Low	27/10/2023
#Req_20	Asset managers should be able to view user accounts.	Low	24/11/2023
#Req_21	Admin should be able to view, update, activate or deactivate user accounts.	Low	24/11/2023
#Req_22	Asset managers should be able to import and export data to and from the ITAM system.	Low	03/11/2023

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.