



**Functional Requirements Document**

Smart Form

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Record of Release

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# Introduction

## Overview of the Requirement Specifications Document

### Purpose of the Document

Primary purpose of the document is to provide requirements to create a Smart form (web-based form) to redirect Amazon employee for in scope transactions to self-service wherever applicable and redirect out of scope transactions which cannot be done through self-service to ticketing for manual submission. The document will serve the purpose of reference during and after the latest design is implemented in the existing Amazon environment.

### Distribution List

|  |  |  |
| --- | --- | --- |
| **Name** | **Role** | **Notes** |
| Orla Weare - Business  Ashok Verma – Technology | Project Owner | Overall project owner and Level 1,2 escalation |
| Abhinav Sharma | Business Analyst | Point of contact for process related queries |
| Nitin Agarwal- DM Smart Form  Ewa Ziemkowska- Smart Form | Business PM | Point of contact for process related queries |
| Gary Tessler and Malissa Ford | Tech Solutions PM | Point of contact for process related delivery |

# Application Environment

## Business Context

Smart Forms is a part of a broader Amazon HR Services Jarvis program aimed at eliminating manual work and defects with automation. Solutions developed under the Jarvis roadmap will enable the HRS organization to scale and keep up with the growing demand for services.

Expected outcome of the Smart Forms project is a product that guides the requestor through the process of submitting their ask, validates their request for multiple factors and ultimately facilitates easy submission of a complete, correct and valid request. Follow on bots or other RPA projects will then be able to take the structured input and automate processing or completing the request.

For this purpose, a solution is required which will:

* help the requestor narrow their search and points the requestor to the right channel to submit their query.
* guide employee/manager/HR employee through raising the request.
* capture required approvals.
* enable executing a mass upload request.
* integrate with current ticketing, SIM and future workflow tools.
* enable changes/correction to multiple fields at same time (for Data Management).
* enforce requestor to complete all required field before submitting the form.
* help user with navigation and information on what is required and possible why (eg. Permanent address change cannot be legally processed without a signed affidavit or institutional confirmation)
* capture user response, history of changes and employee data in an efficient way.
* enable creating reports for HR teams to use for operational purposes.

## Limitations of the Current System

Currently, lack of a solution to help requestor complete and validate their ask is causing defects categorized by four root causes - Missing Information, Incorrect Information, Missing Attachment and Missing Approval. These 4 root causes drive up to 70% of defects for global Data Management processes. HR Services associates must follow up with the requestor to obtain the correct information, attachments, and or approval which delays completing the request and creates additional effort for the HR Services teams.

## Scope of Work

A close up of a logo

Description generated with high confidence

Build a web-based portal to:

* Serve as a single-entry point for data management requests from across the globe
* Redirect the following self-service transactions to PeopleSoft -–
  + Preferred Name
  + Gender
  + Race/Ethnicity
  + Veteran Info
  + Disability Info
  + Emergency Contact
  + Address
  + Email Address
  + Phone
  + Business title
  + Supervisor change
  + Department
  + FCLM Area and FCLM job
  + Shift Pattern and ADP shift
  + Company
  + Pay Group
  + Product line (Retail)
* Validate bulk requests for accuracy of each row for transaction that are in scope for bulk uploads
* Create tickets via API for requests that are not redirected to PeopleSoft self-service.
* Escape valve is to be created to allow requester to generate a ticket out of Smart form. Enable escape valve to capture the reason when user is unable to use the self-service and generating ticket using it.
* Reduce the volume of tickets such as Fake Self Service (department for initial release) where earlier there was a ticket but now we will use an RPA to write the changes using Smart Form output.
* For Non-self-service transaction provide a web form which will validate and capture request from user before creating the ticket (via API or Quicklink).
* For report generation, SQL queries will be provided, which could be used by the DM team to pull up data
* Capture the approval in SMF wherever required for the requestor by attaching the proof in Smart Form.
* For incorporating Addendum in SMF, the transactions need to be tagged in situations wherever it is applicable. This information will be carried over to trouble tickets on which the Data Management team can act upon.
* The transaction which are in scope are –

Personal transaction

* 1. Address
  2. Bank Account details
  3. Bank Account Number
  4. Contact Details
  5. CRI National ID (National ID)
  6. Date of Birth
  7. Disability
  8. Educational qualification
  9. Emergency contact
  10. Ethnicity
  11. Gender
  12. Legal Name
  13. Marital Status
  14. National ID Upload
  15. SSN/SIN/National ID (National ID)
  16. Preferred Name
  17. Visual Survey Conducted
  18. Veteran Info
  19. Work Permit Details

Job transaction

* 1. Agency
  2. Amazon Discount Code
  3. Business title
  4. Business Unit
  5. Company
  6. Department
  7. EA (Executive Assistance)
  8. Eligibility
  9. Employment Date
  10. FCLM Area and FCLM job
  11. Full time - Part Time
  12. Job Code
  13. Location
  14. M&A Hire/Re-Hire
  15. Office Location Change
  16. Part time Work Arrangement
  17. Pay group
  18. Product Line
  19. Promotions
  20. Public Transportation Reimbursement
  21. Seasonal-Individual
  22. Shift Pattern and ADP shift
  23. Standard Hours
  24. Status Change
  25. Supervisor change
  26. Suspension
  27. Telecommuting-Individual
  28. CORP Addendum
  29. Ops Addendum

### Assumptions

#### General Assumptions

* All environments will be configured and setup by Amazon
* All developmental software’s will be provided by Amazon
* Development infrastructure will be provided and maintained by Amazon
* Training on Amazon tools and software’s will be provided to LTI
* Alpha and Beta environment access will be provided to LTI
* Third party application access will be provided to LTI by Amazon
* Post production all environments and Applications/Databases will be maintained by Amazon

#### Responsive UI Development is based on the following assumptions:

* HTML and CSS development for 10 Templates
* Browser compatibility details (latest versions of Chrome, Firefox and IE 11+) will be shared to LTI

#### Integration is based on the following assumptions:

* SSO details will be shared by Amazon
* After authentication Token will be shared with SMF application. SMF will validate the Token and provide access to the user.
* SMF expects employee ID through the header which will be used to identify role and
* Amazon will share the flat file dump with LTI
* PeopleSoft access will be provided by Amazon
* WF API (TT) details will be shared by Amazon
* For notification, SMTP details will be shared by Amazon

### User Profiles

|  |
| --- |
| User Profiles in Smart Form |
| Employee |
| Manager |
| HR Assistants |
| HR Business Partners |
| Local HR |
| Finance |
| Admin |
| Recruiter |

## Out of Scope

* Infrastructure configuration and setup
* Development environment setup
* UI Reports and dashboards are not in scope
* Transactions which are not in scope are –
  + Additional Pay Upload
  + Additional Pay Upload: Supplement bonus, cash bonus and sales incentive
  + Additional Pay: Sign on Bonus
  + Mydocs update
  + Transfer
  + Pay Rate
  + Compensation

# Requirements Specifications

## Details of requirements gathering process

Requirement gathering processes covered for developing the current requirement specification documents are detailed as below;

* Walkthroughs with Business Analyst to understand the business requirements
* Brainstorming sessions with Amazon team to gather understanding of processes, tools, techniques etc.
* Study of existing application usage and DM process documents

## References to Client’s documents

|  |  |  |
| --- | --- | --- |
| Document | Description | File |
| SmartForm1.01.1 Discovery Package Final | Smart Form process flow, user stories, scope, persona details etc. |  |
| BRD SMF Data Management | Requirements and details on the Smart Form |  |
| Transaction RequirementV0.6 | Transaction details, input fields, exceptions, country specific rules etc. |  |

## Functional Requirements



* User story validation, business rules, transaction requirement, exception & wireframes

## Non-Functional Requirements

TBD

### Security

TBD

## External interface requirements

### User Interface

* Latest designed screen/menu as per Amazon standards
* All pages need to be responsive as per operating platform and changes to size and resolution shall occur without breaking the interface

### Software Interface

* REMEDY – It is a ticketing tool used to raise and track the Trouble Tickets. The requirement is to create a ticket as per user/system needs.
* PeopleSoft – It is an integrated ERP software package that assists in the day-to-day execution of HR services functions at Amazon. The requirement is to open the application by the user from SMF to be able to capture the request.

## Other requirements

### Installation

* Installation is out of scope for LTI

# Prototype/Current Application

WIP

# Acceptance

## Acceptance Criteria

Smart Form application will alleviate the manual work associated with follow ups, increase usage of available self-service and help structure and validate input, to increase RPA success rate. Smart Forms will also provide a better user experience to employees and HR generalists, guiding users to the right channel to resolve their request quickly and first time right.

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| **Expected go Live date** | **Self – service Impact** | **DM Defect reduction impact** | **FTE saving (eliminating defects and manual work on SS)** |
| **2019 – Q1** | * Increase usage of available self-service by 40-50% * Reduce volume of TTs for personal data changes – 50% | * 40% Reduction in Input Defects (from 20.3% for FY18 to 12.1% for FY19) for Data Management * SLA met increase from 82% to 90% | **7 FTE per year** |

### Delivered Work Product

WIP

### Application Testing Type

|  |  |  |
| --- | --- | --- |
| Tests | Preparation Ownership | Execution Ownership |
| Unit Testing | Project Developer | Project Developer |
| System Integration Testing/ Functional Testing | Project Tester | Project Tester and BA |
| User acceptance Testing | Business Team | Business Team |

# Abbreviations / Bibliography

|  |  |
| --- | --- |
| Abbreviations | Meaning |
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