



**Functional Requirements Document**

Smart Form

Document Version / Details: Ver. 1.00/ 24-Jan-2019

|  |
| --- |
|  |

Record of Release

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Version No. | Modified By | Reviewed By | Authorized By | Release Date | Modifications Done |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

Table of Contents

[1 Introduction 4](#_Toc536116828)

[1.1 Overview of the Requirement Specifications Document 4](#_Toc536116829)

[1.1.1 Purpose of the Document 4](#_Toc536116830)

[1.1.2 Distribution List 4](#_Toc536116831)

[2 Application Environment 5](#_Toc536116832)

[2.1 Business Context 5](#_Toc536116833)

[2.2 Limitations of the Current System 5](#_Toc536116834)

[2.3 Scope of Work 5](#_Toc536116835)

[2.3.1 Assumptions 5](#_Toc536116836)

[2.3.2 User Profiles 6](#_Toc536116837)

[2.4 Out of Scope 6](#_Toc536116838)

[3 Requirements Specifications 7](#_Toc536116839)

[3.1 Details of requirements gathering process 7](#_Toc536116840)

[3.2 References to Client’s documents 7](#_Toc536116841)

[3.3 Functional Requirements 7](#_Toc536116842)

[3.3.1 Requirement Quick View 7](#_Toc536116843)

[3.3.2 Detailed Requirement 7](#_Toc536116844)

[3.3.3 Security 13](#_Toc536116845)

[3.4 External interface requirements 14](#_Toc536116846)

[3.4.1 User Interface 14](#_Toc536116847)

[3.4.2 Software Interface 14](#_Toc536116848)

[3.4.3 Database Requirements 15](#_Toc536116849)

[3.5 Other requirements 15](#_Toc536116850)

[3.5.1 Installation 15](#_Toc536116851)

[4 Prototype/Current Application 16](#_Toc536116852)

[5 Acceptance 17](#_Toc536116853)

[5.1 Acceptance Criteria 17](#_Toc536116854)

[5.1.1 User Base to be catered by Application 17](#_Toc536116855)

[5.1.2 Delivered Work Product 17](#_Toc536116856)

[5.1.3 Application Testing Type 17](#_Toc536116857)

[6 Abbreviations / Bibliography 18](#_Toc536116858)

# 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 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 serves the purpose of reference during and after the latest design is being implemented in the existing Amazon environment.

### Distribution List

|  |  |  |
| --- | --- | --- |
| **Name** | **Role** | **Notes** |
| Orla Weare - Business  Ashok Verma – Technology | Project Owner | ?? |
|  | Process Owner | Escalation Point of contact for process related |
| 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

Data management is currently one of the highest transaction volume processes and one where most defects are generated. Available self-service solutions (PeopleSoft and AtoZ) are not fully adopted and HR Services frequently manually processes transactions that should be self-served by employees.

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 have to 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

Build a web-based portal to:

* Serve as a single-entry point for data management requests for APAC, EMEA, AMERICAS region
* Redirect the transactions to PeopleSoft self-service.
* Validate bulk requests for accuracy of each row for transaction that are in scope for bulk uploads
* Create tickets via Quicklink 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).

### Assumptions

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

* HTML and CSS development for 23 Pages
* Existing source code will be shared and made available
* Off-Page SEO such as Social Media Engagement, Social Bookmarking Sites, Forum Submission, Blog Directory Submission, Article Submission etc. have not been considered in estimation

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

* Development shall be made as per business requirements which shall be elicitated by Business Analyst from Business team
* Requirements not finalized by business but is included in scope shall not be considered for development purpose

### User Profiles

|  |
| --- |
| User Profiles in Smart Form |
| Employee |
| Manager |
| HR Assistants |
| HR Business Partners |

## Out of Scope

* Other than Americas, EMEA, APAC region which are identified in Appendix A
* Other than the transaction that are in scope for person and job. All other transactions are out of Scope.
* Countries and transaction which are not mentioned here will be used as filter for smart form for initial wave
* Report and dashboards are not in scope

# Requirements Specifications

## Details of requirements gathering process

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

* Walkthroughs with DM 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

|  |  |  |
| --- | --- | --- |
| Business Process | Description | File |
| Data Management Discovery Package | Data Management process flow and user queries |  |
| Smart Form Discovery Package | End-To-End Smart Form process flow |  |

## Functional Requirements





### Security

TBD

## External interface requirements

REMEDY –

PeopleSoft -

Salesforce –

UiPath

SIM -

### User Interface

### Software Interface

### Database Requirements

## Other requirements

### Installation

# Prototype/Current Application

WIP

# Acceptance

## Acceptance Criteria

TBD

### User Base to be catered by Application

Delivered product shall be able to serve following user profiles

|  |
| --- |
| User Profiles |
| Admin User |
| DM Team |
| Amazon Employee |
| HR Assistants |
| Local HR |
| Recruiter |
| HR Business Partner |
| Manager |
|  |
|  |

### Delivered Work Product

WIP

### Application Testing Type

|  |  |  |
| --- | --- | --- |
| Tests | Preparation Ownership | Execution Ownership |
|  |  |  |
|  |  |  |
|  |  |  |

# Abbreviations / Bibliography

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