Tech Support Ticketing System Development Hardware / World Assumptions

Product Name	RMXC Tech Support Ticketing System		
Model Name	----------	Serial No.	NA
H/W Version No.	----------	S/W Version No.	NA
Document Date	07/03/2023	Deadline for Delivery	----------
Manufacturing Company	RMXC Inc	Developing Country	Mexico

QUALIFIED / APPROVED		
Dev Team	R&D Manager	President
07/03/23		

Abstract:

The purpose of this document is to outline the hardware requirements and assumptions that will be considered during the initial design stage of the Tech Support Ticketing System software development project. This document serves as a reference for the development team and stakeholders involved in the project.

These hardware and world assumptions will be listed in the form of identifiable list points named with an "H.X" for easy future identification and are subdivided by:

- Electricity and internet Availability
- User Access and Compatibility
- Integration and Communication
- Infrastructure for Data Backup and Recovery
- Supporting Infrastructure
- Security Measures
- Disaster Recovery Plan
- Performance Optimization

Electricity and Internet Availability

H.1.- Readily available electricity on the servers to hold the software in a local machine or a cloud infrastructure	✓
H.2.- Readily available internet on the server end to hold the software in a local machine or a cloud infrastructure	✓
H.3.- Readily available electricity on the user end to access the software from a PC or mobile device	✓
H.4.- Readily available internet access on the user end to access the software from a PC or mobile device.	✓

User Access and Compatibility

H.5.- The system assumes that users will access the ticketing system through web browsers or mobile devices. Compatibility with popular web browsers and mobile platforms is typically prioritized during development	✓
H.6.- The system assumes that users will have hardware configurations that meet the minimum requirements to run web browsers or mobile applications smoothly	✓

Integration and Communication

H.7.- It assumes that users will have access to an email account to receive important updates, such as ticket assignment notifications or resolution status	✓

Data Backup and Recovery

H.8.- The system assumes the availability of reliable data backup and storage mechanisms to ensure data integrity and recovery in the event of system failures	

Supporting Infrastructure

H.9.- The system assumes the availability of supporting infrastructure, such as servers, networking equipment, and database systems, to host and operate the ticketing system	✓

Security Measures

H.10.- The software should implement robust security hardware measures to protect user data and prevent unauthorized access. This includes encryption of sensitive data, secure transmission protocols, and adherence to industry-standard security practices	

Disaster Recovery Plan

H.11.- A comprehensive disaster recovery plan should be in place to minimize downtime and data loss in the event of system failures, natural disasters, or other unforeseen circumstances	

Performance Optimization

H.12.- The hardware holding the system should be optimized for performance to ensure fast response times and smooth user experience. This includes infrastructure that can allow efficient code implementation, database optimization, and caching mechanisms where appropriate	

*The assumptions listed above and marked with a green checkmark are the ones we already have in existence by the date of this document.