**Roster Management Service**

**Business Requirement Specification**

Table of Contents

1. Introduction 3

2. Business Requirements Overview 4

3. Functional Requirements Overview 4

4. Non-functional Requirements 5

# 1. Introduction

# Document Purpose

The purpose of this document is to comprehensively communicate the business requirements and scope of the Roster Management Service. It defines functional and non-functional requirements, business rules, and constraints for the system's successful development. The document aims to articulate specific features, establish scope, align with business objectives, facilitate communication, provide a foundation for development, and support decision-making. Ultimately, it guides the project throughout its development lifecycle to meet stakeholder needs and expectations.

# 1.2 Project Background

The Roster Management Service project aims to streamline Roster management in various industries by automating task assignment, providing real-time monitoring, and maximizing resource utilization. The goal is to enhance operational efficiency, improve service delivery, and offer comprehensive reporting while ensuring data security and scalability. The project addresses the challenges of manual task assignment, limited visibility, and inefficient reporting in the current systems, ultimately improving Roster management for organizations and stakeholders.

# 1.3 Goals of the Project

The Roster Management Service project aims to enhance operational efficiency, improve service delivery, and maximize resource utilization by automating and streamlining the process of Roster management. The system will provide real-time task monitoring, implement intelligent task assignment, and offer comprehensive reporting and analytics. The project prioritizes user experience by providing a user-friendly interface and ensuring data security and privacy. Additionally, it will support scalability and seamless integration with existing systems, ultimately leading to improved efficiency, effectiveness, and service quality for the organization and its stakeholders.

# 1.4 Customers and Stakeholders

Customers:

* + Employees
  + Manager
  + Transport Authority

Stakeholders

* + Community
  + Employee
  + Driver
  + Manager
  + Transport Authority
  + Government

# 2. Business Requirements Overview

1. Automated Task Assignment: System automates task allocation based on Roster availability and skills.

2. Real-Time Task Monitoring: Transport Authoritys monitor tasks in real-time for prompt decision-making.

3. Workload Balancing: System balances Roster workload efficiently.

4. Task Prioritization: High-priority tasks receive immediate attention.

5. Dynamic Task Reassignment: System supports seamless task reassignment.

6. Comprehensive Reporting: Detailed insights into Roster performance and task completion.

7. User-Friendly Interface: Intuitive interface for easy adoption.

8. Data Security: Robust measures to safeguard sensitive information.

9. Scalability and Integration: Easily scales and integrates with existing systems.

# 3. Functional Requirements Overview

Roster Management Service consists of Three modules described as below.

1. Manager
2. Transport Authority
3. Employee

# 3.1. Manager Module:

- The Manager module provides centralized control over the Roster Management Service. Managers have the authority to manage user accounts, assign roles, and define access permissions for Transport Authoritys and Employees.

- Managers can create and edit task categories, set task priorities, and define task templates for efficient task assignment and tracking.

- They have access to comprehensive reporting and analytics, allowing them to monitor system performance, user activity, and Roster productivity.

- The module enables Managers to manage system settings, such as data backup schedules, security configurations, and user authentication methods.

# 3.2. Transport Authority Module:

- The Transport Authority module empowers team leads and Transport Authoritys to oversee and optimize task assignments for Rosters.

- Transport Authoritys can create, modify, and schedule tasks based on Roster availability, skills, and task priorities using the task templates defined by Managers.

- They can monitor real-time task progress, receive status updates from Rosters, and dynamically reassign tasks in response to changes or emergencies.

- The module provides task prioritization features, allowing Transport Authoritys to highlight critical tasks and ensure timely completion.

- Transport Authoritys have access to basic reporting functionalities to track task completion rates and Roster performance.

# 3.3. Employee Module:

- The Employee module caters to the Rosters who carry out the assigned tasks. They can access the system to view their task assignments, update task statuses, and provide task-related feedback.

- Rosters receive notifications about new task assignments and any updates or changes to existing tasks.

- The module supports location tracking (if applicable), allowing Rosters to check in and out of work locations, enabling Transport Authoritys to make informed decisions about task assignments.

- Rosters can communicate with Transport Authoritys through the system, seeking clarifications or reporting issues related to tasks.

# 4. Non-functional Requirements

1. Professional Design: Visually appealing and consistent brand image.

2. Scalability: Handle 5-10k users and accommodate future growth.

3. Accessibility: Support different devices and web browsers.

4. Usability: Intuitive interface for a seamless user experience.

5. Security: Robust data protection and confidentiality.

6. Reliability: Highly available and reliable performance.

7. Compliance: Adhere to industry standards and data protection laws.

8. Mobile Responsiveness: Adaptive to various screen sizes and devices.d scalable platform for future growth.