Requirement Understanding Document –

Jumeirah Restaurant Group (JRG) –

Approval Management System

**Submitted by**

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Requirement Understanding

Jumeirah Restaurant Groups (JRG) approached Verbat Technologies to develop an ‘Approval Management System’.

As per the initial understanding:

1. Main Actors include:
2. **Admin** (HO IT)
3. **Initiators** (less than 50 users): Initiators can be ‘Outlet Manager’ or ‘Department Heads’(HR/Marketing)
4. **Approvers** (less than 10 users): Approvers can be as below:
   1. Operation Managers
   2. Cost Control Team
   3. Director of Finance
   4. Managing Director
5. **DOA’s** (less than 10 users)
   1. Any HO employees
6. The new proposed application will have mainly two workflows as below:
   1. POS Update Request Workflow:
   * Requests can be raised by “Outlet Manager” (Status: “NEW”)
   * Raised requests will be received by “Operation Managers” under “New Request” pool where they can “Approve”/ “Reject” the request

(Status: “Rejected” / “1st approval granted”)

* + Approved requests by “Operation Managers” will be available for “Cost Control Team” to “Approve”/ “Reject”( Status ”Rejected” / “2nd approval granted”)
  + Approved requests by “Cost Control Team” will be available for “Director of Finance” to “Approve”/ “Reject” ( Status ”Rejected” / “Approved”)
  1. Complementary Request Workflow
  + Requests can be raised by “Outlet Manager” or “Department Heads” (Status: “NEW”)
  + Raised requests will be received by “Operation Managers” under “New Request” pool where they can “Approve”/ “Reject” the requests (Status: ”Rejected” / “1st approval granted”)
  + Approved requests by “Operation Managers” will be available for “Director of Finance” to “Approve”/ “Reject” (Status: ”Rejected” / “2nd approval granted”)
  + Approved requests by “Director of Finance” will be available for “Managing Director” to “Approve”/ “Reject” (Status: ”Rejected” / “Approved”)

Notes:

* *Approvers should provide “reason” whenever rejecting a request and the same will be viewable to the initiator, who can resubmit the request and the status will be “Resubmitted”*
* *Approvers can delegate someone else whenever required (for example : when approvers are out of office) to review the requests and take action (Approve/ Reject) on his behalf, and can revoke the delegation or update the delegation at any time*
* *DOA (Delegation of Authority) can approve / reject requests on behalf of the original approver who delegated the authority to him/her. Now the DOS will have same access of the approver during that period of time. Once the approver revoke the delegation, the DOA will not have access to the system*

1. Some Other Features need to be included in the proposed application
   * Active Directory integration (All users are in one OU)
   * Email integration to trigger emails on actions like raising request, on approval, etc..
   * All reports should have ‘Export to Excel’ feature
   * Dashboards to show the waiting for approvals, requests status, etc..
   * DOA/ Out of office
   * Deliver up to 3 main reports with filters, search and sort options
   * File attachments provision while raising a request
   * Logs to be maintained: who approved what and when
   * Admin shall have all facilities for User Management, Brand Management , Outlet Management and Master Data Management