**1. Super Admin – Full Access**

**Primary Role:** Setup, governance, and audit.

**🔄 Flow:**

1. **Login**
2. **User Management**
   * Create/edit users
   * Assign roles (PM, RMT, Finance, etc.)
3. **Master Data Setup**
   * Add locations, titles, skills, shift timings, verticals, etc.
   * Manage interview panel details
4. **Audit Logs**
   * View who made changes, when, and what changed
5. **Reports/Dashboards**
   * Full access to all reports: Bench, Forecast, Governance, etc.
   * Download or export

**👥 2. Resource Management Team (RMT)**

**Primary Role:** SoW management, project creation, resource allocation, fulfillment.

**🔄 Flow:**

1. **Login**
2. **Upload SoW**
   * Fill SoW form or upload PDF
   * Create project linked to SoW
   * Define required roles (title, skills, location)
3. **View Bench Resources**
   * Filter by skills, title, experience
   * View bench pool from Resource-Service
4. **Allocate Resources**
   * Select bench resource → assign to project role
   * Set allocation %, duration
5. **Handle Unavailable Resources**
   * Mark as "To be fulfilled"
   * Raise external fulfillment request
6. **Track Fulfillment**
   * Update fulfillment progress and notes
   * Close when fulfilled
7. **Audit Logging**
   * Auto capture of each action
8. **Access Reports**
   * In-Flight Projects
   * Resource Allocation
   * Bench Tracking

**👨‍💼 3. PM / Delivery Manager**

**Primary Role:** Execution, updates, release, lessons learned.

**🔄 Flow:**

1. **Login**
2. **View Allocated Resources**
   * See team assigned per project
3. **Update Project Status**
   * Add milestones, progress %, risks/issues
   * Log mitigation steps
4. **Request Resource Release**
   * Select resource → fill reason + effective date
   * Send for approval to Practice Head
5. **Raise Additional Resource Request**
   * Add role, skill, duration, justification
   * Triggers approval
6. **Request Project Extension**
   * Enter new dates, attach updated SoW
   * Sent to leadership for approval
7. **Post Lessons Learned**
   * Capture project insights, searchable later
8. **Reports Access**
   * Milestone Progress
   * Risks & Issues
   * Lessons Learned Repository

**💰 4. Finance Controller**

**Primary Role:** Monitor budgets, costs, and financial health.

**🔄 Flow:**

1. **Login**
2. **Access Spend Tracking Report**
   * View planned vs actual spend
   * By client, project, vertical
3. **Access Financial Metrics Report**
   * Cost variance, burn rate, revenue recognized
4. **Portfolio Dashboard**
   * High-level view by region/client
5. **Governance Report**
   * Track SoWs, approvals, changes

**🧑‍💼 5. Practice Head / IT Solutions Leader**

**Primary Role:** Approvals, oversight, governance.

**🔄 Flow:**

1. **Login**
2. **View Incoming Requests**
   * Resource release requests
   * Additional resource requests
   * Project extension requests
3. **Approve / Reject**
   * With optional comments
   * Status updated in project/allocation records
4. **Monitor Project Health**
   * Portfolio dashboard
   * Project Status Report
5. **View Governance Logs**
   * Approvals history
   * Change requests
6. **Audit Reporting**
   * Governance & Compliance

**🔔 Common Functionality for All Users**

* **Login/Logout**
* **View Notifications & Alerts**
  + Overdue milestones, pending approvals, etc.
* **Profile Management**
  + View/edit own details (optional)