Why is this project initiated?

This Project is initiated to overcome the problems related to Netgem TV set top boxes remotely and able to provide 24/7 support to customer/users to improve the productivity and customer feedback/reviews.

What are the current problems?

1. Poor functionality

2. Poor inventory management

3. Low customer satisfaction

4. Delay in response to customer issues

5. Issue misunderstanding

6. Poor reviews/feedbacks

7. Software upgrade issues

8. Hardware issues

9. Aerial channels related issues

10.Subscription related issues

With this project how many problems could be solved?

This DMS application helps to access the device remotely and complete details related to device, subscriptions, Aerial channels available at their geo location, Hardware/Software related issues will be solved just by entering the device MAC address in application. Apart from this, 24/7 support will help to solve/address customer related issues within no time by using and checking all details related to device in application which will help to improve customer reviews/feedbacks.

What are their sources required?

Support Team

Development Team

Marketing/Sales Team

How much organizational change is required to adopt this technology?

No organizational change is required to adopt this technology

Time frame to recover ROI?

Return on Investment - Here is a demonstrable ROI of all Netgem Products.

How to identify Stakeholders?

Identifying Stakeholders: The analysis aims to identify all relevant stakeholders, both internal and external, who can influence or be influenced by the project. This ensures that no key parties are overlooked.

SWOT Analysis: Assess the strengths, weaknesses, opportunities and threats of each stakeholder group.

To identify stakeholders in a project, you can:

Create a stakeholder list

Review the project charter

Interview influencers

Conduct a stakeholder analysis

Use stakeholder mapping

Create a stakeholder register

BA Approach Strategy

Elicitation Techniques –

Conducted interviews with all stakeholders to gather the requirements. Organised focus group sessions to understand the needs of customers. Review existing systems and documents to gather additional requirements. Conduct Questionary and surveys to gather wide prospective.

Stakeholder Analysis –

Conducted RACI analysis to determine the roles and responsibilities of each stakeholder.

Identified the key stakeholders and prioritise the requirements.

Established effective communication channels with stakeholders to keep them informed about the progress of the project.

Documents –

Written Requirement Document to outline the Functional and non-functional requirements of the project.

Created BRD (Business Requirement Document) to provide details about Scope, Goal and objective of the project.

Prepared project Charter to define project goals, deliverables, timelines and budgets.

Developed use case document to describe the processes and workflow involved in the project.

Sign off –

Obtained client approval on project deliverables, timelines, budgets and approaches. Ensure that client expectations are aligned with project objectives and goals.

Communication Channel – Established communication channel for regular updates of project progress to all stakeholders. Setup regular status meetings with stakeholders to discuss the project progress and address any issues or concerns.

Change Request –

Handled change request in structured and systematic manner. Evaluate the impact of each change request on the project's scope, timeline, and budget. Obtain approval from the stakeholders before implementing the change request.

Progress update -

Kept the stakeholders updated with regular status calls and standup meetings to inform the project progress. Highlight any risks or issues observed that need to addressed. Provided regular updates to stakeholders and seek their feedback.

UAT sign-off –

Conducted User Acceptance Testing to validate the project deliverables. Obtained UAT sign-off from clients on UAT signoff and project acceptance form. Ensured that project meets clients’ expectations and requirements.

BRD DOC

PROJECT NAME: DEVICE MANAGEMENT SOLUTION  
PROJECT ID: 00213  
VERSION: V1.2  
AUTHOR: GANESH PASNUR

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1. Document Revisions

|  |  |  |
| --- | --- | --- |
| Date | Version no. | Document Changes |
| 20-12-2024 | 0.1 | Initial Draft |
| 22-12-2024 | 0.2 | BRD initial phase |
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2. Approvals

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Role | Name | Title | Signature | Date |
| Project Sponsor |  |  |  |  |
| Business Owner |  |  |  |  |
| Project Manager |  |  |  |  |
| System Architect |  |  |  |  |
| Development Lead |  |  |  |  |
| User Experience Lead |  |  |  |  |
| Quality Lead |  |  |  |  |
| Content Lead |  |  |  |  |

3. RACI chart for this document

The RACI chart identifies the persons who need to be contacted whenever changes are made to this document. RACI stands for responsible, accountable, consulted, and informed. These are the main codes that appear in a RACI chart, used here to describe the roles played by team members and stakeholders in the production of the BRD. They are adapted from charts used to assign roles and responsibilities during a project.

Codes Used in RACI Chart

\* Authorize has ultimate signing authority for any changes to the document.

R Responsible Responsible for creating this document.

A Accountable Accountable for accuracy of this document (for example, the project manager)

S Supports Provides supporting services in the production of this document

C Consulted Provides input (such as an interviewee).

I Informed Must be informed of any changes.

RACI Chart

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Name | Position |  | R | A | S | C | I |
| Ganesh Pasnur | BA |  |  |  |  |  |  |
| Santosh Gosavi | Project Manager |  |  |  |  |  |  |
| Raman Kumar | CM |  |  |  |  |  |  |
| Balaji Dhumal | Tech Lead |  |  |  |  |  |  |
| Bhushan D | Development Lead |  |  |  |  |  |  |
| Arun Kumar | Business Owner |  |  |  |  |  |  |
| Patric M | Client |  |  |  |  |  |  |

4. Introduction

4.1. Business Goals

The purpose of this project is to provide the software application that allows users to manage devices remotely, securely and user friendly.

4.2. Business Objectives

* A device management system (DMS) is a software that allows users to manage devices remotely. DMS can be used to:
* Update applications and OS: A DMS can update applications and the operating system on a device.
* Monitor device status: A DMS can monitor the status of devices remotely.
* Troubleshoot remotely: A DMS can remotely troubleshoot devices.
* Generate reports: A DMS can generate reports on device operation and app usage.
* Diagnose cables: A DMS can diagnose cables and identify faulty connections.
* Reboot devices: A DMS can reboot devices remotely.
* Analyze traffic: A DMS can monitor device traffic and packets.
* Perform health checks: A DMS can perform health checks on devices.
* Send alerts: A DMS can send alerts if it detects an abnormal condition.

4.3. Business Rules

Return on Investment depends on the overall project success.

Budget, Timelines and deliverables to be considered

4.4. Background

* For every small issue with Netgem TV products you need to raise ticket and wait for engineer’s availability which makes user/customer inconvenient and time taking procedure. To overcome issues within no time and address it remotely this DMS application helps.
* It manages all Netgem device applications, services, subscriptions, Channels, Mobile applications and device inventory.
* Manage and monitor multiple Netgem devices, remotely install, configure, and delete applications and get the latest features with over-the-air updates with a simple internet connection.

4.5. Project Objective

* Security: Protects business data accessed by company devices
* Decreased downtime: Reduces downtime and deployment times
* Improved productivity: Helps improve productivity
* Application control: Allows for application control
* Optimized data collection: Optimizes data collection
* Risk management: Helps with risk management
* Cost saving: Can help save costs

4.6. Project Scope

* Security: How the solution protects mobile devices, applications, and data
* Centralized management: How the solution allows IT teams to monitor and manage devices remotely
* Application management: How the solution helps provision devices with the right applications
* Inventory: How the solution helps track devices connected to the network
* Automation: How the solution can help with growing and innovating the device fleet

4.6.1. In Scope Functionality

* It involves the administration, monitoring, and maintenance of devices to ensure they are secure, up-to-date, and compliant with organizational policies. DMS tool can be deployed on-premises or in private or public cloud environments. They can integrate with other business solutions, such as help desk ticketing software and app development tools. Ease of deployment, Efficient integrations, Ability to manage multiple device types and operating systems, and Streamlining device management and updates.
* Productivity: Allowing employees to access corporate data on their own devices
* Security: Enhancing security across all devices and protecting corporate networks and data
* Compliance: Supporting compliance with regulatory standards
* Remote work: Enabling remote work with secure connectivity
* High customer satisfaction and improved reviews/feedbacks

4.6.2. Out Scope Functionality

* Pairing devices with more than one system
* Huge availability of channels and apps
* 4K and high HD resolution

5. Assumptions

Internet connection is must.

Wide range of customer review/feedback

6. Constraints

* Productivity: Allowing employees to access corporate data on their own devices
* Security: Enhancing security across all devices and protecting corporate networks and data
* Compliance: Supporting compliance with regulatory standards
* Remote work: Enabling remote work with secure connectivity
* High customer satisfaction and improved reviews/feedbacks

7. Risks

A risk is something that could affect the success or failure of a project. Analyse risks regularly as the project progresses. While you may not be able to avoid every risk, you can limit each risk’s impact on the project by preparing for it beforehand. For each risk, you’ll note the likelihood of its occurrence, the cost to the project if it does occur, and the strategy for handling the risk.

Strategies include the following:

• Avoid: Do something to eliminate the risk.

• Mitigate: Do something to reduce damage if risk materializes.

• Transfer: Pass the risk up or out to another entity.

• Accept: Do nothing about the risk. Accept the consequences.

8. Business Process Overview

Manage and monitor multiple Netgem devices, remotely install, configure, and delete applications and get the latest features with over-the-air updates with a simple internet connection.

* It involves the administration, monitoring, and maintenance of devices to ensure they are secure, up-to-date, and compliant with organizational policies. DMS tool can be deployed on-premises or in private or public cloud environments. They can integrate with other business solutions, such as help desk ticketing software and app development tools. Ease of deployment, Efficient integrations, Ability to manage multiple device types and operating systems, and Streamlining device management and updates.

8.1. Legacy System (AS-IS)

Can’t access devices remotely for better understanding of issue and resolve in no time.

Require inventory management system

8.2. Proposed Recommendations (TO-BE)

Software application that allows users to manage devices remotely, securely and user friendly.

Inventory management for all Netgem devices including different bundles.

9. Business Requirements

It involves the administration, monitoring, and maintenance of devices to ensure they are secure, up-to-date, and compliant with organizational policies. DMS tool can be deployed on-premises or in private or public cloud environments. They can integrate with other business solutions, such as help desk ticketing software and app development tools. Ease of deployment, Efficient integrations, Ability to manage multiple device types and operating systems, and Streamlining device management and updates.

10.Appendices

[Mobile Device Management | Comprehensive MDM Software](https://www.manageengine.com/mobile-device-management/)

[Device Management System (DMS) Software](https://www.lantronix.com/device-management-system-dms-software/)

[BenQ](https://benq.com/)

10.1. List of Acronyms

NA

10.2. Glossary of Terms

[Mobile Device Management Glossary](https://www.esper.io/glossary)

10.3. Related Documents

[BenQ](https://benq.com/)