**Document 1- Business case document template:**

**1. Why is this project initiated?**

* Improve workflow automation to reduce manual interventions.
* Integrate additional features to address gaps in data analysis, reporting, and customer engagement.
* Increase scalability to support business growth and new operational requirements.

**2. What are the current problems?**

* **Limited Automation:** Existing workflows still require manual efforts, leading to inefficiencies and errors.
* **Insufficient Data Insights:** Reporting tools do not provide comprehensive insights, impacting strategic decision-making.
* **Customer Engagement Gaps:** Lack of advanced CRM functionalities limits personalized customer interactions.
* **Integration Challenges:** Existing systems and third-party applications are not fully integrated, causing data silos.
* **Scalability Issues:** The current setup struggles to handle increased workloads and growing user demands.

**3. With this project, how many problems could be solved?**

The proposed enhancement project will address multiple challenges, including:

* Automating up to **50%** of manual processes, improving operational efficiency.
* Enabling real-time, data-driven decision-making with enhanced analytics.
* Enhancing customer satisfaction and retention through improved CRM capabilities.
* Streamlining data flow and eliminating silos with robust integrations.

**4. What are the resources required?**

* **Human Resources:**
  + ZOHO specialists, business analysts, project managers, developers, and testers.
  + Internal team members for requirements gathering and feedback.
* **Technology:**
  + Additional ZOHO licenses or modules.
  + Integration tools or APIs for seamless connectivity with third-party applications.
* **Budget:**
  + Estimated costs for licensing, customization, training, and ongoing support is 2.5 CR
* **Time:**
  + Project timeline of **18 months** to complete all phases, including development, testing, and deployment.

**5. How much organizational change is required to adopt this technology?**

* **Process Adjustments:** Redefining workflows to leverage new automation features.
* **User Training:** Comprehensive training for employees to adapt to the enhanced functionalities.
* **Change Management:** Clear communication and stakeholder engagement to minimize resistance and ensure smooth adoption.

**6. Time Frame to Recover ROI?**

The return on investment (ROI) is expected to be recovered within **12-18 months**, driven by:

* Cost savings from process automation and reduced manual effort.
* Improved customer retention and revenue growth from better engagement strategies.
* Enhanced productivity through streamlined workflows and integrations.

**7. How to Identify Stakeholders?**

Stakeholders will be identified through:

* **Stakeholder Mapping:** Categorizing stakeholders based on their influence and interest in the project.
* **Departmental Input:** Engaging teams such as sales, marketing, IT, and customer support to ensure their requirements are addressed.
* **User Surveys and Workshops:** Involving end-users to gather insights and prioritize enhancements.
* **Executive Sponsorship:** Securing support from senior management to align the project with strategic goals.

**Document 2: BA Strategy**

### **1. Objectives of the BA Strategy**

1. Ensure a clear understanding of business needs and project goals among all stakeholders.
2. Facilitate effective communication between business and technical teams.
3. Deliver accurate and actionable requirements aligned with organizational objectives.
4. Support decision-making through analysis, documentation, and validation.
5. Mitigate risks and address challenges through proactive planning and collaboration.

### **2. Key Components of the BA Strategy**

#### ****a. Stakeholder Engagement****

* **Stakeholder Identification:** Identify all relevant stakeholders, including project sponsors, business users, IT teams, and external vendors.
* **Engagement Plan:**
  + Conduct regular meetings, workshops, and interviews to gather input and feedback.
  + Use a stakeholder matrix to prioritize involvement based on influence and interest levels.
  + Maintain transparent communication channels to ensure alignment and clarity.

#### ****b. Requirements Elicitation and Management****

* **Techniques:**
  + Use a combination of interviews, workshops, surveys, and document analysis to gather requirements.
  + Employ use cases, user stories, and process modelling for detailed requirement capture.
* **Traceability:** Maintain a Requirements Traceability Matrix (RTM) to ensure all requirements are linked to business objectives and project deliverables.
* **Change Management:** Define a process for managing requirement changes, ensuring alignment with project scope and minimizing disruptions.

#### ****c. Analysis and Documentation****

* **Tools and Techniques:**
  + Leverage tools like Visio for process modelling and workflow diagrams.
  + Use ZOHO Projects for collaboration and tracking progress.
* **Deliverables:**
  + Business Requirement Document (BRD).
  + Functional Specification Document (FSD).
  + Non-functional requirements (e.g., performance, scalability, and security).

#### ****d. Communication and Collaboration****

* **Approach:**
  + Schedule periodic updates with stakeholders to provide progress reports and gather feedback.
  + Utilize collaboration platforms such as ZOHO Connect or Microsoft Teams for real-time discussions.
* **Artefacts:** Develop clear and concise artefacts (e.g., meeting minutes, reports, and presentations) for easy consumption by all stakeholders.

#### ****e. Risk Management****

* **Identification:** Proactively identify risks related to requirements, timelines, or dependencies.
* **Mitigation:** Develop mitigation strategies for each identified risk and maintain a risk log.
* **Monitoring:** Continuously monitor risks throughout the project lifecycle.

### **3. Tools and Frameworks**

* **Tools:**
  + ZOHO Projects for task and project management.
  + ZOHO Analytics for reporting and insights.
  + Jira for tracking user stories and development progress.
* **Frameworks:**
  + Agile: For iterative and collaborative development.
  + Waterfall: For well-defined, sequential project phases (if applicable).

### **4. Success Criteria**

1. Requirements are delivered on time, within scope, and meet stakeholder expectations.
2. Minimal scope changes and rework due to clear and validated requirements.
3. Stakeholders demonstrate high engagement and satisfaction with the process.
4. Enhanced ZOHO application functionality aligns with business goals and delivers measurable improvements.

### **5. Continuous Improvement**

* Conduct post-implementation reviews to gather lessons learned.
* Update BA processes and templates based on feedback and outcomes.
* Foster a culture of ongoing learning and adaptation to enhance future projects.

**Document 3- Functional Specifications**

|  |  |  |  |
| --- | --- | --- | --- |
| **Project name** | ZOHO Application | **Customer name** | ZOHO |
| **Project Version** | 1.001 | **Project Sponsor** | James Smith |
| **Project Manager** | Avinash Singh | **Project Initiation date** | 25-12-2024 |

|  |  |  |  |
| --- | --- | --- | --- |
| **Req ID** | **Req Name** | **Req Description** | **Priority** |
| FR-001 | User Authentication | The system must provide secure login and authentication for all users. | 10 |
| FR-002 | Role-Based Access Control | The system must support role-based access to features and data. | 9 |
| FR-003 | Workflow Automation | Automate task assignments and notifications based on predefined workflows. | 10 |
| FR-004 | Integration with CRM | Enable seamless integration with external CRM tools for data synchronization. | 8 |
| FR-005 | Advanced Reporting | Provide customizable reporting and dashboards for performance tracking. | 9 |
| FR-006 | Mobile Accessibility | Ensure the system is accessible via mobile devices with full functionality. | 7 |
| FR-007 | Data Import/Export | Allow bulk import and export of data in standard file formats (e.g., CSV, Excel). | 10 |
| FR-008 | Notification System | Send automated email and SMS notifications for task updates and deadlines. | 7 |
| FR-009 | Audit Logs | Maintain detailed audit logs of user actions and changes for compliance. | 9 |
| FR-010 | Multi-Language Support | Provide multilingual support for users across different regions. | 5 |

**Document 4- Requirement Traceability Matrix**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Req ID** | **Req Name** | **Req Description** | **Design** | **D1** | **T1** | **D2** | **T2** | **UAT** |
| FR-001 | User Authentication | The system must provide secure login and authentication for all users. | Yes | Pending | No | Yes | Yes | Yes |
| FR-002 | Role-Based Access Control | The system must support role-based access to features and data. | Yes | Yes | Yes | Yes | Yes | Yes |
| FR-003 | Workflow Automation | Automate task assignments and notifications based on predefined workflows. | Pending | No | No | Yes | Yes | No |
| FR-004 | Integration with CRM | Enable seamless integration with external CRM tools for data synchronization. | Yes | Pending | No | Yes | Yes | Yes |
| FR-005 | Advanced Reporting | Provide customizable reporting and dashboards for performance tracking. | Yes | Yes | Yes | Yes | Yes | Yes |
| FR-006 | Mobile Accessibility | Ensure the system is accessible via mobile devices with full functionality. | Yes | No | No | Yes | Yes | No |
| FR-007 | Data Import/Export | Allow bulk import and export of data in standard file formats (e.g., CSV, Excel). | Yes | Pending | No | Yes | Yes | Yes |
| FR-008 | Notification System | Send automated email and SMS notifications for task updates and deadlines. | Yes | Yes | Yes | Yes | Yes | Yes |
| FR-009 | Audit Logs | Maintain detailed audit logs of user actions and changes for compliance. | Pending | No | NO | Yes | Yes | Yes |
| FR-010 | Multi-Language Support | Provide multilingual support for users across different regions. | Yes | Yes | Yes | Yes | Yes | Yes |

**Document 5- BRD Template**

|  |  |  |
| --- | --- | --- |
| **1. Document Revisions** | | |
| **Date** | **Version Number** | **Document Changes** |
| 05-02-2024 | 0.1 | Initial Draft |
| 10-02-2024 | 0.2 | Added stakeholder requirements |
| 15-02-2024 | 0.3 | Incorporated functional specifications |
| 20-02-2024 | 0.4 | Updated workflows and diagrams |
| 25-02-2024 | 0.5 | Included test case scenarios |
| 28-02-2024 | 1.0 | Finalized document after stakeholder review |

**2. Approvals**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Role** | **Name** | **Title** | **Signature** | **Date** |
| Project Sponsor | James Smith | Chief Operating Officer | James Smith | 05-02-2024 |
| Business Owner | Sarah Mitchell | VP of Business Strategy | Sarah Mitchell | 06-02-2024 |
| Project Manager | Avinash Singh | Project Manager | Avinash Singh | 07-02-2024 |
| System Architect | Priya Khanna | Lead System Architect | Priya Khanna | 08-02-2024 |
| Development Lead | Alex Rodriguez | Senior Developer | Alex Rodriguez | 09-02-2024 |
| User Experience Lead | Emily Chen | UX Design Lead | Emily Chen | 10-02-2024 |
| Quality Lead | Michael Scott | QA Manager | Michael Scott | 11-02-2024 |
| Content Lead | Olivia Johnson | Content Strategist | Olivia Johnson | 12-02-2024 |

**3. RACI Chart**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Name** | **Position** | **R** | **A** | **S** | **C** | **I** |
| James Smith | Project Sponsor |  |  |  |  | X |
| Sarah Mitchell | Business Owner | X | X |  | X |  |
| Avinash Singh | Project Manager | X | X | X |  |  |
| Priya Khanna | System Architect | X |  | X | X |  |
| Alex Rodriguez | Development Lead | X |  | X |  |  |
| Emily Chen | User Experience Lead | X |  | X |  |  |
| Michael Scott | Quality Lead | X |  |  | X |  |
| Olivia Johnson | Content Lead | X |  | X |  |  |

**4. Introduction**

### **4.1. Business Goals**

**Organization Goals & Need:**

* To enhance operational efficiency by leveraging advanced IT solutions.
* To improve employee engagement and productivity through digital transformation.
* To expand organizational reach through mobile platforms.
* To establish an integrated system that supports learning, HR management, and seamless cross-platform communication.

**Need:**   
The organization requires a robust IT solution that addresses operational gaps, facilitates employee growth, and supports compliance with regulatory policies.

### **4.2. Business Objectives**

To provide an IT solution for the following functionalities:

* **Mobile Application for Android and iOS**: Develop a user-friendly mobile application for employees and customers, enabling accessibility and interaction with core functionalities on-the-go.
* **E-Learning Management System (ELMS)**: Implement a comprehensive platform to manage online training, certifications, and development programs.
* **Human Resource Management System (HRMS)**: Automate HR processes such as recruitment, payroll, performance reviews, and leave management.

### **4.3. Business Rules**

The solution will adhere to the following organizational policies, procedures, and regulations:

* Compliance with local labour laws and data protection regulations.
* Adherence to organizational cyber security policies to ensure data integrity.
* Use of standardized reporting templates and formats across modules.
* Role-based access controls for all functionalities.

### **4.4. Background**

**Project History and Justification:**  
This project was proposed in response to inefficiencies identified in existing processes, including manual handling of HR tasks, lack of a centralized learning platform, and the absence of mobile solutions for accessibility. Stakeholder feedback highlighted the need for an integrated system to boost productivity, streamline operations, and ensure compliance.

**Expected Benefits:**

* Enhanced operational efficiency and reduced manual workload.
* Improved employee satisfaction and retention through better HR services.
* Enhanced learning opportunities leading to up skilled workforce.
* Increased organizational agility through mobile accessibility.

### **4.5. Project Objective**

The objective is to develop an integrated IT solution that aligns with the organization’s goals by:

* Delivering a mobile application for Android and iOS platforms to increase user accessibility.
* Implementing an e-learning management system to support training and certifications.
* Developing a comprehensive HRMS to automate and manage HR processes efficiently.
* Ensuring seamless integration with existing systems and compliance with regulatory requirements.

### **4.6. Project Scope**

**4.6.1. In-Scope Functionality:**

* Development of mobile applications for Android and iOS.
* Implementation of an E-Learning Management System:
  + Course creation, tracking, and certification.
  + User management for learners and administrators.
* Implementation of an HRMS:
  + Recruitment and on boarding process automation.
  + Leave and attendance management.
  + Payroll processing and performance management.

**4.6.2. Out-of-Scope Functionality:**

* Development of advanced analytics dashboards for ELMS and HRMS.
* Integration with third-party tools not explicitly mentioned in the project requirements.
* Customizations beyond the standard functionality defined in the project.
* Multi-language support for the initial phase of deployment.

### **5. Assumptions**

The following assumptions are made based on the requirements for this project:

1. **Stakeholder Engagement**: All key stakeholders will be fully engaged and available throughout the project.
2. **System Integration**: The Zoho application will integrate seamlessly with existing systems (e.g., CRM, ERP).
3. **Mobile Platforms**: The mobile applications for Android and iOS will meet the minimum technical requirements and performance standards.
4. **Data Security & Compliance**: The project will adhere to all relevant data protection and privacy regulations (e.g., GDPR, local labour laws).
5. **Resource Availability**: Sufficient development, testing, and support resources will be allocated to the project.
6. **Training and Documentation**: Sufficient training materials and documentation will be provided for end-users.
7. **Budget Constraints**: The project budget is sufficient to cover development, testing, and deployment costs within scope.
8. **Timeframe**: The project timeline is based on a set period of **18 months** for full implementation and deployment.
9. **Third-Party Tools**: No additional third-party tools beyond what has been defined will be required for the project.
10. **Testing Environment**: A stable testing environment will be available for system testing and validation.
11. **User Adoption**: End-users will adopt and use the new system as intended without significant resistance.
12. **Change Management**: Any required changes post-deployment will be supported by organizational change management practices.

### **6. Constraints**

The following constraints have been identified for the project:

1. **Time Constraint**: The project has a defined timeline of **6 months**, limiting the scope and depth of features that can be implemented.
2. **Budget Constraint**: The project has a fixed budget, which may restrict the scope of functionalities and require prioritization of features.
3. **Resource Availability**: Limited availability of key technical resources (e.g., developers, system architects) may affect development progress.
4. **Technical Limitations**: Compatibility issues with older systems may restrict full system integration and functionality.
5. **Data Migration**: Large-scale data migration from existing systems may be time-consuming and require dedicated efforts.
6. **Stakeholder Expectations**: Stakeholders may have varying expectations, leading to potential scope creep or delays.
7. **Regulatory Compliance**: Strict regulatory requirements (e.g., GDPR, local labor laws) may limit design choices and implementation options.
8. **User Adoption**: Resistance from end-users to new systems may impact the success of deployment and full utilization.
9. **Third-Party Tool Dependence**: Dependencies on third-party tools or platforms may result in additional integration challenges or licensing fees.
10. **Testing & Validation**: Limited access to testing environments or delay in approval processes may impact system testing and deployment timelines.
11. **Change Management**: Any necessary organizational change management efforts may increase the complexity of system rollout and adoption.
12. **System Dependencies**: Dependencies on legacy systems or external services may create delays in system performance and integration.

**7. Risks**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Risk Category** | **Risk** | **Likelihood** | **Impact** | **Strategy** |
| **Technological Risks** | Incompatibility with legacy systems | High | Increased development time and cost | Mitigate |
|  | Insufficient resources for mobile development | High | Delays in project timelines | Mitigate |
| **Skills Risks** | Lack of expertise in mobile development | Medium | Delayed progress in mobile app development | Mitigate |
|  | Inadequate knowledge of Zoho platform | Medium | Increased development time and costs | Mitigate |
| **Political Risks** | Stakeholder disagreements on scope/priorities | Medium | Scope creep, project delays, increased costs | Mitigate |
|  | Regulatory or policy changes affecting compliance | Low-Medium | Potential delays or adjustments to scope | Mitigate |
| **Business Risks** | Loss of business interest/budget cuts | Low-Medium | Resource loss, project termination | Accept |
|  | Lack of stakeholder engagement and buy-in | High | Failure to deliver intended business outcomes | Mitigate |
| **Requirements Risks** | Inaccurate requirements for mobile apps | High | Development delays and rework | Mitigate |
|  | Incomplete understanding of HRMS/ELMS needs | Medium | Increased development time and costs | Mitigate |
| **Other Risks** | Inadequate budget or cost overruns | Medium | Project delays and scope reduction | Mitigate |
|  | Insufficient testing time | Medium | Quality issues and potential defects | Mitigate |

**8. Business Process Overview**

#### 8.1. Legacy System (AS-IS)

**Brief Explanation**:   
In the current (legacy) system, key business processes are manual and often siloes, leading to inefficiencies. For example, HR processes such as recruitment, payroll, and performance management are handled through disparate systems or spreadsheets. Training and learning management are fragmented, with limited access to a centralized platform for employees. Mobile access is not available, which limits user engagement, especially for remote users.

**Process Flow**:

1. **Recruitment & On boarding**:
   * Hiring requests initiated manually by HR.
   * Job postings are created in separate tools (spreadsheets, email).
   * Applications are received via email, reviewed manually.
   * On boarding requires multiple forms and manual tracking.
2. **HR Management**:
   * Leave, attendance, and payroll handled manually via spreadsheets.
   * Performance reviews and appraisals conducted offline.
   * Data access is limited, requiring multiple requests for reports.
3. **Learning Management**:
   * Training programs and courses are hosted on different platforms.
   * Employees have limited access to courses, making tracking difficult.
   * No mobile access, resulting in low user engagement and participation.



#### 8.2. Proposed Recommendations (TO-BE)

**Recommended Process**:   
The proposed system aims to integrate HR processes, learning management, and mobile accessibility into a unified platform.

**Recruitment & on boarding**:

* A centralized HRMS system will automate job postings, application tracking, and on boarding processes.
* All data (e.g., resumes, candidate status) will be accessible in a single system, reducing manual effort.
* Self-service portals for employees to apply, track progress, and receive updates in real-time.

**HR Management**:

* A comprehensive HRMS will handle leave management, attendance, and payroll automatically.
* Data entry and tracking will be automated, ensuring timely access to reports and analytics.
* Role-based access controls ensure that only authorized personnel can view sensitive data.

**Learning Management**:

* An integrated E-Learning Management System (ELMS) will offer centralized training programs, certifications, and course tracking.
* Mobile applications (Android & iOS) will provide employees with easy access to training materials anytime, anywhere.
* AI-driven recommendations for personalized learning paths based on role and performance.

**Process Flow**:

1. **Recruitment & On boarding**:
   * Job postings and applications managed via a centralized HRMS system.
   * Automated candidate tracking and progress updates.
   * Self-service on boarding with digital forms, reducing manual effort.
2. **HR Management**:
   * Leave, attendance, and payroll fully automated via HRMS.
   * Access to real-time reports and data.
   * Role-based access controls for security and compliance.
3. **Learning Management**:
   * ELMS provides centralized, mobile-accessible training programs and certifications.
   * Personalized learning recommendations based on user roles and performance.

**9. Business Requirements**

**Functional Business Requirements:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Requirement ID** | **Requirement Description** | **Priority** | **Area of Functionality** | **Reference** |
| FR-001 | Automate recruitment and on boarding processes. | High | Recruitment & On boarding | Use Case 1 |
| FR-002 | Provide self-service access for employees to apply and track on boarding. | High | Recruitment & On boarding | Use Case 2 |
| FR-003 | Integrate leave, attendance, and payroll management into a centralized HRMS system. | High | HR Management | Use Case 3 |
| FR-004 | Enable mobile access to HRMS functionalities. | High | Mobile Access | Use Case 4 |
| FR-005 | Centralize learning management with E-Learning capabilities and mobile access. | High | Learning Management | Use Case 5 |
| FR-006 | Provide AI-driven recommendations for personalized learning paths. | Medium | Learning Management | Use Case 6 |
| FR-007 | Ensure data integrity by integrating reports and analytics. | Medium | Data Integrity & Analytics | Use Case 7 |
| FR-008 | Enable automated performance reviews and appraisals linked to organizational goals. | High | Performance Management | Use Case 8 |
| FR-009 | Provide secure role-based access control system. | High | Security & Compliance | Use Case 9 |
| FR-010 | Develop dashboards and reporting tools for data-driven decisions. | High | Reporting & Analytics | Use Case 10 |

**Non-Functional Business Requirements:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Requirement ID** | **Requirement Description** | **Priority** | **Area of Functionality** | **Reference** |
| NFR-001 | Ensure system scalability to handle increasing data volumes. | Medium | System Performance | Use Case 11 |
| NFR-002 | Maintain system security and compliance with data regulations. | High | Security & Compliance | Use Case 12 |
| NFR-003 | Ensure system availability with 24/7 access. | Medium | System Availability & Support | Use Case 13 |
| NFR-004 | Provide seamless and intuitive user experience. | High | User Experience | Use Case 14 |
| NFR-005 | Ensure high system performance with low response times. | High | System Performance | Use Case 15 |
| NFR-006 | Guarantee system reliability with minimal downtime. | High | System Availability & Support | Use Case 16 |
| NFR-007 | Ensure integration with third-party applications and APIs. | Medium | System Integration | Use Case 17 |
| NFR-008 | Provide mobile responsiveness and ensure system works on all devices. | High | Mobile Access | Use Case 18 |
| NFR-009 | Provide documentation and training materials. | High | Documentation & Training | Use Case 19 |
| NFR-010 | Ensure monitoring and logging capabilities. | Medium | Monitoring & Reporting | Use Case 20 |

**Traceability Matrix**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Req ID** | **Req Name** | **Req Description** | **Design** | **Code** | **UT** | **CT** | **ST** | **SIT** | **UAT** |
| FR-001 | Automated Recruitment | Automate recruitment and on boarding processes. | completed | completed | completed | completed | completed | completed | pending |
| FR-002 | Self-Service Access | Provide self-service access for employees to apply and track on boarding. | completed | pending | pending | pending | completed | completed | completed |
| FR-003 | Centralized HR Management | Integrate leave, attendance, and payroll management. | completed | completed | completed | pending | completed | completed | pending |
| FR-004 | Mobile Access | Enable mobile access for HRMS functionalities. | completed | completed | pending | completed | completed | completed | completed |
| FR-005 | Centralized Learning Mgmt | Centralize learning management with mobile access. | completed | pending | completed | completed | completed | completed | pending |
| FR-006 | AI-driven Learning Paths | Provide AI-driven recommendations for learning paths. | completed | completed | completed | pending | pending | completed | pending |
| FR-007 | Data Integrity | Ensure data integrity by integrating reports and analytics. | completed | completed | completed | pending | pending | pending | completed |
| FR-008 | Performance Reviews | Enable automated performance reviews and appraisals. | completed | completed | completed | completed | completed | completed | pending |
| FR-009 | Role-based Access Control | Provide secure role-based access control system. | completed | completed | completed | pending | completed | pending | completed |
| FR-010 | Reporting Tools | Develop dashboards and reporting tools. | completed | pending | pending | completed | completed | completed | completed |

**10. Appendices**

**10.1. List of Acronyms**

|  |  |
| --- | --- |
| **Acronym** | **Definition** |
| HRMS | Human Resource Management System |
| UAT | User Acceptance Testing |
| SIT | System Integration Testing |
| UT | Unit Testing |
| CT | Component Testing |
| NFR | Non-Functional Requirement |
| FR | Functional Requirement |
| API | Application Programming Interface |
| GDPR | General Data Protection Regulation |

**10.2. Glossary of Terms**

|  |  |
| --- | --- |
| **Term** | **Definition** |
| Recruitment & On boarding | The process of attracting, screening, hiring, and integrating new employees into the organization. |
| HRMS | A system that helps organizations manage employee data, automate HR processes, and ensure compliance. |
| E-Learning | Online training that provides interactive content and allows learners to access educational materials remotely. |
| Mobile Access | Accessing HRMS and learning management system functionalities via mobile devices like smartphones or tablets. |
| AI-driven Recommendations | Systems that use algorithms to provide personalized learning suggestions based on user data and behaviour. |
| Role-Based Access Control (RBAC) | A security approach where access permissions are granted based on roles within the organization. |
| Data Integrity | The accuracy and consistency of data stored in a system. |
| System Scalability | The ability of a system to handle increasing numbers of users and growing amounts of data efficiently. |

**10.3. Related Documents**

|  |  |  |
| --- | --- | --- |
| **Document Type** | **Document Name** | **Description** |
| Use Case | Use Case Documentation – Recruitment & On boarding | Defines the detailed processes for recruitment and on boarding. |
| Design Doc | Design Document 1 – HRMS Architecture | Details the system design and architecture for HRMS. |
| Test Case | Test Case 1 – Automated Recruitment Testing | Defines the unit, component, system, and UAT testing scenarios for recruitment. |
| Report | Traceability Matrix Document | Links business requirements to design, code, and testing. |
| Policy | Data Security & Compliance Policy | Outlines the organization's approach to data privacy and compliance. |