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

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

The project is initiated to address inefficiencies in current sales and HR processes. Outdated manual systems hinder productivity and accuracy, leading to unnecessary delays and errors. By automating these processes, Rhythm Resitel aims to streamline operations, reduce administrative effort, and enhance productivity. Additionally, the application ensures scalability, allowing the company to manage increased volumes of data as it grows. Improved data accuracy and better reporting capabilities will enable more informed decision-making. Lastly, an integrated HRMS system will enhance the employee experience through self-service features, improving satisfaction and operational efficiency.

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

The current problems in the sales and HR processes at Rhythm Resitel likely include inefficiencies caused by manual, outdated systems. In the sales process, tasks such as tracking leads, managing orders, and monitoring sales performance may require excessive manual effort, resulting in errors and delays. Similarly, the HR processes may face challenges like lack of automation in recruitment, payroll, and employee data management, leading to data inaccuracies, slow processing times, and limited access to self-service functionalities.

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

With this project, several key problems could be solved across both the sales and HR processes. The automation of tasks such as lead tracking, order processing, recruitment, payroll, and employee data management would significantly reduce manual effort, improve accuracy, and minimize errors. By integrating sales and HR systems, data consistency and reporting accuracy would be enhanced, leading to better insights and more informed decision-making. Additionally, the application’s scalability ensures that as the company grows, the system can handle increased data volumes and user demands without bottlenecks.

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

To successfully implement this project, several key resources are required:

1. **Technical Resources**:
	* Development team with expertise in building sales and HR management systems.
	* IT infrastructure (servers, databases, and cloud services) to support the application.
	* Software development tools, frameworks, and technologies necessary for building the system.
2. **Human Resources**:
	* Project Manager to oversee the implementation process.
	* Business Analysts to gather requirements and define solutions.
	* Technical support staff to maintain and troubleshoot the system.
	* End-users (sales and HR staff) to provide feedback and test the system.
3. **Financial Resources**:
	* Budget for software development, licenses, and ongoing maintenance.
	* Training and on boarding costs for employees to ensure they can effectively use the new system.
4. **Data & Analytics Tools**:
	* Tools for data integration, reporting, and analytics to ensure the system provides actionable insights.

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

The implementation of a new sales and HR management system involves transitioning from manual or outdated processes to automated, integrated solutions. This would necessitate a shift in how employees work, with a focus on embracing new tools, workflows, and responsibilities. There would need to be change management efforts, such as training sessions, workshops, and communication strategies, to ensure employees understand how to use the new system effectively. Leadership support and clear expectations are also critical to gain buy-in from staff, ensuring they understand the benefits and are motivated to adopt the technology

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

The expected time frame to recover ROI is approximately **1 to 2 years**, driven by efficiency improvements, reduced administrative overhead, and improved productivity.

**7. How to Identify Stakeholders?**

 **Internal Stakeholders**:

* **Sales Team**: Key users who will benefit from the sales process automation.
* **HR Team**: Employees responsible for recruitment, payroll, and employee data management.
* **Management and Executives**: Leadership responsible for decision-making and overseeing project success.
* **IT/Technical Team**: Responsible for system development, integration, and support.

**External Stakeholders**:

* **Suppliers/Vendors**: Partners who may need to integrate with the system.
* **Consultants/Partners**: External experts supporting system implementation and training.

**Influencers**:

* **Project Sponsors**: Senior executives driving the project’s success.
* **Change Champions**: Employees who can advocate for the system’s adoption and help manage resistance.

**Document 2: BA Strategy:**

**Gather Requirements**:

* We have identified business goals and pain points through stakeholder interviews and workshops and we have documented current processes and desired future state for both sales and HR systems.

**Analyse Existing Processes**:

* Current workflows are mapped out to identify inefficiencies, bottlenecks, and areas for automation. Existing tools and systems are accessed to understand their limitations and gaps.

**Define System Requirements**:

* Business needs are translated into detailed functional and technical requirements. Requirements are prioritised based on business impact, feasibility, and urgency.

**Design Solutions**:

* Technical team is working on design system architecture, data structures, and interfaces.

**Develop and Implement**:

* Collaboration with development teams is in progress to build and configure the system and system integration is aligned with existing tools and data sources.

**Test and Deploy**:

* Testing like UAT and performance are ensured with system functionality and users will be trained and provided documentation for smooth adoption and transition.

**Monitor and Evaluate**:

* Performance metrics are tracked to measure ROI and system effectiveness.

**Final Sign-Off:** We will obtain formal approval from stakeholders to close the project via mail.

A **RACI Matrix** has been prepared to define and clarify the roles and responsibilities of stakeholders in the project. It ensures that each stakeholder is assigned a clear role—Responsible, Accountable, Consulted, or Informed—for specific tasks and decision-making processes. This helps to avoid confusion, improve accountability, and ensure effective communication throughout the project.

**Documents:**

**Business Requirements Document (BRD)** – outlining business goals, processes, and needs.

**Functional Requirements Document (FRD)** – detailing system features, data requirements, and workflows.

**System Design Document (SDD)** – describing system architecture, interfaces, and integration points.

**Test Plan and Test Cases** – defining test scenarios, test data, and acceptance criteria.

**Training and User Manuals** – providing instructions for system usage and adoption.

**Stakeholder Communication Plan** – outlining how stakeholders will be engaged and updated.

**Communication channels** such as emails, virtual meetings, and a project management platform will be implemented to share documents, gather feedback, and obtain formal approval from the client.

To handle a **change request**, we will document it in detail, assess its impact on scope, timeline, and budget, get stakeholder approval, and update relevant project artefacts accordingly.

Regular updates will be provided to stakeholders via status reports, meetings, and project management tools, ensuring they are kept informed.

**Sign-off on UAT** will be obtained through formal reviews and feedback sessions.

**Document 3- Functional Specifications**

|  |  |  |  |
| --- | --- | --- | --- |
| **Project name**  | RHYTHM RESITEL | **Customer name** | RHYTHM RESITEL |
| **Project Version** | 1.000 | **Project Sponsor** | Raghaav Singh |
| **Project Manager** | Venkatesh Iyer | **Project Initiation date** | 01-01-2025 |

|  |  |  |  |
| --- | --- | --- | --- |
| **Req ID** | **Req Name** | **Req Description** | **Priority** |
| FR-001 | Lead Management | Automate the process of capturing, tracking, and managing sales leads. | 10 |
| FR-002 | Order Processing | Enable real-time order placement, tracking, and status updates. | 10 |
| FR-003 | Employee Information System | Provide a centralized database for managing employee records. | 10 |
| FR-004 | Payroll Automation | Automate payroll processing, including tax and compliance calculations. | 9 |
| FR-005 | Recruitment Workflow | Facilitate job postings, applicant tracking, and interview scheduling. | 7 |
| FR-006 | Report Generation | Generate customizable sales performance and HR reports. | 9 |
| FR-007 | Self-Service Portal | Allow employees to manage leave requests, benefits, and personal details online. | 8 |
| FR-008 | Role-Based Access Control | Implement secure, role-based permissions for data access. | 7 |
| FR-009 | Notification System | Send automated notifications and reminders for tasks like approvals and deadlines. | 6 |
| FR-010 | Integration with Existing Tools | Integrate with CRM, accounting, and third-party tools for seamless operations. | 10 |

**Document 4- Requirement Traceability Matrix**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Req ID** | **Req Name** | **Req Description** | **Design** |  **D1** |  **T1**  | **D2**  | **T2** |  **UAT** |
| FR-001 | Lead Management | Automate the process of capturing, tracking, and managing sales leads. | Yes | Pending | No | Yes | Yes | Yes |
| FR-002 | Order Processing | Enable real-time order placement, tracking, and status updates. | Yes | Yes | Yes | Yes | Yes | Yes |
| FR-003 | Employee Information System | Provide a centralized database for managing employee records. | Pending | No | No | Yes | Yes | No |
| FR-004 | Payroll Automation | Automate payroll processing, including tax and compliance calculations. | Yes | Pending | No | Yes | Yes | Yes |
| FR-005 | Recruitment Workflow | Facilitate job postings, applicant tracking, and interview scheduling. | Yes | Yes | Yes | Yes | Yes | Yes |
| FR-006 | Report Generation | Generate customizable sales performance and HR reports. | Yes | No | No | Yes | Yes | No |
| FR-007 | Self-Service Portal | Allow employees to manage leave requests, benefits, and personal details online. | Yes | Pending | No | Yes | Yes | Yes |
| FR-008 | Role-Based Access Control | Implement secure, role-based permissions for data access. | Yes | Yes | Yes | Yes | Yes | Yes |
| FR-009 | Notification System | Send automated notifications and reminders for tasks like approvals and deadlines. | Pending | No | NO | Yes | Yes | Yes |
| FR-010 | Integration with Existing Tools | Integrate with CRM, accounting, and third-party tools for seamless operations. | Yes | Yes | Yes | Yes | Yes | Yes |

**Document 5- BRD Template**

**RHYTHM RESITEL**

**Project ID- RR001234**

**Project Version- 1.00**

**Author- NACHIKET HEMLANI**

**BUSINESS REQUIREMENT DOCUMENT**

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**1. Document Revisions:**

|  |  |  |
| --- | --- | --- |
| **Date** | **Version Number** | **Document Changes** |
| 02-01-2025 | 1 | Initial draft of the document created. |
| 05-01-2025 | 1.1 | Added functional and non-functional requirements section. |
| 10-01-2025 | 1.2 | Updated stakeholder analysis with RACI Matrix details. |
| 15-01-2025 | 1.3 | Refined requirement descriptions and added priority levels. |
| 20-01-2025 | 1.4 | Incorporated feedback from stakeholders on requirement specifications. |
| 25-01-2025 | 1.5 | Updated integration requirements with additional API details. |
| 01-02-2025 | 1.6 | Added test plan and UAT requirements. |
| 05-02-2025 | 1.7 | Finalized all sections after internal review and approvals. |

**2. Approvals**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Role** | **Name** | **Title** | **Signature** | **Date** |
| Project Sponsor | Raghaav Singh | Chief Operating Officer | Rakesh Sharma | 02-01-2025 |
| Business Analyst | Smita Iyer | Business Analyst | Smita Iyer | 02-01-2025 |
| Project Manager | Venkatesh Iyer | Project Manager | Anjali Verma | 02-01-2025 |
| Sales Department Head | Manish Gupta | Head of Sales | Manish Gupta | 03-01-2025 |
| HR Department Head | Priya Nair | Head of HR | Priya Nair | 03-01-2025 |
| IT Manager | Arvind Menon | IT Manager | Arvind Menon | 04-01-2025 |
| QA Lead | Neha Kapoor | Quality Assurance Lead | Neha Kapoor | 05-01-2025 |
| Finance Representative | Rajesh Kumar | Finance Manager | Rajesh Kumar | 05-01-2025 |

**3. RACI Chart**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Name** | **Position** | **R** | **A** | **S** | **C** | **I** |
| Smita Iyer | Business Analyst | ✓ |   | ✓ |   |   |
| Venkatesh Iyer | Project Manager |   | ✓ |   | ✓ |   |
| Manish Gupta | Sales Head |   |   |   | ✓ |   |
| Priya Nair | HR Head |   |   |   | ✓ |   |
| Raghaav Singh | Project Sponsor |   |   |   |   | ✓ |
| Arvind Menon | IT Manager | ✓ |   | ✓ |   |   |
| Neha Kapoor | QA Lead |   |   |   | ✓ | ✓ |
| Development Team | Developers | ✓ |   |   |   |   |
| Sales and HR Teams | End Users |   |   |   |   | ✓ |
| IT Team | Support Team | ✓ |   |   |   |   |

**4. Introduction**

### **4.1. Business Goals**

The primary business goals and needs of this project are to streamline and optimize both sales and HR operations. By automating key processes such as lead management, order processing, recruitment, payroll, and performance tracking, the organization aims to reduce manual effort, improve accuracy, and enhance overall efficiency. A centralized system will ensure better data management and accessibility, leading to increased transparency and informed decision-making. Additionally, the project seeks to enhance scalability, allowing the organization to grow without facing limitations in data storage, user access, or system performance. The return on investment (ROI) for this project will be realized through improved process efficiency, faster decision-making, reduced administrative costs, and enhanced employee and customer satisfaction, with a typical payback period of 1 to 3 years, driven by efficiency gains and cost reductions.

### **4.2. Business Objectives**

### The aim is to improve data accuracy, reduce manual efforts, and minimize administrative tasks, allowing employees to focus on strategic initiatives. By adopting a centralized system, the organization seeks to improve access to critical information, enhance transparency, and support better decision-making through real-time reporting and analytics. The project also aims to ensure scalability, enabling the system to handle growing data volumes and increasing user requirements. Additionally, the objective is to maintain compliance with data security and privacy regulations, safeguarding sensitive employee and customer information. Ultimately, this project strives to reduce operational costs, improve efficiency, and support long-term business goals by fostering a more streamlined and scalable operating environment.

### **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:**
The need for this project arises from the growing complexity of sales and HR operations within the organization. Over time, manual and siloes processes have led to inefficiencies, data inaccuracies, and delays in decision-making. Previously, sales and HR functions operated using fragmented systems, resulting in duplicated efforts, inconsistent data, and increased administrative overhead. These issues hindered the organization’s ability to scale effectively and meet its operational goals.

Recognizing the need for improved efficiency and streamlined operations, the organization initiated this project to address key pain points. The growing demand for process optimization to support business growth. With increasing complexity in sales and HR operations, outdated systems are no longer sufficient. Ultimately, this project is expected to drive efficiency gains and deliver long-term value to the organization.

**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 of this project is to enhance the efficiency and effectiveness of sales and HR operations by automating and integrating key processes. By implementing a centralized system, the project aims to improve data accuracy, reduce manual effort, and streamline workflows, leading to faster decision-making and increased productivity. The project seeks to enhance scalability, ensuring the system can accommodate future growth while maintaining compliance with data security and privacy regulations. Additionally, it aims to reduce operational costs, improve employee satisfaction through self-service capabilities, and provide real-time insights for better decision-making.

### **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 like course creation, tracking, and certification. User management for learners and administrators.
* Implementation of an HRMS:
	+ Recruitment and on boarding process automation.
	+ Approval for leaves through online platform and attendance management
	+ Payroll processing and performance management, Reviews and personal growth tracking

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

### The project scope excludes any third-party software development or integration beyond what is specified. Customizations not aligned with the core sales and HR processes, such as non-essential features or system extensions, are also outside the scope. Additionally, ongoing system maintenance beyond the initial implementation, training beyond the scope defined, and any major infrastructure upgrades unrelated to the application itself are excluded. Any adjustments required due to changes in regulatory requirements beyond the project timeline are also excluded unless specified in future phases.

### **5. Assumptions**

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

1. Stakeholder Commitment: It is assumed that all key stakeholders (e.g., sales, HR, IT teams, project sponsor) are fully committed to the project’s success and will actively participate in decision-making and implementation.
2. Data Availability and Accuracy: The organization will provide complete, accurate, and up-to-date data required for the implementation of the system, including employee and sales data.
3. Existing Systems Integration: It is assumed that existing systems (e.g., CRMs, accounting software) can be seamlessly integrated with the new system without significant compatibility issues.
4. Compliance and Regulatory Requirements: The organization will ensure compliance with all relevant data security and privacy regulations without requiring significant changes beyond the project scope.
5. Resources Availability: Adequate resources (both human and technical) will be available throughout the project timeline to support implementation, testing, and training activities.
6. Project Timeline: The project will be completed within the agreed timeline, and there will be no major disruptions or delays beyond the control of the project team.
7. Budget Constraints: The budget allocated for the project will be sufficient to cover all development, integration, and deployment costs without significant scope changes or overruns.
8. Training and User Adoption: Employees will be trained effectively and will adopt the new system within the expected timeframe, ensuring minimal resistance and smooth implementation.

### **6. Constraints**

The following constraints have been identified for the project:

**Timeframe**: The project must be completed within a specific timeline (e.g., 6-12 months), limiting the time available for thorough testing, user training, and system deployment.

**Budget**: The project is constrained by a fixed budget, which may limit the scope, resources, or advanced customization options that can be implemented.

**Resource Availability**: Availability of key project resources (e.g., technical team, business analysts, and trainers) may be limited, particularly during peak operational periods or other concurrent projects.

**Legacy System Compatibility**: Integration with existing legacy systems may pose technical challenges due to system incompatibility, requiring additional effort for data migration and system integration.

**Scope Limits**: The project scope is limited to specific sales and HR processes, excluding broader organizational systems or non-essential features that may require future phases.

**Regulatory Compliance**: Any unforeseen changes or stricter regulatory requirements may require additional resources and delays, impacting the project timeline and budget.

**User Adoption Resistance**: Resistance from employees or departments regarding the adoption of new systems or processes may lead to delays or reduced efficiency in implementation.

**External Dependencies**: The project may be impacted by dependencies on third-party vendors, external systems, or external factors such as data availability or stakeholder engagement.

**Data Accuracy and Availability**: The availability and accuracy of data needed for the system may be incomplete, requiring additional data cleansing or data migration efforts.

**7. Risks**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Risk Type** | **Risk** | **Likelihood** | **Impact** | **Strategy** |
| **Technological Risks** | Integration issues with existing/new systems | Medium | High | Mitigate |
| **Skills Risks** | Lack of required expertise in system configuration/data migration | Medium | High | Mitigate |
| **Political Risks** | Stakeholder resistance or organizational politics | Medium | High | Mitigate |
| **Business Risks** | Project cancellation leading to missed opportunities | Low | High | Mitigate |
| **Requirements Risks** | Incomplete or misunderstood requirements | High | High | Mitigate |
| **Other Risks** | Insufficient user adoption due to training/system complexity | Medium | High | Mitigate |

**8. Business Process Overview**

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

**Brief Explanation**:
In the current state, the organization relies on manual, fragmented processes for both sales and HR operations. Sales management involves tracking leads and customer interactions through spreadsheets and standalone systems, resulting in delays and inconsistencies. Order processing is often time-consuming due to manual data entry, leading to inaccuracies and slow response times. In HR, payroll, recruitment, and employee data management are managed using separate systems, leading to duplicate efforts and inefficiencies. Data retrieval is slow, and there is limited access to real-time reporting, causing delays in decision-making. Employees face difficulty accessing self-service portals, resulting in frustration and reduced productivity. Overall, these manual and siloes processes hinder scalability, reduce efficiency, and increase administrative overhead.



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

In the future state, the organization aims to implement a unified and automated system to enhance both sales and HR operations. The sales process will be streamlined through a centralized CRM system that tracks leads, manages customer relationships, and automates order processing, reducing manual effort and improving data accuracy. HR operations will be centralized into a comprehensive Human Resource Management System (HRMS), integrating payroll, recruitment, and employee data management into a single platform. This will ensure real-time access to data, reducing delays and improving decision-making capabilities. Employees will have access to a self-service portal, enhancing their experience and reducing administrative burdens. With integrated reporting and analytics, the organization will have improved visibility into both sales and HR functions, supporting growth, scalability, and better operational efficiency.

**9. Business Requirements**

**Functional Business Requirements:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Requirement ID** | **Requirement Description** | **Priority** | **Area of Functionality** | **Reference** |
| FR001 | The system must automate lead tracking and assignment | High | Sales | Use Case 1 |
| FR002 | The system must support real-time order processing | High | Sales | Use Case 2 |
| FR003 | The system must integrate with existing CRM systems | High | Sales | Use Case 3 |
| FR004 | The system must provide self-service portals for employees | High | HR | Use Case 4 |
| FR005 | The system must manage employee data securely | High | HR | Use Case 5 |
| FR006 | The system must automate payroll processing | High | HR | Use Case 6 |
| FR007 | The system must support role-based access control | High | Security & Access Control | Use Case 7 |
| FR008 | The system must ensure data consistency across systems | High | Integration | Use Case 8 |
| FR009 | The system must provide real-time reporting dashboards | High | Reporting | Use Case 9 |
| FR010 | The system must have user-friendly interfaces | Medium | Usability | Use Case 10 |

**Non-Functional Business Requirements:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Requirement ID** | **Requirement Description** | **Priority** | **Area of Functionality** | **Reference** |
| NFR001 | The system must be scalable to support increased load and growth. | High | Scalability | Use Case 11 |
| NFR002 | The system must ensure high availability (99.9% uptime). | High | Availability | Use Case 12 |
| NFR003 | The system must comply with relevant data security standards. | High | Security | Use Case 13 |
| NFR004 | The system must handle transactions with low latency and high throughput. | High | Performance | Use Case 14 |
| NFR005 | The system must support role-based access control and data privacy. | High | Security & Access Control | Use Case 15 |
| NFR006 | The system must provide secure API integrations with external systems. | High | Integration | Use Case 16 |
| NFR007 | The system must be designed for ease of maintenance and updates. | Medium | Maintainability | Use Case 17 |
| NFR008 | The system must ensure data consistency across integrated systems. | High | Data Integrity | Use Case 18 |
| NFR009 | The system must provide audit logging and monitoring of critical events. | High | Security & Monitoring | Use Case 19 |
| NFR010 | The system must support multi-device access (web, mobile, desktop). | High | Usability | Use Case 20 |

**Traceability Matrix**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Req ID** | **Req Name** | **Req Description** | **Design** | **Code** | **UT** | **CT** | **ST** | **SIT** | **UAT** |
| FR-001 | Lead Management | Automate the process of capturing, tracking, and managing sales leads. | completed | completed | completed | completed | completed | completed | pending |
| FR-002 | Order Processing | Enable real-time order placement, tracking, and status updates. | completed | pending | pending | pending | completed | completed | completed |
| FR-003 | Employee Information System | Provide a centralized database for managing employee records. | completed | completed | completed | pending | completed | completed | pending |
| FR-004 | Payroll Automation | Automate payroll processing, including tax and compliance calculations. | completed | completed | pending | completed | completed | completed | completed |
| FR-005 | Recruitment Workflow | Facilitate job postings, applicant tracking, and interview scheduling. | completed | pending | completed | completed | completed | completed | pending |
| FR-006 | Report Generation | Generate customizable sales performance and HR reports. | completed | completed | completed | pending | pending | completed | pending |
| FR-007 | Self-Service Portal | Allow employees to manage leave requests, benefits, and personal details online. | completed | completed | completed | pending | pending | pending | completed |
| FR-008 | Role-Based Access Control | Implement secure, role-based permissions for data access. | completed | completed | completed | completed | completed | completed | pending |
| FR-009 | Notification System | Send automated notifications and reminders for tasks like approvals and deadlines. | completed | completed | completed | pending | completed | pending | completed |
| FR-010 | Integration with Existing Tools | Integrate with CRM, accounting, and third-party tools for seamless operations. | completed | pending | pending | completed | completed | completed | completed |

**10. Appendices**

**10.1. List of Acronyms**

|  |  |
| --- | --- |
| **Acronym** | **Full Form** |
| CRM | Customer Relationship Management |
| HRMS | Human Resource Management System |
| NFR | Non-Functional Requirement |
| FR | Functional Requirement |
| API | Application Programming Interface |
| ROI | Return on Investment |
| SLA | Service Level Agreement |
| BRD | Business Requirements Document |
| UI | User Interface |
| UX | User Experience |
| KPI | Key Performance Indicator |
| IT | Information Technology |
| HR | Human Resources |
| RPM | Roles, Permissions, and Monitoring |
| SCL | Scalability |
| REL | Reliability |
| PERF | Performance |
| AUD | Audit |
| RBAC | Role-Based Access Control |
| ITIL | Information Technology Infrastructure Library |

 **10.2. Glossary of Terms**

|  |  |
| --- | --- |
| **Term** | **Definition** |
| **Requirement** | A documented need or condition that must be met for the project to achieve its objectives. |
| **Functional Requirement** | Specifies a feature or capability that a system must perform to fulfil business objectives. |
| **Non-Functional Requirement** | Describes the operational characteristics and constraints that the system must adhere to, such as performance, scalability, and security. |
| **CRM (Customer Relationship Management)** | A system used to manage and analyse customer interactions and data throughout the customer lifecycle. |
| **HRMS (Human Resource Management System)** | A software solution that manages all HR functions like payroll, recruitment, employee data, etc. |
| **API (Application Programming Interface)** | A set of rules that allows different software applications to communicate with each other. |
| **Scalability** | The system's ability to handle increased load and grow effectively as demands increase. |
| **Reliability** | The system’s ability to perform consistently and dependably over time. |
| **Performance** | The efficiency and responsiveness of a system, particularly under load conditions. |
| **Audit** | A process of reviewing and tracking system activities and data to ensure accuracy and security. |
| **Role-Based Access Control (RBAC)** | A method of restricting system access based on roles and responsibilities within an organization. |
| **User Interface (UI)** | The means through which users interact with a system. |
| **User Experience (UX)** | The overall experience and satisfaction users have when interacting with a system. |
| **Key Performance Indicator (KPI)** | A measurable value that indicates how effectively the project objectives are being met. |
| **IT (Information Technology)** | The use of computers, networks, and other devices to manage and process information. |
| **Service Level Agreement (SLA)** | A contract that defines the expected service performance and responsibilities between parties. |
| **Return on Investment (ROI)** | A financial measure of the profitability of an investment, calculated as the ratio of net benefits to costs. |

**10.3. Related Documents**

|  |  |  |
| --- | --- | --- |
| **Document Type** | **Document Name** | **Description** |
| **Business Requirement** | Business Requirements Document (BRD) | Defines the business needs, goals, and scope of the project. |
| **Functional Design** | Functional Design Document | Outlines how the system will meet the functional requirements. |
| **Non-Functional Design** | Non-Functional Design Document | Specifies non-functional requirements and technical constraints. |
| **Technical Specification** | Technical Specification Document | Details the technical architecture, system design, and integration requirements. |
| **Risk Management Plan** | Risk Management Plan | Identifies and outlines strategies to mitigate risks. |
| **Project Plan** | Project Plan | Defines project timelines, deliverables, and milestones. |
| **Stakeholder Register** | Stakeholder Register | Identifies all key stakeholders and their roles in the project. |
| **Test Plan** | Test Plan | Describes the strategy for testing the system and validating requirements. |
| **Training Plan** | Training Plan | Details the approach for training users on the new system. |
| **Change Management Plan** | Change Management Plan | Outlines the strategy for managing changes during and post-implementation. |