Attachment A – Requirements

ID	Source	Type	Description
SHD-GEN			**ANS CR single help desk - General requirements**
SHD-GEN-01	General system	Constrain	The product shall include only those components which are objectively relevant to the service.
SHD-GEN-02	General system	Constrain	The product shall be in line with the ISO/IEC 27000 norms.
SHD-GEN-03	General system	Constrain	The product shall be implemented for the administrative part of organization.
SHD-GEN-04	General system	Constrain	The product shall replace current solution for service desk.
SHD-GEN-05	General system	Functional	The assets shall include at least Date of installation
SHD-GEN-06	General system	Constrain	IDs shall have at least 12 generated or manually created symbols.
SHD-GEN-07	General system	Quality	The application shall be created using bootstrap 5 or similar.
SHD-GEN-08	General system	Constrain	The system shall follow OWASP requirements
SHD-GEN-09	General system	Functional	The system shall be deployed for desktop and for mobile devices.
SHD-GEN-10	General system	Constrain	Users shall have roles.
SHD-GEN-11	General system	Functional	Managers shall be able to change users' roles
SHD-GEN-12	General system	Functional	Operators shall be able to add new users.
SHD-GEN-13	General system	Constrain	The database shall store data about users' Name
SHD-GEN-14	General system	Constrain	The database shall store data about users' Surname
SHD-GEN-15	General system	Constrain	The database shall store data about users' Emails
SHD-GEN-16	General system	Constrain	The database shall store data about users' Phones
SHD-GEN-17	General system	Constrain	The database shall store data about users' Room
SHD-GEN-18	General system	Constrain	The database shall store data about users' Password
SHD-GEN-19	General system	Quality	The system might store users' profile image
SHD-SRV			**ANS CR single help desk - Service desk requirements**

ID	Source	Type	Description
SHD-SRV-01	Service desk	Constrain	The system shall allow creation of a service catalogue.
SHD-SRV-02	Service desk	Functional	The system shall allow users to browse and filter the service catalogue
SHD-SRV-03	Service desk	Functional	There shall be a dashboard.
SHD-SRV-04	Service desk	Functional	The users shall be able to add new messages on dashboard.
SHD-SRV-05	Service desk	Functional	The operators shall be able to manage the dashboard.
SHD-IAM			**ANS CR single help desk - IT Asset Management requirements**
SHD-IAM-01	IT Asset management	Functional	The application shall allow linking the assets to the invoices.
SHD-IAM-02	IT Asset management	Functional	The application shall allow linking assets to users and locations.
SHD-IAM-03	IT Asset management	Functional	The application shall allow manual correction of links.
SHD-IAM-04	IT Asset management	Functional	The application shall allow filtrating assets by all relevant attributes.
SHD-IAM-05	IT Asset management	Quality	Possibility to export assets common formats.
SHD-IAM-06	IT Asset management	Functional	Possibility to import assets using common formats.
SHD-IAM-07	IT Asset management	Functional	The application shall allow operators to copy historical assets.
SHD-IAM-08	IT Asset management	Constrain	Preservation of current system for asset audits (SNOW).
SHD-IAM-09	IT Asset management	Constrain	Preservation of current system for contactless installation (MS SCCM).
SHD-IAM-10	IT Asset management	Non-functional	The current system AFM might be preserved for the building management.
SHD-IAM-11	IT Asset management	Functional	Possibility to import locations from common formats.

ID	Source	Type	Description
SHD-IAM-12	IT Asset management	Constrain	
SHD-IAM-13	IT Asset management	Constrain	The assets shall include at least ID
SHD-IAM-14	IT Asset management	Constrain	The assets shall include at least Name
SHD-IAM-15	IT Asset management	Constrain	The assets shall include at least Category
SHD-IAM-16	IT Asset management	Constrain	The assets shall include at least Date of acquisition
SHD-IAM-17	IT Asset management	Constrain	The assets shall include at least Producer
SHD-IAM-18	IT Asset management	Constrain	The assets shall include at least Serial number
SHD-IAM-19	IT Asset management	Constrain	The assets shall include at least Room
SHD-IAM-20	IT Asset management	Constrain	The assets shall include at least Location
SHD-IAM-21	IT Asset management	Constrain	The assets shall include at least Type
SHD-IAM-22	IT Asset management	Functional	The system shall store data about movement of assets.
SHD-IAM-23	IT Asset management	Functional	The operators shall have full access to the IT asset management database
SHD-IAM-24	IT Asset management	Functional	The users shall have limited access to the IT asset management database
SHD-IAM-25	IT Asset management	Constrain	The system shall store data about IT equipment in the organization
SHD-IAM-26	IT Asset management	Functional	The system shall allow creating rooms (modelling buildings in database).

ID	Source	Type	Description
SHD-IAM-27	IT Asset management	Quality	There shall be navigation links from other pages to quickly filter the assets using specific rule. (e.g., link from profile to assets shows all assets controlled by the user)
SHD-IAM-28	IT Asset management	Quality	The database may store data about what software should be on which device
SHD-IAM-29	IT Asset management	Quality	The application may use data from SNOW.
SHD-HLP			**ANS CR single help desk - Help desk requirements**
SHD-HLP-01	Help desk	Functional	The application shall allow the users to copy historical tickets.
SHD-HLP-02	Help desk	Constrain	Preservation of current system TIS.
SHD-HLP-03	Help desk	Functional	The system shall allow reporting of IT issues.
SHD-HLP-04	Help desk	Functional	The system shall allow submitting IT service requests.
SHD-HLP-05	Help desk	Non-functional	The issues shall have name
SHD-HLP-06	Help desk	Non-functional	The issues shall have description
SHD-HLP-07	Help desk	Non-functional	The issues shall be linked to a user (author)
SHD-HLP-08	Help desk	Non-functional	The issues shall time of creation
SHD-HLP-09	Help desk	Non-functional	The issues shall be linked to an asset
SHD-HLP-10	Help desk	Non-functional	The issues shall have state
SHD-HLP-11	Help desk	Non-functional	The issues shall have priority
SHD-HLP-12	Help desk	Non-functional	The requests shall have name
SHD-HLP-13	Help desk	Non-functional	The requests shall have description
SHD-HLP-14	Help desk	Non-functional	The requests shall be linked to a user (author)
SHD-HLP-15	Help desk	Non-functional	The requests shall time of creation
SHD-HLP-16	Help desk	Non-functional	The requests shall have state

ID	Source	Type	Description
SHD-HLP-17	Help desk	Non-functional	The requests shall have priority
SHD-HLP-18	Help desk	Functional	The application shall allow the users to name the ticket
SHD-HLP-19	Help desk	Functional	The application shall allow the users to describe the situation
SHD-HLP-20	Help desk	Functional	The application shall allow the users to link the issue to an asset
SHD-HLP-21	Help desk	Functional	The application shall allow the managers to assign the tickets to technicians
SHD-HLP-22	Help desk	Functional	The application shall allow the operators to change the priority of the tickets
SHD-HLP-23	Help desk	Functional	The application shall allow the operators to solve the tickets
SHD-HLP-24	Help desk	Quality	The application may allow the users to add priority to the tickets
SHD-HLP-25	Help desk	Functional	There shall be a knowledge base.
SHD-HLP-26	Help desk	Functional	Operators shall be able to add information to knowledge base.
SHD-AVM			**ANS CR single help desk - Availability management requirements**
SHD-AVM-01	Availability management	Quality	The application may store data about schedules.
SHD-AVM-02	Availability management	Non-functional	The application may use data from entries and exits.
SHD-AVM-03	Availability management	Quality	The application may show current location of a user.