

Business Requirements Document (BRD)

Acme Corporation

Professional Evaluation Application (PEA)

Version 1.0



Document Versioning Details

Version	Date	Action	Author	Approver
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1.0	15-Jan-2022	Base-lined version of the document	Robin Gupta	Raj Mathur, Pat Flynn

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1. Introduction

Acme Corp. (client) and RCube Technology Services (vendor) entered into a mutual agreement on 20th December 2021, where Acme Corp will provide application development and allied services to RCube Technology Services for the development, testing, and release of their web application/product.

1.1.Purpose

The purpose of this document is to define the business objectives and high-level requirements of the product being built and contains project scope, functional and non-functional requirements, along with any assumptions, constraints, and risks associated with the project's success.

1.2.Document Overview and Intended Audience

The signed off BRD is intended to be referred by the project sponsors, higher management, core project team, the subject matter experts, quality teams, PMO, external contractors undertaking any project development related activities, and any other stakeholder directly or indirectly associated and/or responsible for the success of the project.

The approved and baseline version of this BRD will serve as an input to the subsequent project documents, including (but not limited to) requirement specifications documents, technical design documents, use cases, user stories, application process flows, and test plans. Also, this document will be regarded as the basis for subsequent requirement elicitation and solution development sessions with the project stakeholders.

1.3.Definitions and abbreviations

Term	Definition
Application	An application is a computer program that is designated to perform a group of coordinated functions, tasks, or activities for the benefit of the user
Evaluation or Assessment	Method to judge an individual's competency by evaluating their responses to a series of questions.
UAT	User Acceptance Testing (UAT), also called end-user testing, is a phase of software development in

	which the software/application is tested in the 'real world' by the intended audience
Analytics	Analytics is the discovery, interpretation, and communication of meaningful data within the application and is displayed on the application dashboard within a widget

1.4.References

Reference Document Details	Location
Project vision document	Project's Share Drive
Requirement Management Plan	Project's Share Drive
Staffing_Process.pdf	Project's Share Drive
Evaluation_List.pdf	Project's Share Drive

2. Client Profile

Acme Corp is a leading publishing house specializing in educational books, magazines, and tabloids.

Acme has a dedicated team of highly experienced authors and writers whose excellent writing skills empower Acme's complete publishing portfolio. Acme's missions are to publish reading materials that educate and entertain their audiences, inspire them to achieve their life goals while inculcating feelings of compassion and care.

Acme Corp. is currently facing a challenge with its recruitment process while hiring competent authors, technical writers, and other professional staff personnel. The associates are not being thoroughly evaluated by their existing recruitment process and are turning out to be bad hires that do not fit the position entirely.

Thus, Acme Corp. wishes to create a web-based application where job applicants can attempt comprehensive evaluation tests containing a tailored set of questions.

3. Stakeholders Categories

Following are the critical project stakeholders and their responsibilities:

Stakeholder Type	Stakeholder Category	Key Stakeholder Names	Responsibilities
Project Management	Internal	Raj Mathur	<ul style="list-style-type: none"> - Delivery and execution of the project deliverables - Ensure the project is on track as per plan and any deviation is communicated to all stakeholders - SPOC for any project risks, concerns, and escalations
Business Analysis	Internal	Robin Gupta	<ul style="list-style-type: none"> - Gather detailed requirements from the client and validate scope - Create user stories and effectively communicate requirements - Work with SME on all criteria to detail the same - Maintain FM/RTM and do impact analysis for any change discussed
Application Development – Lead	Internal	Bill Nelson	<ul style="list-style-type: none"> - Monitor and ensure project deliverable quality from the technical perspective - Provide technical advice and guidance to the development team - Own code and design artifacts review activities
Application Development – Team	Internal	Sajal Gupta, Anna Moser, Arun Singh, Brandon Brax	<ul style="list-style-type: none"> - Write high-quality code to program the application functionality - Follow code guidelines - Ensure all flows are adequately validated and unit tested

Quality/Testing	Internal	Shivank Aggarwal	<ul style="list-style-type: none"> - Plan, design, and execute System and Performance testing - Log, track, and close bugs/issues - Ensure UAT entry criteria for application is met - Create and review test cases - Ensure all test cases, scenarios, and business rules are tested
Management/Project Sponsor	Internal	Philip Adams	<ul style="list-style-type: none"> - Champion for the project ensuring the availability of budget & resources - Support the project and ensure it meets the strategic objectives of the organization - Approve and sign off the project statement of work, charter, and contractual agreements
PMO	Internal	Rashmi Shukla	<ul style="list-style-type: none"> - Maintain the standard of the project management activities - Track project activities and their status - Perform process compliance audits
Client/Subject Matter Expert (SME)	External	Pat Flynn, Jacob Wess	<ul style="list-style-type: none"> - SPOC for all domain related clarifications and detailing - Owner and approver of requirements - Review and approve acceptance test cases
Vendors	External	Nitin Daukia	<ul style="list-style-type: none"> - Complete assigned work/supply materials as per the mutually agreed schedule - Respect the contractual obligations

4. High-Level Description

4.1 Background

Typically, recruitment activities for positions within Acme Corp. are limited to:

- Filtering and shortlisting a job applicant based on his profile/resume
- Having an interaction with him over a call to gauge his communication acumen, business etiquette, and professionalism
- Conducting initial telephonic and/or video-based interviews
- Face to face interview/s by the technical/business team
- Recruitment discussion and offer rollout

However, the job applicants are not given any comprehension and calculations based assessments, and their cognitive, written, and critical thinking abilities are not put to the test.

Additionally, since the job applicants are not assessed in real-world situations, their suitability to the position and on-the-job performance cannot be guaranteed. Often, such job applicants fail to be the right fit for the organizations, turn out to be a bad hire, and negatively impact Acme Corp's revenue, considering the cost of recruitment.

To overcome such hiring mistakes, Acme Corp. aspires to build an assessment application that will allow organizations to effectively identify and fill their staffing needs by implementing a repeatable and standardized personnel staffing process.

4.2 Business Objectives

Acme Corp. intends to build an evaluation platform for conducting technical, analysis, interpersonal, and aptitude evaluations as a part of its recruitment activities. The application shall contain formal, module-wise evaluation tests that include questions aimed at recognizing talent & skills.

Additionally, this evaluation application will be web-based (accessible over the internet) and will allow recruitment teams to gauge the suitable job applicants for various positions within Acme Corp.

The evaluation application will have four modules; namely:

- Module 1 - Evaluation Panel

- Module 2 - Recruitment
- Module 3 - Job applicant
- Module 4 - Supervisor

The application's name shall be '**Professional Evaluation Application (PEA)**'.

Listed below are the high-level objectives that the product is expected to fulfill:

- Effectively identify and fill the staffing/recruitment needs by implementing a repeatable and standardized personnel staffing process.
- Get a suitable candidate for the job
- Reduce the chances of a bad hire
- Increase participation in recruitment activities from each division within Acme

4.3 Scope

Documented below are the functionalities and features that are 'within' the project scope and 'out of' scope:

In Scope

Module 1 - Evaluation Panel

This section of the platform will allow the evaluation panel member/s (e.g., business manager, technical lead, lead analyst, project/program manager) to create an evaluation that a job applicant needs to go through against a position to be filled within Acme corp.

Module 2 – Recruitment

This section of the platform is for the talent acquisition or recruitment team, where they could create a job applicant's profile and invite the shortlisted job applicants for the evaluation.

Module 3 - Job applicant

This section caters to the job applicants who will attempt the online, on-screen assessment prepared by the evaluation panel and assigned to the job applicant by the recruitment members.

Module 4 – Supervisor

The supervisor login will be used for user management, where a pre-designated administrator will assign roles/permissions to the existing employees of an Acme corp. on the application.

The supervisor will be able to view and edit the existing evaluation and can add assessments as well.

Out of Scope

- Chat-room/IM functionality for job applicants to chat with the recruitment team.
- Creating a separate assessment application to develop, document, and execute 'code' for technical assessments.
- Video interaction with the job applicant
- Developing any android or iOS mobile apps
- Any requirements not defined under in-scope, functional requirements, non-functional requirements, and other requirements sections.

4.4 Key assumptions and constraints

Assumptions

1. Acme Corp. to provide the business rules and validations around the requirements.
2. Acme Corp. will review and sign off all the requirements in a timely fashion without impacting the schedule of the development team.
3. All the features under the out-of-scope section are not to be considered for the development.
4. Acme Corp. will provide full cooperation and support in giving all the details around the requirements and clarifying any doubts or questions that business analysts or the development teams may have.
5. All project needs are correctly analyzed, brainstormed, and thought through before implementation.
6. English (US) will be considered as the language for communication and collaboration.
7. All the resources will be available as per the defined schedule.
8. Java will be the preferred choice of development language.
9. Acme Corp. will provide a designated single point of contact (SPOC) for all requirement-related clarifications.

10. The infrastructure of the application is designed following the maximum load definition.
11. The schedule will be created assuming that all vendors will provide their work products as per the schedule and without any delays.
12. All the estimations are based on the project conditions and what is known about the project then.
13. Any modifications to the existing project scope might impact the project estimations/schedule/timelines.

Constraints

1. All the requirements defined in the BRD should not take more than 6 sprints to develop
2. Code should not be integrated without proper unit testing
3. The resources usage should be planned judiciously to avoid any budget overruns
4. The project performance should be as per the explicitly defined specifications
5. The number of project resources should not exceed the specified numbers
6. The project should be developed under Agile project development methodology only
7. The project should only follow the templates, models, processes, procedures, and policies defined within Acme Corp.
8. For security reasons, no code development should happen outside the designated development center/office/unit
9. Any decisions that impact the deliverables of the project and pose any risks to the application development schedule, performance, security, usability, and quality should be thoroughly discussed with the key stakeholders before implementation

5. Business Requirements

5.1 Priority

Level	Rating	Description
1	Critical	Requirements that are imperative to the success of the project.
2	High	Requirements that are of high priority, but the project can be implemented at a bare minimum without this requirement.
3	Medium	Requirements that are somewhat important, and they provides some value, but the project can proceed without it.
4	Low	Requirements that are "nice to have" feature, if time and cost allows it.
5	Future	Requirements that are out of scope for this project and have been included here as a possible future enhancement.

5.2 Business Requirements

a) Business Requirements – Evaluation Panel Module

[BR 01]: The system should enable the evaluation panel members to create an evaluation	
Requirement Description	The evaluation application should allow the evaluation panel member/s (e.g., business manager, technical lead, lead analyst, project/program manager) to login to the application and create an assessment. These assessments contain various questions that a job applicant needs to go through while applying for a position within Acme corp. The platform will allow the panel members to create evaluation sections (technical, decision making, comprehension, etc...) within the assessment and write questions within each of the sections.
Priority	Critical
Raised By/Source	Customer

User Need	Job applicants need to undergo a thorough evaluation to prove their capability and suitability for the position
Additional Details	The platform will also facilitate selecting different questions types (dropdown, multiple-choice, fill in the blank, and reorder), selecting existing questions, or defining new questions

[BR 02]: The Application should support multiple question types	
Requirement Description	<p>The application should allow the creation of the following type of questions:</p> <ul style="list-style-type: none"> • Highlight • Dropdown • Multiple choices, single answer • Multiple choices, multiple answers • Fill in the blank, drag and drop • Fill in the blank, drop down • Reorder
Priority	High
Raised By/Source	Customer
User Need	Multiple question type support will enable the authors to design questions that will accurately predict candidate fitment and future performance
Additional Details	The multiple question type of support should be available while editing questions as well

[BR 03]: The system should enable the evaluation panel members to view and edit an assessment	
Requirement Description	<p>The evaluation panel member/s should be able to view all the details of the existing assessments created by other users in the application.</p> <p>Also, the application should allow the panel member/s to edit the assessment details and the questions before its finalized.</p>
Priority	Critical
Raised By/Source	Customer

User Need	The authors should be able to modify their assessments as required and know whether the assessment similar to the one they wish to create already exists.
Additional Details	A user should be able to edit only the assessments created by them.

b) Business Requirements – Recruitment Module

[BR 04]: The recruitment panel members should be able to manage all the details of a job applicant	
Requirement Description	<p>The application should permit the recruitment panel members to:</p> <ul style="list-style-type: none"> • List all job applicants available in the system • Select and view job applicant details • Add a job applicant • Edit a job applicant • Delete a job applicant
Priority	Critical
Raised By/Source	Customer
User Need	Efficiently manage the hiring process by maintaining a database of the applicants
Additional Details	The system should show an alert before executing non-recoverable actions like 'deleting applicant records and details'

[BR 05]: The recruitment panel members should be able to review an applicant's performance and track job applicants	
Requirement Description	The application should authorize the recruitment panel members to view the applicant's answers to the assessments and their section-wise scores. Additionally, the panel members should be able to perform some form of audit tracking for each of the applicants
Priority	Critical
Raised By/Source	Customer

User Need	Streamline the hiring process and boost efficiency by consolidating all information against the candidate
Additional Details	There should be a search feature that should allow searching the candidates by their names and the job they've applied for

[BR 06]: The recruitment panel members should have evaluation related notifications and analytics on their dashboard	
Requirement Description	<p>The system should show notifications and statistics for the scenarios like:</p> <ul style="list-style-type: none"> • no. of applicants with whom evaluation is shared • no. of applicants currently attempting the evaluation • no of applicants who have completed their evaluation • no. of applicants who have failed their evaluation • no of applicants who have cleared their evaluation
Priority	High
Raised By/Source	Customer
User Need	Readily available reports and analytics to track all evaluations and draw meaningful insights
Additional Details	The system should have a filter that will allow filtering the above details

c) Business Requirements – Job applicant Module

[BR 07]: The Job applicant should be able to login to the application using the invitation link	
Requirement Description	The system should have the functionality to generate the invitation email that needs to be triggered by the recruitment members. This email should contain a link and login details that will allow the job applicants to log in to the application
Priority	High
Raised By/Source	Customer
User Need	Enable a system-generated and temporary login for the job applicants

Additional Details	<ul style="list-style-type: none"> The link and the login credentials should be valid only for 4 days. For enhanced security, the system should have Captcha implementation.
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[BR 08]: The system should present the evaluation to the Job applicant and allow them to attempt the evaluation	
Requirement Description	<p>A job applicant, post login, should be able to attempt the evaluation presented by answering the questions and scenarios contained within.</p> <p>Additionally, the applicant should be able to review their answers, edit them, and Submit the evaluation once done. The system should present the applicant with a time window, and the assessment should get auto-submitted when the time is over.</p>
Priority	Critical
Raised By/Source	Customer
User Need	Present an assessment portal to the candidate where they can attempt evaluations, and the system can record and track their answers
Additional Details	Post evaluation completion, the system should allow the candidate to provide feedback on their overall evaluation experience

d) Business Requirements – Supervisor Module

[BR 09]: The supervisor should be able to manage the users of the complete application	
Requirement Description	The supervisor should be like an administrator to the application and thus can assign and remove roles and permission for the existing users of the Acme Corporation.
Priority	High
Raised By/Source	Customer
User Need	Grant and control the access of different users on the platform

Additional Details	The supervisor cannot delete or create any user, and the system should always list only the active users of Acme Corp.
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[BR 10]: The system should enable the supervisor to create, view, and edit an evaluation	
Requirement Description	The evaluation application should allow the supervisor to login to the application and create an assessment containing various questions that a job applicant needs to go through while applying for a position within Acme corp. Additionally, supervisors should be able to view and edit the assessment details and the questions before its finalized.
Priority	Critical
Raised By/Source	Customer
User Need	Supervisors should be able to manage the evaluations, just like the Evaluation Panel members.
Additional Details	The platform should not allow editing of active assessment (assessments that are currently assigned to candidates)

[BR 11]: The supervisor should be able to manage all the details of a job applicant	
Requirement Description	The application should permit the supervisor to: <ul style="list-style-type: none"> • List all job applicants available in the system • Select and view job applicant details • Add a job applicant • Edit a job applicant • Delete a job applicant
Priority	Critical
Raised By/Source	Customer
User Need	Supervisors should be able to manage the job applicants, just like the recruitment members.

Additional Details	The system should show an alert before executing non-recoverable actions like 'deleting applicant records and details'
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6. Non-functional Requirements

Elucidated below are the different sections that detail out the non-functional requirements within the application.

6.1 Performance Requirements

Since it is an application that is used by both internal (evaluation panel, recruitment team, and supervisor) and external (job applicant) users, the overall performance of the application should be optimal and seamless.

Desirable performance-related aspects of the application are:

- The application, since being a web-based application, should be able to run on all the internet networks having a bandwidth equal to or greater than 1 Megabits per second (Mbps)
- The application is expected to perform consistently while operating below the peak load conditions (defined below), and in cases of peak load, a 'toaster' shall be displayed alerting the user about possible impacts to performance
- Load definition – At any given point, the average load on the Application for Acme Corp could be 200-300 internal and 500 external users. However, the application should also be robust enough to handle the 'peak load' of 600 internal users and 1000 external users
- The response time for all the CRUD (Create, Read, Update, and Delete) operations within the application should be within the range of 2-5 seconds, with 5 seconds being the maximum acceptable
- In the case of user-initiated reports, the complete turnaround time for the entire report to be generated should not be longer than 8 seconds
- In case of any maintenance-related activities, the system outage should not be longer than 90 minutes. Also, such outages shall be planned during non-business hours, and all the users within Acme Corp using the application should be communicated well in advance.

The system shouldn't allow job applicants to perform assessments during the outage period and show them a toaster about the scheduled outage.

- The application should be scalable and should be able to handle a gradual increase in application load if additional hardware/computation processors are added
- The system should continuously monitor the disk space utilization and CPU utilization of the servers and send alerts to designated users in case the respective utilizations increase beyond 80%

6.2 Usability Requirements

- The application should have a clear, structured layout with the main modules represented in the application's main menu header. The interface should be intuitive, easy to navigate with the headings, and labels simple to understand. Also, the UI should appear sleek and easy to comprehend without making it difficult for the users to figure things out.
- There should be a dedicated 'Help' button for each of the main modules explaining all controls and fields on that screen.
- The performance should be within the acceptable limits with the page load time not greater than 2 seconds (in case of memory-intensive tasks or any operations taking more than 2 seconds, the 'Please wait' message should be shown on the screen).
- In case of issues and exceptions, the error message should contain sufficient information to help the user understand the problem and what needs to be done next.

6.3 Security Requirements

The application should enforce strict security norms and processes covering the following points:

- The application should validate the ID and password of the users, and only users with valid credentials are allowed to login
- In the case of 3 wrong ID/password combinations, the users should be locked out of the application
- The roles and permissions should be defined for each of the users
- Once logged in, the users should see only the modules which they are allowed as per their roles and respective permissions
- The system should take a comprehensive daily backup covering the application users, evaluations, job applicants, and answers by the job applicants along with other application parameters
- The system should take measures to control any kind of threats that steal sensitive information/data from the system, manipulate data or cause disruption of services
- The application should be subjected to stringent Vulnerability Assessment and Penetration Testing (VAPT) to assess the vulnerabilities of the system being developed. Based on the test reports, relevant actions should be taken to ensure application security.

6.4 Training Requirements

Once the application is fully developed and thoroughly tested, a support team should be trained regarding the complete usage of the application and troubleshooting against common application errors. This support team will assist the users if they face any issues while using the application and at times perform some of the tasks on behalf of the internal and external users

6.5 Recovery Requirements

Disaster may be regarded as any natural or human-made event that impacts the existing application services, operating system, infrastructure, or any other component that hinders the performance and normal functioning of the application and its services.

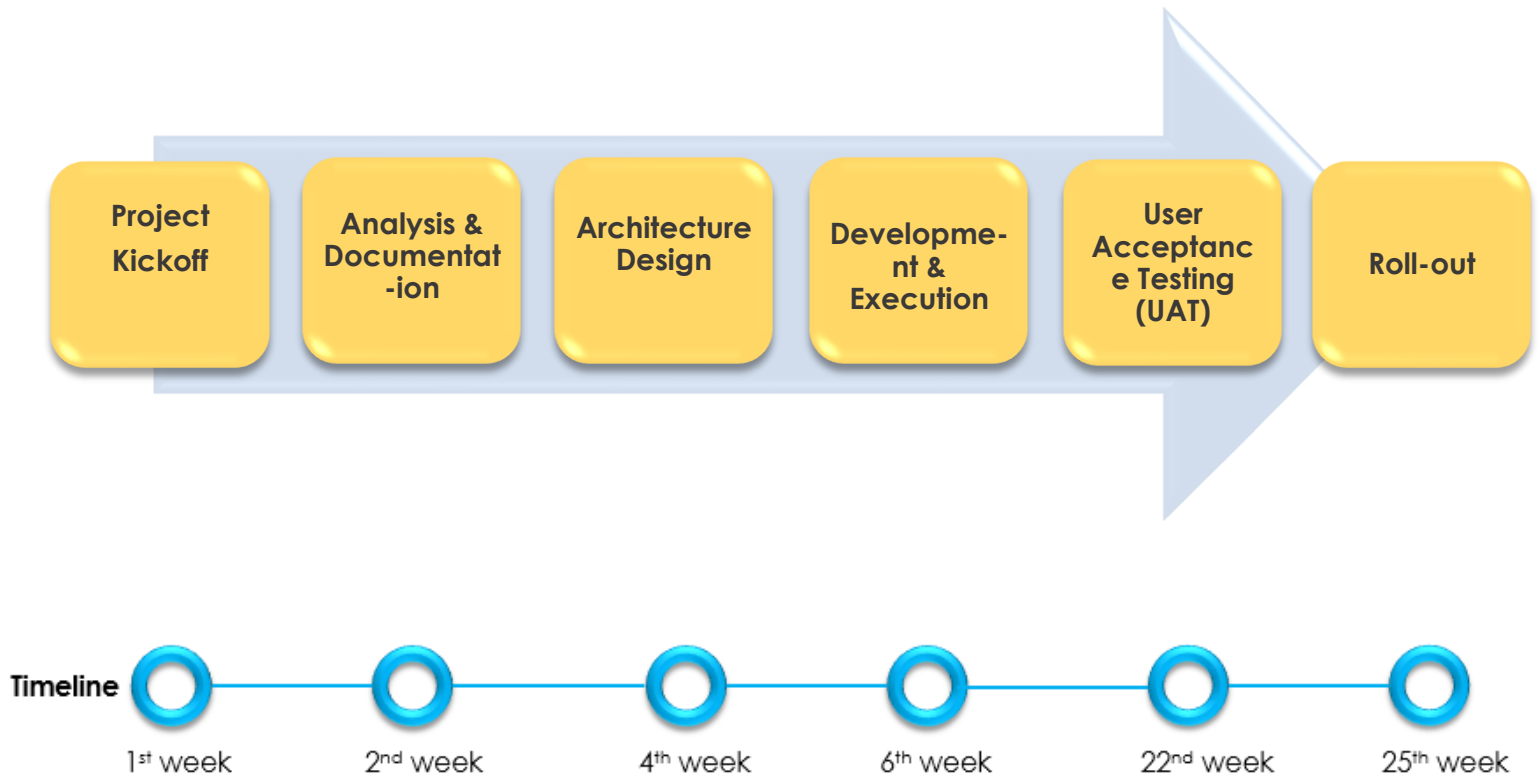
- In case of a disaster, switching the complete infrastructure to a backup system should be provided that ensures that the application and its services remain operational. All the technical and functional details of the backup system and procedures that should be followed in case of a disaster should be maintained in a disaster recovery (DR) plan. The plan should adhere to the following tolerance levels:
 - Acceptable limits of data that could get lost in the event of a disaster should not be more than 24 hours' worth of data.
 - Acceptable limits of time the business can be without the service, without incurring significant risks or significant losses is 18 hours.
 - When the system is operating out of a backup system, the performance degradation tolerance limits are within 70-80% of the peak performance.
- A disaster recovery mock drill should run every six months to ensure that the team knows what procedures to follow in case of disasters, and the DR drill logs should be documented.

7. Risks

- a) The team may be late in picking up any new technology used in the project, and it might impact the timelines
- b) The new developers may not join on time which may cause a delay in rolling out project deliverables
- c) Uncontrolled changes to the project scope/lack of change management may result in scope creep
- d) Some of the functionalities may not be thoroughly analyzed and may result in an increase of scope in future
- e) The requirements might be poorly defined, limiting the level of understanding the development/testing team has
- f) Developing functionalities without obtaining a sign off on their exact functionality might result in rework
- g) Assumptions assumed around the project start may turn out to be false
- h) There may be a lot of dependency on a single/handful of resources, and unavailability of the resource might cause a bottleneck situation
- i) Any changes to the project scope/requirements will impact the existing development schedule and will result in the delay of deliverables roll out

8. Milestone and Delivery

Depicted below are the significant milestones in the project lifecycle and the timelines around the same.



9. Appendix

Document Details	Location
Project vision document	Project's Share Drive
Requirement Management Plan	Project's Share Drive
Process_flow.png	Project's Share Drive
Staffing_Process.pdf	Project's Share Drive
Evaluation_List.pdf	Project's Share Drive
Project Management Plan	Project Management Office Directory
Configuration Management Plan	Project Management Office Directory
Issues_and_Conflict_Tracking_Log	Project Management Office Directory
Weekly Status Reports	Project Management Office Directory
Technical Design Document	Project's Share Drive
Module_Estimations.xls	Project's Share Drive
Sprint_Plans.doc	Project Management Office Directory