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### Requirements to hotline system

Work area	IT user	
T1:	Follow request status	
Start	When a user wants to know the status of a request	
End	When the status is known	
Frequency	Varies, depends on the number of requests	
ID	Sub-tasks and variants	Sample solution
T1.1	Select request	An overview of the user's open requests is shown  It must be possible to see all requests from the department
T1.2	Show status  Problem: Cumbersome to follow status  Clever: The user can track the progress in the system	

Work area	Hotline, first line	
T2:	Handle user request	
Start	When a user contacts hotline with an IT problem or IT question	
End	When the problem has been solved or transferred to second line	
Frequency	Up to 50 times a day for each supporter, 20% are passed on	
ID	Sub-tasks and variants	Sample solution
T2.1	Create request  Problem: Requests that are solved immediately are rarely recorded  Variant: Record the IT problem based on a list of email requests  Problem: Hotline primarily wants to receive requests through email, users primarily contact hotline by phone or in person	The system must automatically create a new request based on an email sent to the system  The system must ensure that necessary information is provided (category, priority, description of the problem, user information).  It must be possible for the users to record a problem directly in the hotline system.
T2.2	Assign a request to second line  Problem: It is annoying that the user doesn't know when the request has been closed  Problem: Requests are forgotten in connection with vacation and illness	The priority reflects the expected time to complete the request. The system informs the user  It must be possible to transfer the request to a specific supporter  The system sends a status mail to the

		user
T2.3	Close the request  Problem: Causes and solution descriptions are not recorded	The system must require a description of the technical solution

Work area	Hotline, first line + second line	
T3:	Handle an IT request	
Start	When a user contacts hotline concerning status or new information, or when a second line supporter works on the request	
End	When the request has been updated or closed	
Frequency	Many times a day	
<b>ID</b>	<b>Sub-tasks and variants</b>	<b>Sample solution</b>
T3.1	Find request  Problem: In busy periods there may be 100 open requests, which is hard to overview  Problem: The status field is rarely used, hard to find request	The system must allow the user to choose between different state overviews, e.g. all open requests, open requests by category, requests that wait for something, and a search function  Everybody in second line must be able see each other's requests
T3.2	Show request progress	
T3.3	Take on a request	The system informs the user that the supporter has taken the request
T3.4	Update request  Problem: Cumbersome to add information about a request  Problem: It is cumbersome for the user to track the request status	The system reminds the supporter when the expected closure time is approaching  The user must be able to enter new information about the request The system must indicate that the user has added new information, e.g. by changing color in an overview  The system must inform the user when new information is added and/or the state of the request changes
T3.5	Assign request to an expert  Problem: Transfer of information is often lost  Problem: The supporter is not informed when an external expert has solved the problem	The system must allow the user to transfer the request details to a mail that can be sent to an external expert.  The system must alarm the second line supporter when a deadline is approaching

T3.6	<p>Close request</p> <p>Problem: Causes and solution descriptions are not recorded (as T2.3)</p> <p>Problem: The user doesn't know when the request has been solved</p>	<p>The system must inform the user that the case is closed.</p> <p>The system must require a technical solution description and explanation to the user (sent in the email)</p>
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Work area	IT management	
T4:	Show statistics	
Start	A manager wants to extract a report	
End	The desired information is found	
Frequency	Regularly	
<b>ID</b>	<b>Sub-tasks and variants</b>	<b>Sample solution</b>
T4.1	<p>Choose type of statistics</p> <p>Problem: It is cumbersome to extract statistics</p> <p>Problem: It is not possible to see statistics on changes in the status field</p>	<p>The system must ask whether the user wants a standard report or a new report with new search criteria</p> <p>The system must allow statistics on changes in the status field</p>
T4.2	Choose presentation	The system must be able to show the statistics on the screen, print it or save it as a file (see U1.2)

### **Other functional requirements**

#### **Prints and reports**

ID	Requirements	Sample solution
U1.1	The system must contain a report generator	
U1.2	It must be possible to show all prints and reports on the screen, save them in a file and print them	

### **Requirements to usability and design**

#### Look-and-feel

ID	Requirements	Sample solution
L1.1	The system must handle the Danish alphabet	