**Application Tracking System**

**Business Case Document**

* **Why is this project Initiated?**

Recruitment is a critical process for organizations, and managing job applications efficiently can be challenging. The proposed **Application Tracking System (ATS)** aims to streamline the hiring process by automating job postings, resume screening, candidate tracking, and communication. This project will improve recruitment efficiency, reduce hiring costs, and enhance the candidate experience.

* **What are the current Problems ?**

The current recruitment process is manual, time-consuming, and prone to errors. Key challenges include:

* **Inefficient Candidate Management:** Resumes and applications are stored in multiple locations (emails, shared drives, etc.), making it difficult to track and manage candidates.
* **Lengthy Hiring Process:** The lack of automation leads to delays in screening, scheduling interviews, and communicating with candidates.
* **Poor Candidate Experience:** Candidates often face delays in receiving updates, leading to a negative perception of the organization
* **Limited Analytics:** The absence of a centralized system makes it difficult to generate insights into recruitment metrics (e.g., time-to-hire, source of hire, etc.).
* **High Administrative Burden:** HR teams spend significant time on repetitive tasks, reducing their ability to focus on strategic initiatives.
* **With this project how many problems could be solved ?**

The implementation of an **Application Tracking System (ATS)**can solve multiple problems across the **recruitment process**, significantly improving efficiency, candidate experience, and overall hiring outcomes. Below is a breakdown of the key problems that this project can address:

**1. Inefficient Candidate Management**

* **Problem:** Resumes and applications are scattered across emails, shared drives, and other platforms, making it difficult to track and manage candidates.
* **Solution:** The ATS centralizes all candidate data in one place, making it easy to search, filter, and manage applications.

**2. Lengthy Hiring Process**

* **Problem:** Manual processes lead to delays in screening, scheduling interviews, and communicating with candidates.
* **Solution:** Automation of repetitive tasks (e.g., resume screening, interview scheduling) reduces time-to-hire and speeds up the recruitment cycle.

**3. Poor Candidate Experience**

* **Problem:** Candidates often face delays in updates and lack transparency about their application status.
* **Solution:** The ATS enables automated, timely communication (e.g., application confirmations, interview reminders, rejection notices), improving the candidate experience.

**4. Limited Analytics and Insights**

* **Problem:** Lack of centralized data makes it difficult to track recruitment metrics (e.g., time-to-hire, source of hire, cost-per-hire).
* **Solution:** The ATS provides real-time analytics and reporting, enabling data-driven decision-making and continuous process improvement.

**5. High Administrative Burden**

* **Problem:** HR teams spend significant time on repetitive tasks like scheduling, data entry, and follow-ups.
* **Solution:** Automation reduces the administrative workload, allowing HR teams to focus on strategic activities like employer branding and talent acquisition.

**6. Difficulty in Collaboration**

* **Problem:** Hiring managers and HR teams struggle to collaborate effectively on candidate evaluations and feedback.
* **Solution:** The ATS provides collaboration tools, enabling seamless communication and shared evaluation processes.
* **What are the resource required?**

|  |  |  |
| --- | --- | --- |
| **Phase** | **Task** | **Duration** |
| Phase 1: Planning | Define project scope, team, and tech stack | 2 weeks |
| Phase 2: UI/UX Design | Wireframes & prototypes for key screens | 3-6 weeks |
| Phase 3: Backend Development | Database setup, authentication, API design | 8-12 weeks |
| Phase 4: Frontend Development | Build ATS dashboard & user interface | 6-10 weeks |
| Phase 5: Integrations | Job boards, resume parsing, email API | 4-6 weeks |
| Phase 6: Testing & QA | Functional, security, and performance testing | 4-6 weeks |
| Phase 7: Deployment & Launch | Cloud deployment & user onboarding | 2-4 weeks |
| Total Estimated Time | 4-6 months |   |

* **Resources :- Budget Breakdown (Estimate)**

|  |  |
| --- | --- |
| **Category** | **Estimated Cost (INR)** |
| Development (Salaries or Outsourcing) | 25 Lakh - 85 Lakh |
| UI/UX Design | 4.25 Lakh - 17 Lakh |
| Cloud Hosting & Storage | 1.70 Lakh - 8.50 Lakh/year |
| 3rd Party API Costs | 4.25 Lakh - 12.75 Lakh |
| Security & Compliance | 2.55 Lakh - 8.50 Lakh |
| Marketing & Training | 4.25 lakh - 17 Lakh |
| Total Estimated Budget | 42.50 Lakh - 1.27 Crore |

* **Resources:- Training and Documentation**

Training and Documentation

 Definition: Resources allocated for training users and creating documentation.

Considerations:

Training sessions for HR teams and recruiters.

User manuals and FAQs for the ATS.

Video tutorials or webinars.

Tools: Learning management systems (LMS), documentation tools (e.g., Confluence).

* **Resources: Tech Stack**

 Tech Stack Recommendation

 Frontend (User Interface)

Framework: React.js (Fast & scalable UI)

State Management: Redux / React Query

UI Library: Material-UI / Tailwind CSS

 Authentication: Firebase Auth / OAuth

Backend (Business Logic & APIs)

 Language: Node.js (Fast & scalable) or Python (Django)

 Framework: Express.js (Node) / Django REST Framework (Python)

 Database: PostgreSQL (Relational) / MongoDB (NoSQL)

Authentication: JWT / OAuth 2.0

Hosting: AWS, Google Cloud, or Azure

Integrations

Job Boards: LinkedIn, Indeed API, Glassdoor

Resume Parsing: Sovren, RChilli, Affinda

Email & Notifications: SendGrid, Twilio

 Interview Scheduling: Google Calendar API, Microsoft Outlook API

DevOps & Deployment

Containerization: Docker

CI/CD: GitHub Actions, Jenkins

 Cloud Storage: AWS S3 / Google Cloud Storage

Security & Compliance: GDPR, SOC2, SSL Encryption

* **Resources: Team Requirements**

Project Manager (1) – Leads the development process
 Business Analyst (2)– Defines ATS features & workflows
 UI/UX Designer (2) – Creates a user-friendly design
 Frontend Developer (2) – Builds the ATS dashboard
 Backend Developer (2) – Manages APIs & database
 QA Tester (2) – Ensures bug-free experience
 DevOps Engineer (2)– Handles deployment & scaling

 HR/Recruitment Team(8): Provide input on ATS features and workflows

Customer Support & Training Team (2) :- Train recruiters and HR teams on using the system.

* **Optional Roles**

 AI Engineer (2) – If implementing AI resume screening

 Data Analyst (2) – For reports & hiring insights

* **Resources :- Challenges & Risk Management**

Data Privacy & Compliance – Ensure GDPR, SOC2 compliance
 Scalability Issues – Use cloud-native solutions
 Integration Complexity – Plan API integrations early
 User Adoption – Provide training & user-friendly design

* **Resources :- Compliance and Legal**

Definition: Resources to ensure the ATS complies with legal and industry standards.

Considerations:

Compliance with labor laws and data protection regulations.

Legal review of contracts with third-party vendors.

Accessibility standards (e.g., ADA compliance).

Tools: Legal consultation, compliance management software.

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

The level of **organizational change** required depends on the current recruitment processes, existing technology, and employee readiness. The changes can be categorized as follows:

**1. Process Changes (Moderate to High Impact)**

|  |  |  |
| --- | --- | --- |
| **Current Process** | **Change with ATS** | **Impact Level** |
| **Manual job postings** | Automated job postings on multiple platforms. | **Moderate** |
| **Email-based applications** | Centralized application tracking via ATS. | **High** |
| **Paper-based resume screening** | AI-powered resume screening & ranking. | **High** |
| **HR-led candidate tracking** | Automated pipeline with real-time status updates. | **High** |
| **Interview scheduling via email/phone** | Automated scheduling & calendar integration. | **Moderate** |
| **Excel/Manual tracking for reports** | Data-driven dashboards & analytics. | **High** |

**Overall, HR and hiring managers will need to adjust to a new automated workflow but will benefit from efficiency gains.**

## **2. People & Cultural Changes (Moderate Impact)**

|  |  |  |
| --- | --- | --- |
| **Aspect** | **Change Required** | **Impact Level** |
| **HR Team Training** | HR staff must learn to use ATS features like candidate filtering, job postings, and analytics. | **Moderate** |
| **Hiring Manager Involvement** | Hiring managers will interact with the system instead of relying solely on HR. | **Moderate** |
| **Candidate Experience** | Applicants may receive automated responses, reducing direct HR interaction. | **Low** |
| **Resistance to Change** | Employees accustomed to manual processes may resist automation. | **Moderate** |

**Key Strategy:** Provide comprehensive training and highlight efficiency benefits to increase adoption.

## **3. Technology & System Integration Changes (High Impact)**

|  |  |  |
| --- | --- | --- |
| **System** | **Change Required** | **Impact Level** |
| **Existing HR System** | Integration with payroll, onboarding, and employee databases. | **High** |
| **Job Portals (LinkedIn, Indeed, etc.)** | API integration for job postings & application imports. | **High** |
| **Email & Calendar Systems** | Synchronization for automated interview scheduling. | **Moderate** |
| **Security & Compliance Systems** | Ensuring GDPR, EEOC, and data privacy compliance. | **High** |

**Key Strategy:** IT and HR teams should work together to ensure smooth integration and data security compliance

## **Change Management Strategy**

To ensure smooth adoption, the organization should follow a structured change management approach:

### ****Step 1: Stakeholder Engagement****

* Identify key stakeholders (HR, hiring managers, IT, executives).
* Communicate the benefits of ATS adoption.

### ****Step 2: Training & Support****

* Provide hands-on training for HR staff and hiring managers.
* Offer user guides, webinars, and helpdesk support.

### ****Step 3: Pilot Implementation****

* Run a pilot program with a small hiring team.
* Gather feedback and refine processes before full rollout.

### ****Step 4: Full-Scale Rollout & Monitoring****

* Deploy the ATS across the organization.
* Continuously monitor system usage and address issues.

Yes! While **moderate to high organizational change** is required, it is **manageable with proper planning, training, and stakeholder engagement.** The long-term benefits—such as efficiency, automation, and improved hiring decisions—far outweigh the initial transition challenges.

* **Time frame to recover ROI ?**

The time frame to recover the **Return on Investment (ROI)** for an **application tracking system (ATS)** project depends on several factors, including the cost of the system, the efficiency gains, and the specific needs of the organization. Here's a general breakdown:

### 1. ****Cost of the ATS****

* **Upfront Costs**: Licensing fees, implementation, customization, and training.
* **Ongoing Costs**: Subscription fees (if SaaS-based), maintenance, and support.

### 2. ****Efficiency Gains****

* **Time Savings**: Reduced time-to-hire, automated resume screening, and streamlined communication.
* **Cost Savings**: Lower recruitment costs, reduced manual effort, and fewer errors.
* **Improved Hiring Quality**: Better candidate matching can reduce turnover and improve productivity.
	1. **ROI Formula**:



* **Net Benefits**: Include cost savings, productivity gains, and reduced turnover.

### ****Typical Time Frame****

* **Short-Term ROI (3-6 months)**: Organizations may start seeing efficiency gains and cost savings within the first few months, especially if the ATS reduces manual work and speeds up hiring.
* **Medium-Term ROI (6-12 months)**: By this time, the organization should see measurable improvements in hiring quality, reduced turnover, and significant cost savings.
* **Long-Term ROI (1-2 years)**: Full ROI is typically realized within 1-2 years, depending on the scale of implementation and the organization's recruitment volume.

### Example:

If an ATS costs **50,000**∗∗annuallyandsavestheorganization∗∗**50,000**∗∗annuallyandsavestheorganization∗∗**20,000** per month in recruitment costs and productivity gains, the ROI can be calculated as follows:

* **Monthly Savings**: $20,000
* **Annual Savings**: $240,000
* **Net Annual Benefit**: 240,000−240,000−50,000 = $190,000
* **ROI**: (190,000/190,000/50,000) × 100 = **380%**

In this case, the organization would recover the investment within **2-3 months**.

### Conclusion:

The time frame to recover ROI for an ATS project typically ranges from **3 months to 2 years**, depending on the organization's specific circumstances. Proper planning, implementation, and adoption are key to achieving faster ROI.

* **How to Identify Stakeholder ?**

A **RASCI matrix** (Responsible, Accountable, Supportive, Consulted, Informed) helps clarify roles and responsibilities of stakeholders in the ATS project. Below is the step-by-step process to identify stakeholders and define their RASCI roles.

## **1. Identify Key Stakeholders**

Stakeholders can be categorized into **internal** (employees, managers, executives) and **external** (vendors, job applicants).

|  |  |  |
| --- | --- | --- |
| **Stakeholder Group** | **Roles Involved** | **Why They Matter?** |
| **Project Leadership** | Project Sponsor, Project Manager | Oversees and approves ATS implementation. |
| **HR & Recruitment Team** | HR Managers, Recruiters, Hiring Managers | End-users who will use the ATS for hiring. |
| **IT Team** | IT Manager, System Admin, Security Team | Ensures system integration, security, and support. |
| **Finance Team** | CFO, Procurement Team | Approves budget and monitors cost-effectiveness. |
| **Employees & Hiring Managers** | Department Heads, Team Leads | Collaborate with HR in the hiring process. |
| **Legal & Compliance** | Compliance Officer, Legal Advisor | Ensures ATS meets data privacy laws (GDPR, EEOC, etc.). |
| **Vendors & ATS Providers** | Software Vendor, Consultants | Provide technical support and training. |
| **Job Applicants** | External Candidates | Engage with the ATS during job applications. |

### ****Key:****

* **R (Responsible)** – Does the work and ensures execution.
* **A (Accountable)** – The final decision-maker who owns the task.
* **S (Supportive)** – Provides resources, assistance, and expertise.
* **C (Consulted)** – Provides input before the task is completed.
* **I (Informed)** – Needs updates on progress but not actively involved.

**Step 2: Define Stakeholder Responsibilities Using RASCI**

**RASCI Matrix:-**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Task/Decision Area** | **Project Sponsor** | **HR & Recruitment** | **IT Team** | **Finance** | **Hiring Managers** | **Legal & Compliance** | **Vendors** |
| **1. Define ATS Business Requirements** | A | R | S | C | C | C | I |
| **2. Select ATS Vendor or Development Approach** | A | C | R | C | C | I | S |
| **3. Secure Budget & Approvals** | A | C | I | R | I | I | I |
| **4. System Integration & Setup** | I | S | R | I | I | C | R |
| **5. Configure ATS for Hiring Workflows** | I | R | S | I | C | I | S |
| **6. User Training & Change Management** | I | R | S | I | S | I | S |
| **7. Compliance, Security, & Data Privacy Review** | I | C | R | I | I | A | C |
| **8. Go-Live & System Deployment** | I | R | A | I | I | C | S |
| **9. Ongoing Maintenance & Support** | I | S | R | I | S | I | S |
| **10. Performance Monitoring & Reporting** | C | R | S | C | C | I | S |

**Document 2: BA Strategy**

**Question :-**

Write BA Approach strategy ( As a business analyst , what are the steps that you would need to follow to complete a project – what Elicitation techniques to apply , how to do Stakeholder Analysis RACI/ ILS. What document s to write , What process to follow to sign off on the documents , How to take approvals from the client , What communication channels to establish and implement , How to handle change requests, How to update the progress of the projects to the stakeholders, How to take sign off on the UAT – Client Acceptance form.

**Answer** :-Here's a structured **Business Analyst (BA) Approach Strategy** for completing a project, including elicitation techniques, stakeholder analysis (RACI/ILS), required documentation, approval processes, communication channels, change request handling, progress updates, and UAT sign-off.

### ****Business Analyst (BA) Approach Strategy****

## **1. Project Initiation & Planning**

### ****Steps:****

* Understand the business objectives, scope, and high-level requirements.
* Identify stakeholders and conduct stakeholder analysis (RACI & ILS).
* Define communication channels and project governance.

### ****Key Deliverables:****

* **Business Case Document** – Justifies the project investment.
* **Stakeholder Analysis (RACI/ILS)** – Defines stakeholder roles.
* **Project Kickoff Deck** – Outlines objectives, scope, and approach.

## **2. Stakeholder Analysis & RACI/ILS Framework**

### ****Stakeholder Analysis:****

* **Identify Key Stakeholders:** Business Owners, IT Team, Users, Compliance, Vendors.
* **Categorize Stakeholders:**
	+ **RACI Matrix:** Defines who is Responsible, Accountable, Consulted, and Informed.
	+ **ILS (Interest, Level of Influence, Support Required):** Prioritizes stakeholders based on their impact and involvement.

**RACI Matrix for ATS Project:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Tasks** | **BA** | **HR** | **IT** | **Finance** | **Legal** | **Client** | **Vendor** |
| Gather Requirements | R | C | S | I | C | A | I |
| Document BRD | R | C | I | I | I | A | I |
| System Design Review | C | I | R | I | C | A | S |
| UAT Execution | S | R | S | I | I | A | I |

## **. Requirements Elicitation & Analysis**

### ****Elicitation Techniques:****

* **Workshops** – Collaborative discussions with stakeholders.
* **Interviews** – One-on-one discussions for in-depth insights.
* **Surveys & Questionnaires** – Gather feedback from a larger audience.
* **Document Analysis** – Review existing processes and policies.
* **Prototyping** – Create wireframes/mockups to validate requirements.

### ****Key Deliverables:****

* **Business Requirements Document (BRD)** – Captures high-level business needs.
* **Functional Requirements Specification (FRS)** – Details system functionalities.
* **Process Flow Diagrams** – Visual representation of workflows.
* **Use Case Document** – Defines system interactions.

## **4. Approval & Sign-Off Process**

## **Approval & Sign-Off Process – ATS Project**

### ****1. Scope of Approvals****

The approval process applies to:

* **Project Milestones:** Initiation, Design, Development, Testing, Deployment
* **Budget & Resources:** Funding, Vendor Contracts, Staffing
* **System Requirements:** Functional, Technical, Compliance needs
* **User Acceptance Testing (UAT):** Final validation before go-live
* **Go-Live Readiness:** Final approval before implementation
* **Post-Implementation Sign-Off:** Closing and transition to operations

**2. Approval Hierarchy & Responsibilities (Aligned with RACI Matrix)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Phase** | **Owner (R)** | **Reviewer (A)** | **Consulted (C)** | **Informed (I)** |
| **Project Initiation** | Project Manager | Sponsor | HR, IT, Finance | Leadership |
| **Requirements Sign-Off** | Business Analyst | HR Director | IT, Legal, Compliance | End-users |
| **Budget Approval** | Finance Manager | CFO | PM, HR | Key Stakeholders |
| **Design Approval** | Solution Architect | IT Director | HR, PM | IT Team |
| **UAT Completion** | Test Lead | Business Owner | HR, IT | All Users |
| **Go-Live Approval** | Project Sponsor | Executive Sponsor | IT, HR | Entire Org |
| **Final Project Closure** | PMO | Steering Committee | HR, IT, Finance | Leadership |

### ****3. Step-by-Step Approval Workflow****

#### **A. Request for Approval**

* Owner submits approval request with supporting documents
* Key stakeholders review and provide feedback

#### **B. Review & Feedback**

* Reviewers assess feasibility, risks, and compliance
* Consulted parties provide insights if necessary

#### **C. Decision & Sign-Off**

* Approvers formally approve (email, document, workflow system)
* If rejected, feedback is provided with required changes

#### **D. Communication & Documentation**

* Approved items are documented
* Stakeholders are informed about the decision

### ****4. Approval Tools & Documentation****

* **Tools:** ATS software, Project Management tool (JIRA, Asana, Monday.com), E-signature (DocuSign)
* **Documents Required:** Business Case, Budget Proposal, Functional Requirements, UAT Reports

### ****5. Escalation Process****

If approval is delayed beyond **X days**, the issue escalates to:

* **First Level:** Direct Manager / PMO
* **Second Level:** Steering Committee
* **Final Level:** Executive Sponsor

### ****Sign-Off Documents:****

* **BRD/FRS Approval Form**
* **Change Request Form**
* **Client Acceptance Form for UAT**

### ****5. Communication Strategy & Implementation****

### ****Communication Channels:****

|  |  |  |  |
| --- | --- | --- | --- |
| **Channel** | **Purpose** | **Frequency** | **Audience** |
| **Emails** | Formal documentation and approvals | As needed | All Stakeholders |
| **Meetings (Virtual/In-Person)** | Requirement gathering, issue resolution, and decision-making | Weekly/Bi-weekly | Core Team |
| **JIRA/Confluence/SharePoint** | Requirement tracking and collaboration | Continuous | IT, Development, BA, QA |
| **Project Status Reports** | Progress updates | Weekly | Client, Leadership |
| **Slack/MS Teams** | Quick updates and collaboration | Daily | Internal Teams |

## **6. Change Request Management**

### ****1. Change Request Process Flow****

###  ****Step 1: Submit Change Request****

* Any stakeholder (client, business users, development team, etc.) can raise a **Change Request (CR)**.
* The requester fills out a **Change Request Form (CRF)**, including:
✅ Description of change
✅ Business justification
✅ Impact on scope, timeline, cost, and resources

 **Deliverable:** Change Request Form (CRF)

###  ****Step 2: Initial Assessment & Logging****

* The Business Analyst (BA) reviews the CR and logs it in the **Change Request Tracker** (JIRA, Excel, or a shared repository).
* The BA conducts a **preliminary impact analysis** to assess feasibility.

 **Deliverable:** Updated Change Request Tracker

 **Step 3: Impact Analysis**

* The BA, in collaboration with the Project Manager, IT, and Business Teams, evaluates the impact on:
🔸 Scope (Does this affect core functionality?)
🔸 Timeline (Does this delay project delivery?)
🔸 Budget (Are extra costs involved?)
🔸 Resources (Are additional developers/testers needed?)

**Deliverable:** **Impact Analysis Document** outlining risks, dependencies, and feasibility.

### ****Step 4: Approval Process****

* The CR is presented to the **Change Control Board (CCB)** or relevant decision-makers.
* Approval is required from stakeholders based on impact:
* **Minor Changes** (UI tweaks, small process updates) → Approved by BA/PM.
**Major Changes** (New features, integrations) → Approved by Client/Sponsor.

 **Deliverable:** **CR Approval Email/Form** with decision status.

###  ****Step 5: Implementation & Testing****

* If approved, the **Development Team** incorporates the change into the system.
* The **QA Team** performs regression testing to ensure no negative impact.

 **Deliverable:** **Updated Functional Requirements Document (FRD)** and **Test Cases**.

### ****Step 6: Client Review & Sign-Off****

* The client reviews the implemented change in **User Acceptance Testing (UAT)**.
* Once validated, the **Client signs off on the change.**

**Deliverable:** **Change Request Completion & Sign-Off Form**.

## **2. Sample Change Request Form (CRF)**

### ****Change Request Form****

|  |  |
| --- | --- |
| **Change Request ID:** | **CR-2025-001** |
| **Project Name:** | ATS Implementation |
| **Requested By:** | Vaishnava Sharma (HR Manager) |
| **Date Submitted:** | 05-Feb-2025 |
| **Description of Change:** | Modify the candidate filtering algorithm to include years of experience as a mandatory filter. |
| **Business Justification:** | Improves candidate shortlisting and speeds up hiring. |
| **Impact on:** | ☐ Scope ☐ Timeline ☐ Budget ☐ Resources (Check all that apply) |
| **Impact Analysis Summary:** | Estimated 2-week delay, minor UI changes needed. |
| **Approval Status:** | ☐ Approved ☐ Rejected ☐ Needs More Info |
| **Approver Name & Signature:** | Vikash Pandey |
| **Implementation Date:** | 10-Feb-2025 |
| **Completion & Sign-Off Date:** | 15-Feb-2025 |

## **7. Project Progress Updates & Reporting**

### ****Tracking & Reporting Progress:****

* **Weekly Status Reports** – Shared with stakeholders.
* **Project Dashboard (JIRA/Trello)** – Tracks tasks, milestones, and blockers.
* **Risk Register** – Identifies potential risks and mitigations.

### ****Sample Status Report Template:****

|  |  |  |  |
| --- | --- | --- | --- |
| **Task** | **Status** | **Owner** | **Comments** |
| Requirements Gathering | Completed | BA | Approved by Client |
| System Integration | In Progress | IT Team | Expected Completion: Next Week |
| UAT Testing | Pending | QA Team | Scheduled for Next Sprint |

## **8. User Acceptance Testing (UAT) & Sign-Off**

## **1. UAT Planning**

### ****Steps:**** **Define UAT Scope:**

### Identify what will be tested (features, workflows, integrations).

###  **Identify UAT Participants:** Business users, key stakeholders, end users. **Prepare UAT Test Plan:** Define test scenarios, acceptance criteria, and timeline. **Set Up UAT Environment:** Ensure a test environment with real-world data.

### ****Key Deliverables:****

 **UAT Test Plan** – Outlines scope, objectives, participants, and timeline.
**UAT Test Scenarios & Cases** – Documents test cases with expected outcomes.

## **2. UAT Execution**

### ****Steps****

**Kickoff UAT:** Conduct a kickoff meeting with stakeholders.
**Execute Test Cases:** Users test each scenario and log results.
 **Log Issues/Defects:** Report bugs in a defect tracker (JIRA, Excel).
 **Defect Resolution & Retesting:** IT team fixes issues, and testers validate again.
 **Obtain Feedback:** Gather user feedback and ensure all concerns are addressed.

### ****Key Deliverables:****

###  **UAT Test Execution Report** – Records test case execution status. **Defect Log (JIRA/Excel)** – Tracks issues, fixes, and retests.

## **3. UAT Sign-Off Process**

### ****Steps to Obtain Client Approval:****

**Review UAT Results:** Ensure all critical issues are resolved.
**Client Review & Confirmation:** Conduct a final review with stakeholders.
**Obtain Formal Sign-Off:**

* Share the **UAT Completion Report** and **Client Acceptance Form**.
* Get official approval via digital signature/email confirmation.

### ****Key Deliverables:****

**Client Acceptance Form** – Confirms successful UAT and system readiness for deployment.
**Final UAT Report** – Summarizes test results and final approvals.

1. **UAT Sign-Off Template:-**

### ****User Acceptance Testing (UAT) Sign-Off Form****

**Project Name:** Application Tracking System
**System Name:** Ismart
**UAT Start Date:** 05-Jan-2025
**UAT End Date:** 25-Jan-2025

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Test Case ID** | **Scenario** | **Tested By** | **Status (Pass/Fail)** | **Comments** |
| TC001 | Login Functionality | Vikash Pandey | Pass | - |
| TC002 | Job Application Submission | Sai Krishna | Pass | - |
| TC003 | Resume Upload | Sheetal Teja | Fail | Issue with file size limit |

✅ **Defects Resolved:** Yes ☐ No ☐
✅ **System Ready for Deployment:** Yes ☐ No ☐

**Client Representative:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Signature)
**Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## **9. Lessons Learned & Project Closure**

### ****Final Steps:****

* Conduct a **Lessons Learned Workshop** with stakeholders.
* Document key findings and improvement areas.
* Archive all project documents in a **Project Repository**.

### ****Final Deliverables:****

* **Lessons Learned Document**
* **Project Closure Report**
* **Final Signed-Off BRD, FRS, and UAT Acceptance Form**

## **Conclusion**

Following this **structured BA approach** ensures **smooth project execution**, clear stakeholder engagement, effective change management, and successful **client acceptance and sign-off**.

### ****Key Deliverables and Artifacts****

1. Stakeholder Analysis (RACI/ILS)
2. Business Requirements Document (BRD)
3. Functional Requirements Document (FRD)
4. Use Cases/User Stories
5. Process Flows
6. Traceability Matrix
7. UAT Test Cases
8. Client Acceptance Form
9. Change Request Forms
10. Project Status Reports

### Summary of Key Steps

1. Understand the project scope and stakeholders.
2. Elicit and document requirements using appropriate techniques.
3. Validate and obtain sign-off on requirements.
4. Establish communication channels and update stakeholders regularly.
5. Handle change requests through a structured process.
6. Facilitate UAT and obtain client acceptance.
7. Close the project with final sign-off and lessons learned.

By following this structured approach, a Business Analyst can ensure that the project is delivered on time, within scope, and meets the stakeholders' expectations.

**Document 3- Functional Specifications**

|  |  |
| --- | --- |
| **Project Name** | **Ismart Application Tracking System** |
| **Customer Name** | **TAP Solution LLP** |
| **Project Version** | **V1.02** |
| **Project Sponsor** | **TAP Solution LLP** |
| **Project Manager** | **Vaibhav Sharma** |
| **Project Initiation Date** | **02-Feb-2022** |

* **Functional Requirement Specifications:**

**Functional and non-functional requirements** are two critical types of requirements that a Business Analyst (BA) must identify, document, and manage during a project. They serve different purposes and address different aspects of the system or solution being developed.

* **Functional Requirements**

|  |  |  |  |
| --- | --- | --- | --- |
| **Req ID** | **Req Name** | **Req Description** | **Priority** |
| FR0001 | User Registration  | The system shall allow candidates to register and create an account using their email address and password. | 10 |
| FR0002 | Login | The system shall allow candidates to log in using their registered credentials. | 10 |
| FR0003 | Job Posting Creation | The system shall allow recruiters to create and publish job postings with details such as job title, description, location, and requirements. | 10 |
| FR0004 | Job Search and Filtering | The system shall allow candidates to search for jobs by keywords, location, and job category and The system shall provide filters to narrow down job search results (e.g., by salary range, experience level) | 10 |
| FR0005 | Application Submission | The system shall allow candidates to submit job applications by uploading their resume and filling out an application form. | 9 |
| FR0006 | Resume Parsing | The system shall automatically parse uploaded resumes and extract key information (e.g., name, contact details, skills, experience). | 9 |
| FR0007 | Recruiter Dashboard | The system shall provide recruiters with a dashboard to view all job postings, applications received, and candidate details. | 10 |
| FR0008 | Role-Based Access Control | The system shall provide different access levels for candidates, recruiters, and administrators. | 7 |
| FR0009 | Interview Scheduling | The system shall allow recruiters to schedule interviews with candidates and send calendar invites. | 7 |
| FR0010 | Reporting and Analytics | The system shall generate reports on key recruitment metrics (e.g., number of applications, time-to-hire, source of hire). | 7 |
| FR0011 | Candidate Screening | The system shall allow recruiters to screen candidates based on predefined criteria (e.g., skills, experience, education). | 7 |
| FR0012 | Integration with Job Boards | The system shall integrate with external job boards (e.g., LinkedIn, Indeed) to post job openings automatically | 8 |
| FR0013 | Candidate Feedback Collection | The system shall allow recruiters to collect feedback from candidates about their application experience. | 6 |
| FR0014 | Multi-Language Support | The system shall support multiple languages for job postings and candidate interfaces. | 5 |
| FR0015 | Mobile Application | The system shall provide a mobile app for candidates to search and apply for jobs on the go. | 5 |
| FR0016 | Social Media Integration | The system shall allow candidates to apply for jobs using their LinkedIn or other social media profiles. | 6 |
| FR0017 | Resume & Document Management | The system shall allow candidates to upload resumes in PDF**,** DOCX, and TXT formats. | 8 |
| FR0018 | Offer Management & Onboarding | The system shall enable HR to generate and send offer letters to selected candidate | 7 |
| FR0019 | Profile Management | The system shall allow candidates to create and update their profile with work experience, education, and skills. | 8 |
| FR0020 | Authentication | The system shall support role-based access control (RBAC) to restrict functionalities based on user roles. | 6 |

* **Non Functional Requirements :-**

|  |  |  |  |
| --- | --- | --- | --- |
| **Req ID** | **Req Name** | **Req Description** | **Priority** |
| NFR0001 | Performance | The system shall support up to 1,000 concurrent users without degradation in response time and The system shall load all pages within 2 seconds under normal load conditions | 10 |
| NFR0002 | Availability | The system shall have 99.9% uptime, ensuring it is accessible to users at all times except during scheduled maintenance. | 10 |
| NFR0003 | Security | The system shall encrypt all sensitive data (e.g., candidate resumes, contact details) using AES-256 encryption and also system shall require multi-factor authentication (MFA) for recruiter and administrator accounts | 10 |
| NFR0004 | Scalability | The system shall handle a 50% increase in user load without requiring architectural changes | 10 |
| NFR0005 | Data Integrity | The system shall ensure that all candidate data is accurately stored and retrieved without corruption | 9 |
| NFR0006 | Compliance | The system shall comply with GDPR and other relevant data privacy regulations. | 9 |
| NFR0007 | Usability | The system shall have an intuitive user interface with a maximum learning curve of 2 hours for new users | 10 |
| NFR0008 | Backup and Recovery | The system shall perform daily backups of all data and allow recovery within 1 hour in case of failure. | 7 |
| NFR0009 | Audit Trail | The system shall maintain a log of all user actions (e.g., login, job posting, application submission) for audit purposes | 7 |
| NFR0010 | Cross-Browser Compatibility | The system shall be compatible with all major browsers (e.g., Chrome, Firefox, Safari, Edge). | 7 |
| NFR0011 | Response Time Under Peak Load | The system shall maintain a response time of < 5 seconds even during peak usage periods. | 7 |
| NFR0012 | Mobile Responsiveness | The system shall provide a responsive design that works seamlessly on mobile devices (e.g., smartphones, tablets) | 8 |
| NFR0013 | Accessibility | The system shall comply with WCAG 2.1 Level AA standards to ensure accessibility for users with disabilities. | 6 |
| NFR0014 | Integration with Third-Party Tools | The system shall integrate with third-party tools (e.g., HRMS, email services) via APIs. | 5 |
| NFR0015 | Localization | The system shall support multiple languages and regional settings for global users. | 5 |
| NFR0016 | Error Handling | The system shall display user-friendly error messages and provide guidance for resolving issues | 6 |
| NFR0017 | Session Management | The system shall automatically log out inactive users after 15 minutes of inactivity. | 8 |
| NFR0018 | Data Storage Capacity | The system shall support storage of up to 1 million candidate profiles without performance degradation | 7 |
| NFR0019 | Customization | The system shall allow recruiters to customize the look and feel of their job postings (e.g., branding, colors). | 8 |
| NFR0020 | Advanced Analytics | The system shall provide predictive analytics (e.g., candidate success probability) using machine learning algorithms. | 6 |

**Requirement Traceability Matrix**

Below is a  **Requirement Traceability Matrix (RTM)** for an **Application Tracking System**. The RTM ensures that all requirements are traced through design, development, testing, and user acceptance testing (UAT). The columns include **Req ID**, **Requirement Name**, **Requirement Description**, **Design**, **Development (D1, D2)**, **Testing (T1, T2)**, and **UAT**.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Req ID** | **Requirement Name** | **Requirement Description** | **Design** | **D1 (Dev Phase 1)** | **T1 (Test Phase 1)** | **D2 (Dev Phase 2)** | **T2 (Test Phase 2)** | **UAT (User Acceptance Testing)** |
| REQ-001 | Job Posting | The system shall allow recruiters to post job openings. | Completed | Implemented | Passed | N/A | N/A | Passed |
| REQ-002 | Resume Parsing | The system shall parse resumes and extract candidate details. | Completed | Partially Implemented | In Progress | Ongoing | Pending | Pending |
| REQ-003 | Recruitment Analytics Dashboard | The system shall provide a dashboard for recruitment analytics. | Completed | Implemented | Passed | N/A | N/A | Passed |
| REQ-004 | Candidate Application Portal | The system shall allow candidates to apply for jobs via a web portal. | Completed | Implemented | Passed | N/A | N/A | Passed |
| REQ-005 | Automated Email Notifications | The system shall send automated email notifications to candidates. | Completed | Not Started | N/A | Planned | Pending | Pending |
| REQ-006 | HRMS Integration | The system shall integrate with third-party HRMS platforms. | Completed | Partially Implemented | In Progress | Ongoing | Pending | Pending |
| REQ-007 | Data Security & GDPR Compliance | The system shall ensure data security and compliance with GDPR. | Completed | Implemented | Passed | N/A | N/A | Passed |
| REQ-008 | Role-Based Access Control (RBAC) | The system shall support role-based access control. | Completed | Implemented | Passed | N/A | N/A | Passed |
| REQ-009 | Mobile-Friendly Interface | The system shall provide a mobile-friendly interface. | Completed | Implemented | Passed | N/A | N/A | Passed |
| REQ-010 | User Registration | The system should allow users to register with their email, name, and password. | Design Document Section 3.1 | Implemented | Test Case TC-001 | N/A | N/A | UAT-001 |
| REQ-011 | Login Functionality | The system should allow registered users to log in using their email and password. | Design Document Section 3.2 | Implemented | Test Case TC-002 | N/A | N/A | UAT-002 |
| REQ-012 | Job Application Submission | Users should be able to submit job applications by filling out a form and uploading a CV. | Design Document Section 4.1 | Partially Implemented | Test Case TC-003 | Completed | Test Case TC-004 | UAT-003 |
| REQ-013 | Application Status Tracking | Users should be able to track the status of their submitted job applications. | Design Document Section 4.2 | Not Started | N/A | Planned | Test Case TC-005 | UAT-004 |
| REQ-014 | Admin Dashboard | Admins should have a dashboard to view and manage all job applications. | Design Document Section 5.1 | Implemented | Test Case TC-006 | N/A | N/A | UAT-005 |
| REQ-015 | Email Notifications | The system should send email notifications to users upon application status changes. | Design Document Section 6.1 | Not Started | N/A | Planned | Test Case TC-007 | UAT-006 |

### Key:

* **Req ID**: Unique identifier for the requirement.
* **Requirement Name**: Short name for the requirement.
* **Requirement Description**: Detailed description of the requirement.
* **Design**: Reference to the design document or section where the requirement is addressed.
* **D1, D2**: Development phases (e.g., Phase 1 and Phase 2).
* **T1, T2**: Testing phases (e.g., Unit Testing, Integration Testing).
* **UAT**: User Acceptance Testing status or test case reference.

### Notes:

1. **N/A**: Not applicable (e.g., if a requirement is not part of a specific phase).
2. **Partially Implemented**: Indicates that the requirement is partially completed in the current phase.
3. **Planned**: Indicates that the requirement is planned for a future phase.
4. **Test Case References**: Test cases (e.g., TC-001) are linked to specific requirements for traceability.

This RTM can be expanded or modified based on the specific requirements and phases of your project. Let me know if you need further customization!

**Business Requirement Document**

<Application Tracking System>

<Project ID>

<V1.2.4>

<Mitesh Singh>

Contents

1. Document Revisions……………………………………………………………………………………………………………….8
2. Approvals……………………………………………………………………………………………………………………………….8
3. RASCI Chart for This Document………………………………………………………………………………………………8

Codes Used in RASCI Chart…………………………………………………………………………………………………….9

RASCI Chart……………………………………………………………………………………………………………………………9

1. Introduction ………………………………………………………………………………………………………………………….9
	1. Business Goals…………………………………………………………………………………………………………………9
	2. Business Objectives…………………………………………………………………………………………………………9
	3. Business Rules………………………………………………………………………………………………………………..10
	4. Background…………………………………………………………………………………………………………………….10
	5. Project Objective…………………………………………………………………………………………………………….10
	6. Project Scope………………………………………………………………………………………………………………….10

4.6.1. In Scope Functionality…………………………………………………………………………………………..10

4.6.2. Out Scope Functionality ……………………………………………………………………………………….10

1. Assumptions………………………………………………………………………………………………………………………..10
2. Constraints ………………………………………………………………………………………………………………………….10
3. Risks……………………………………………………………………………………………………………………………………..10

Technological Risks……………………………………………………………………………………………………………….11

Political Risks………………………………………………………………………………………………………………………..11

Business Risks……………………………………………………………………………………………………………………….11

Requirements Risks……………………………………………………………………………………………………………….11

Other Risks…………………………………………………………………………………………………………………………….11

1. Business Process Overview……………………………………………………………………………………………………11
	1. Legacy System (AS-IS)…………………………………………………………………………………………………….11
	2. Proposed Recommendations (TO-BE)…………………………………………………………………………….11
2. Business Requirements………………………………………………………………………………………………………..12
3. Appendices………………………………………………………………………………………………………………………….12
	1. List of Acronyms……………………………………………………………………………………………………..12
	2. Glossary of Terms……………………………………………………………………………………………………12
	3. Related Documents…………………………………………………………………………………………………12
4. **Document Revisions**

|  |  |  |
| --- | --- | --- |
| **Date** | **Version Number** | **Document Changes** |
|  2023-10-01 | v1.0 | Initial draft of the ATS project documentation. |
| 10/5/2023 | v1.1 | Added system architecture diagrams and API specifications. |
|  2023-10-10 | v1.2 | Updated user interface mockups and revised the glossary of terms. |
|  2023-10-15 | v1.3 | Incorporated feedback from stakeholders and updated the test plan. |
| 10/20/2023 | v2.0 | Finalized the document after review and approval. |
|  2023-11-01 | v2.1 | Added new requirements for AI-based resume parsing functionality. |

**2. Approvals**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Role** | **Name** | **Title** | **Signature** | **Date** |
| **Project Sponsor** | Sai Teja | Vice Presidnet |   | 2-Jan-25 |
| **Business Owner** | Vikash Pandey | Director |   | 4-Jan-25 |
| **Project Manager** | Nitesh Singh | Sr Project Manager |   | 6-Jan-25 |
| **System Architect** | Sachin Gutte | Lead Architect |   | 8-Jan-25 |
| **Development Lead** | Ritesh Sharma |  Tech Lead |   | 10-Jan-25 |
| **User Experience Lead** | Nikita Meena | Lead UX Designer |   | 12-Jan-25 |
| **Quality Lead** | Rahul Kr |  QA Manager |   | 14-Jan-25 |
| **Content Lead** | Poonam Singh | Content Strategist |   | 18-Jan-25 |

**3. RASCI Chart for This Document**

The RACI chart identifies the persons who need to be contacted whenever changes are made to this document. RACI stands for responsible, accountable, consulted, and informed. These are the main codes that appear in a RACI chart, used here to describe the roles played by team members and stakeholders in the production of the BRD. They are adapted from charts used to assign roles and responsibilities during a project.( RACI Can be made for IT side[Project stakeholder] as mentioned above, apart from that Can also Be made for Client side[Business Stakeholder])

The following describes the full list of codes used in the table:

Codes Used in RACI Chart

 **\* Authorize** - Has ultimate signing authority for any changes to the document.

**R** **Responsible** - Responsible for creating this document.

**A Accountable -**  Accountable for accuracy of this document (for example, the project manager)

**S Supports** - Provides supporting services in the production of this document

**C Consulted** - Provides input (such as an interviewee).

**I Informed** - Must be informed of any changes

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Role** | **Position** | **\*** | **R** | **A** | **S** | **C** | **I** |
| Project Sponsor | Executive Sponsor | ✔ |   | ✔ |   |   | ✔ |
| Project Manager | PM |   | ✔ | ✔ | ✔ | ✔ | ✔ |
| HR Manager | HR Lead |   |   |   | ✔ | ✔ | ✔ |
| IT Lead | IT Manager |   | ✔ |   | ✔ | ✔ | ✔ |
| Business Analyst | BA |   | ✔ |   |   | ✔ | ✔ |

**4.Introduction:-**

The purpose of this document is to outline the business requirements for the development and implementation of an **Application Tracking System (ATS)**. The ATS will streamline the recruitment process by automating job posting, candidate tracking, interview scheduling, and reporting. This system will enhance efficiency, reduce manual effort, and improve the overall hiring experience for both recruiters and candidates.

**4.1. Business Goals**

**Streamline Recruitment Processes**

* **Goal:** Simplify and automate the recruitment workflow to reduce manual effort and improve efficiency.
* **Objective:** Minimize time-to-hire by automating job postings, resume screening, and candidate communication.

**2. Enhance Candidate Experience**

* **Goal:** Provide a seamless and user-friendly experience for job applicants.
* **Objective:** Ensure candidates can easily apply for jobs, track their application status, and receive timely updates.

**3. Improve Hiring Quality**

* **Goal:** Attract and identify top talent that aligns with the organization's needs and culture.
* **Objective:** Implement advanced filtering, scoring, and matching tools to evaluate candidates effectively.

**4. Centralize Recruitment Data**

* **Goal:** Create a single source of truth for all recruitment-related data.
* **Objective:** Consolidate candidate information, job postings, and hiring metrics in one system for better decision-making.

**5. Reduce Time-to-Hire**

* **Goal:** Accelerate the hiring process to secure top talent before competitors.
* **Objective:** Automate repetitive tasks, such as interview scheduling and feedback collection, to speed up the hiring cycle.

**6. Ensure Compliance and Reporting**

* **Goal:** Maintain compliance with legal and regulatory requirements in recruitment.
* **Objective:** Generate accurate reports on hiring metrics, diversity, and equal opportunity compliance.

**7. Optimize Collaboration Among Hiring Teams**

* **Goal:** Facilitate better communication and collaboration among recruiters, hiring managers, and other stakeholders.
* **Objective:** Provide tools for shared feedback, candidate evaluations, and interview scheduling.

**8. Reduce Recruitment Costs**

* **Goal:** Lower the overall cost of hiring by improving process efficiency.
* **Objective:** Minimize reliance on external recruitment agencies and reduce administrative overhead.

**9. Leverage Data-Driven Insights**

* **Goal:** Use analytics to make informed hiring decisions and improve recruitment strategies.
* **Objective:** Provide dashboards and reports on key metrics like time-to-fill, cost-per-hire, and candidate pipeline health.

**10. Support Scalability and Growth**

* **Goal:** Ensure the ATS can scale with the organization’s growth and evolving needs.
* **Objective:** Design a flexible system that can handle increasing volumes of candidates and job postings.

**11. Enhance Employer Branding**

* **Goal:** Strengthen the organization’s reputation as an employer of choice.
* **Objective:** Use the ATS to showcase the company culture, values, and career opportunities to potential candidates.

**12. Integrate with Other HR Systems**

* **Goal:** Ensure seamless integration with existing HR tools (e.g., HRIS, payroll, onboarding systems).
* **Objective:** Enable data flow between systems to avoid duplication and improve overall HR efficiency.

**13. Improve Diversity and Inclusion**

* **Goal:** Promote a diverse and inclusive workforce through unbiased hiring practices.
* **Objective:** Implement features like blind resume screening and diversity analytics.

**14. Enhance Mobile Accessibility**

* **Goal:** Provide a mobile-friendly experience for both candidates and recruiters.
* **Objective:** Enable candidates to apply for jobs and recruiters to manage hiring processes on-the-go.

**15. Increase Hiring Manager Satisfaction**

* **Goal:** Make the hiring process easier and more efficient for hiring managers.
* **Objective:** Provide intuitive tools for reviewing candidates, providing feedback, and making hiring decisions.

These goals should be specific, measurable, achievable, relevant, and time-bound (SMART) to ensure they can be effectively tracked and evaluated once the ATS is implemented. The BRD should also include detailed requirements and success metrics to support these goals.

**4.2.Business Objectives**

The **Application Tracking System (ATS)** will be developed with a comprehensive set of functionalities to streamline the recruitment process. Below is a detailed list of functionalities that will be developed:

**1. Job Posting Management**

* **Create and Publish Job Postings**:
	+ Allow recruiters to create and publish job postings with details such as job title, description, location, and requirements.
* **Job Posting Templates**:
	+ Provide pre-designed templates for consistent job postings.
* **Multi-Channel Posting**:
	+ Post job openings to multiple platforms (e.g., job boards, social media, company career page).
* **Job Posting Expiry**:
	+ Automatically expire job postings after a specified date.

**2. Candidate Management**

* **Resume Parsing**:
	+ Automatically extract candidate information (e.g., name, contact details, skills, experience) from uploaded resumes.
* **Candidate Profile Creation**:
	+ Store candidate profiles with detailed information, including resumes, cover letters, and application history.
* **Application Tracking**:
	+ Track candidates through various stages of the recruitment process (e.g., Applied, Screened, Interviewed, Hired, Rejected).
* **Search and Filter**:
	+ Advanced search and filter options to find candidates based on skills, experience, location, etc.
* **Candidate Tagging**:
	+ Tag candidates for easy categorization (e.g., "Top Talent," "Rejected," "On Hold").

**3. Interview Scheduling**

* **Automated Scheduling**:
	+ Automatically schedule interviews based on the availability of candidates and interviewers.
* **Calendar Integration**:
	+ Sync with calendar tools (e.g., Google Calendar, Outlook) to avoid scheduling conflicts.
* **Reminders and Notifications**:
	+ Send automated reminders to candidates and interviewers via email or SMS.
* **Rescheduling**:
	+ Allow candidates and recruiters to reschedule interviews easily.

**4. Communication Tools**

* **Automated Email Notifications**:
	+ Send automated emails to candidates (e.g., application confirmation, interview invitations, rejection letters).
* **Internal Messaging**:
	+ Enable recruiters and hiring managers to communicate internally within the system.
* **Candidate Communication**:
	+ Allow recruiters to send personalized messages to candidates.

**5. Reporting and Analytics**

* **Recruitment Metrics**:
	+ Generate reports on key metrics such as time-to-hire, cost-per-hire, and source-of-hire.
* **Candidate Pipeline**:
	+ Visualize the candidate pipeline with stages and statuses.
* **Custom Reports**:
	+ Allow users to create custom reports based on specific criteria.
* **Dashboard**:
	+ Provide a real-time dashboard with insights into recruitment activities.

**6. Compliance and Security**

* **Data Privacy**:
	+ Ensure compliance with data privacy regulations (e.g., GDPR, CCPA).
* **Audit Trail**:
	+ Maintain a log of all actions performed in the system for accountability.
* **Role-Based Access Control**:
	+ Restrict access to sensitive data based on user roles (e.g., Admin, Recruiter, Hiring Manager).

**7. Integration Capabilities**

* **HR Systems Integration**:
	+ Integrate with existing HR systems (e.g., HRMS, payroll) for seamless data flow.
* **Job Boards and Social Media**:
	+ Integrate with job boards (e.g., LinkedIn, Indeed) and social media platforms for job posting.
* **Email and Calendar Integration**:
	+ Sync with email platforms (e.g., Gmail, Outlook) and calendar tools for communication and scheduling.

**8. User Management**

* **User Roles and Permissions**:
	+ Define user roles (e.g., Admin, Recruiter, Hiring Manager) with specific permissions.
* **User Authentication**:
	+ Secure login with multi-factor authentication (MFA).
* **Profile Management**:
	+ Allow users to update their profiles and preferences.

**9. Candidate Experience**

* **Mobile-Friendly Application**:
	+ Ensure the application process is mobile-responsive.
* **Application Status Tracking**:
	+ Allow candidates to track the status of their applications in real-time.
* **Feedback Collection**:
	+ Collect feedback from candidates to improve the recruitment process.

**10. Advanced Features**

* **AI-Powered Candidate Matching**:
	+ Use AI to match candidates with job openings based on skills and experience.
* **Skill Assessments**:
	+ Integrate skill assessment tools to evaluate candidates.
* **Diversity and Inclusion Tracking**:
	+ Track diversity metrics to ensure inclusive hiring practices.
* **Bulk Actions**:
	+ Allow recruiters to perform bulk actions (e.g., sending emails, updating statuses).

**11. System Administration**

* **Configuration Management**:
	+ Allow administrators to configure system settings (e.g., email templates, workflow stages).
* **Data Backup and Recovery**:
	+ Automatically back up data and provide recovery options.
* **System Notifications**:
	+ Notify administrators of system updates, errors, or maintenance.

**12. Mobile Application**

* **Mobile Access**:
	+ Provide a mobile app for recruiters and candidates (IOS and Android ) to access the system on the go.
* **Push Notifications**:
	+ Send push notifications for important updates (e.g., interview reminders, application status changes).

**4.3.Business Rules**

**Organization Policies**

1. **Equal Employment Opportunity (EEO) Compliance**
	* The ATS must ensure fair hiring practices without discrimination based on age, gender, race, ethnicity, disability, or any other protected characteristic.
	* All job postings must include an EEO statement.
2. **Data Privacy and Security Policy**
	* Candidate data must be stored securely and comply with **GDPR, CCPA, or local data protection laws**.
	* Only authorized users can access, modify, or delete candidate records.
3. **Internal Hiring and Employee Referrals**
	* Internal employees must have priority consideration for job openings before external candidates.
	* Employee referrals must follow a structured process, including eligibility and reward policies.
4. **Job Posting and Approval Policy**
	* All job requisitions must be approved by department heads and HR before posting.
	* Job descriptions must align with organizational standards and predefined templates.
5. **Offer and Hiring Approval Policy**
	* All job offers must be approved by the HR and finance teams before being extended.
	* Compensation details must comply with internal salary bands and budget constraints.

## **2. Procedures**

1. **Candidate Application Process**
	* Candidates must complete an online application, including uploading a resume and supporting documents.
	* Incomplete applications are automatically flagged for review or rejection.
2. **Resume Screening and Shortlisting**
	* The ATS must use predefined criteria and AI-based screening to rank candidates.
	* Shortlisted candidates must be reviewed by the recruiter before progressing to the next stage.
3. **Interview Scheduling and Coordination**
	* The system must send automated interview invitations and reminders to candidates and interviewers.
	* Rescheduling requests must be managed through the ATS with appropriate notifications.
4. **Background Verification and Reference Checks**
	* A conditional offer is subject to successful background verification.
	* ATS must integrate with third-party background check services to automate the process.
5. **Candidate Status Updates and Communication**
	* Candidates must receive timely updates on their application status via email or SMS.
	* Rejected candidates should receive a standardized response with an optional feedback mechanism.

## **3. Rules & Regulations**

1. **Data Retention and Deletion**
	* Candidate records must be retained for **X years** in compliance with company policy and legal regulations.
	* Upon request, candidate data must be deleted within the stipulated timeframe (e.g., GDPR’s "Right to be Forgotten").
2. **User Access and Role-Based Permissions**
	* Only authorized personnel (HR, hiring managers) can access candidate data based on their role.
	* Recruiters can edit candidate profiles, but only HR can approve hiring decisions.
3. **Duplicate Candidate Detection**
	* The system must identify and merge duplicate candidate profiles to prevent redundancy.
	* Candidates applying multiple times for the same role must be flagged for review.
4. **Interview Evaluation and Scoring Rules**
	* Interviewers must submit candidate evaluations within **X hours** of the interview.
	* Candidates must meet a minimum score threshold before moving to the next stage.
5. **Third-Party Job Board Integration**
	* All external job postings must adhere to the terms of third-party job portals (LinkedIn, Indeed, etc.).
	* Job board responses must be tracked within the ATS for reporting and analysis.
6. **Hiring SLA (Service Level Agreements)**
	* HR and hiring managers must review applications within **X days** of submission.
	* Candidates should receive a final hiring decision within **Y days** from the first interview.

## **4.4 Background**

**Project Background & Initiation**

The ATS project was initiated in response to ongoing challenges in the company’s recruitment and hiring processes. The HR and talent acquisition teams identified inefficiencies that were leading to delays in filling critical roles, increased administrative workload, and inconsistent candidate experiences. As the organization scaled, it became clear that the existing manual or outdated hiring processes could not meet the growing demands of the business.

**Business Issues/Problems Identified**

1. **Inefficient Hiring Process** – The company relied on manual tracking via spreadsheets and emails, leading to delays and missed follow-ups.
2. **High Administrative Burden** – Recruiters spent excessive time on tasks like resume screening, scheduling, and candidate communications.
3. **Lack of Standardization** – Different departments used varying hiring workflows, resulting in inconsistencies and compliance risks.
4. **Poor Candidate Experience** – Slow response times and unclear communication led to a subpar experience for applicants.
5. **Limited Data & Reporting** – The absence of a centralized system made it difficult to track key hiring metrics and optimize recruitment strategies.

**Expected Benefits of the ATS Implementation**

1. **Automation & Efficiency** – Automating resume screening, interview scheduling, and communication will reduce administrative overhead.
2. **Improved Time-to-Hire** – A structured workflow will streamline the recruitment process, allowing positions to be filled faster.
3. **Enhanced Collaboration** – A centralized platform will enable HR, hiring managers, and recruiters to work seamlessly together.
4. **Better Candidate Experience** – Faster response times and a transparent application process will enhance employer branding.
5. **Data-Driven Decision Making** – Built-in analytics will provide insights into hiring trends, allowing for continuous improvement.
6. **Compliance & Standardization** – The ATS will help ensure adherence to hiring regulations and company policies.

This project aligns with the company’s broader strategic goal of attracting and retaining top talent while improving operational efficiency in HR.

**4.5 Project Objective**

## **Project Objective**

The objective of the **Applicant Tracking System (ATS) project** is to develop and implement a robust, scalable, and user-friendly platform that optimizes the organization's recruitment process. This system will streamline the end-to-end hiring workflow, improve collaboration between stakeholders, enhance the candidate experience, and ensure compliance with hiring regulations.

### ****High-Level Product Description****

The ATS will serve as a centralized platform to facilitate the entire hiring process, from job posting to onboarding. Key functionalities include:

* **Automated Job Posting** – Integrates with career portals and job boards.
* **Resume Parsing & Candidate Screening** – AI-driven filtering to shortlist candidates based on predefined criteria.
* **Interview Scheduling & Workflow Automation** – Automated scheduling and task management for recruiters and hiring managers.
* **Collaboration & Feedback Management** – Enables recruiters, hiring managers, and interviewers to leave feedback and make hiring decisions.
* **Candidate Communication & Notifications** – Automated email and messaging system to keep candidates informed.
* **Compliance & Reporting** – Ensures adherence to hiring policies and generates real-time analytics on recruitment performance.

### ****Alignment with Business Objectives****

**The ATS project directly supports key business goals:**

1. **Enhancing Recruitment Efficiency** – Reducing time-to-hire through automation and process optimization.
2. **Improving Candidate Experience** – Providing a smooth, transparent, and engaging hiring journey.
3. **Ensuring Compliance & Standardization** – Enforcing structured hiring workflows to mitigate compliance risks.
4. **Leveraging Data-Driven Decisions** – Delivering actionable insights through analytics to refine recruitment strategies.
5. **Reducing Costs & Administrative Overhead** – Minimizing manual work to improve HR team productivity.

### ****System Interaction & Integration Requirements****

To ensure seamless operation, the ATS will integrate with the following enterprise systems:

* **HRIS (Human Resource Information System)** – Transfers candidate data to employee records upon hiring.
* **Payroll & Benefits Systems** – Syncs new hire details for onboarding and benefits enrollment.
* **Job Boards & Career Portals** – Integrates with platforms like LinkedIn, Indeed, and company career pages for job postings.
* **Email & Calendar Systems (e.g., Outlook, Google Workspace)** – Automates interview scheduling and notifications.
* **Background Verification & Assessment Tools** – Connects with third-party services for background checks and skill assessments.
* **Single Sign-On (SSO) & Security Systems** – Ensures secure user authentication and role-based access control.

This project is a strategic initiative that will transform recruitment operations, enabling the company to attract and hire top talent efficiently while maintaining compliance and data security.

**4.6. Project Scope**

The ATS project will focus on the development, implementation, and integration of a comprehensive applicant tracking system to streamline the recruitment process.

**4.6.1. In Scope Functionality**

#### **1. Core ATS Functionalities**

* **Job Requisition & Posting** – Enables hiring managers to create job requisitions and publish them to career portals, job boards, and company websites.
* **Candidate Sourcing & Resume Parsing** – Supports manual and automated candidate sourcing, resume parsing, and AI-driven filtering.
* **Application Management** – Centralized candidate database with real-time tracking of applicant status throughout the hiring process.
* **Interview Scheduling & Collaboration** – Automated scheduling with calendar integrations (e.g., Outlook, Google Calendar) and feedback collection tools.
* **Offer Management** – Enables digital offer letters, approval workflows, and document signing.
* **Candidate Communication** – Automated emails, SMS, and chatbot functionalities for candidate interactions and notifications.
* **Analytics & Reporting** – Provides dashboards and reports on hiring metrics such as time-to-fill, candidate sources, and diversity hiring trends.
* **Compliance & Data Security** – Ensures adherence to local and global hiring regulations (e.g., GDPR, EEOC, DPA).

#### **2. System Integrations**

* **HRIS (Human Resource Information System)** – Seamless transfer of candidate data to employee records upon hiring.
* **Job Boards & Career Portals** – Integration with platforms like LinkedIn, Indeed, and Glassdoor for job postings.
* **Background Check & Assessment Tools** – Connection with third-party vendors for screening and skills assessments.
* **Payroll & Onboarding Systems** – Data synchronization with payroll, benefits, and onboarding tools.
* **Email & Calendar Systems** – Integration with Microsoft Outlook, Google Workspace for interview scheduling and reminders.

#### **3. User Roles & Access Management**

* **Role-Based Access Control (RBAC)** – Ensures secure access for recruiters, hiring managers, HR, and external vendors.
* **Single Sign-On (SSO) & Multi-Factor Authentication (MFA)** – Enhances security through enterprise authentication mechanisms.

**4.6.2. Out Scope Functionality**

The following items are not included in the current phase of the ATS implementation:

* **Custom-built AI & Machine Learning Models** – While the ATS may include basic AI-driven screening, custom AI development is out of scope.
* **Advanced Workforce Planning & Talent Management** – Future phases may include predictive hiring analytics and workforce planning tools.
* **Full ERP Integration** – While the ATS will integrate with HR and payroll systems, broader enterprise resource planning (ERP) integration is deferred.
* **Custom Development for External Partners** – Third-party vendors will integrate with the ATS using standard APIs, with no custom development.
* **Legacy System Migration** – Manual data migration from old systems will be limited to essential candidate and job records.

**5.Assumptions**

The following assumptions define the foundational expectations and constraints for the development and implementation of the Applicant Tracking System (ATS):

### ****1. Business & Operational Assumptions****

* The ATS will be **primarily used by HR, recruiters, hiring managers, and interviewers**, with appropriate role-based access control.
* All **job requisitions and candidate data** will be stored in a centralized database for easy retrieval and compliance tracking.
* The **hiring workflow will be standardized** across all departments, ensuring consistency in recruitment processes.
* The ATS will support **multi-location and remote hiring**, allowing global teams to collaborate seamlessly.
* User training will be provided to all stakeholders to ensure smooth adoption and minimize resistance to change.

### ****2. Technical Assumptions****

* The ATS will be a **cloud-based solution** to ensure scalability, security, and accessibility across multiple devices.
* The system will integrate with existing **HRIS, payroll, job boards, email, and calendar applications** via standard APIs.
* All integrations with third-party systems (e.g., background check providers, assessment tools) will rely on **predefined API connectors** provided by vendors.
* The ATS will be **mobile-friendly**, providing users with access to core functionalities via smartphones and tablets.
* System **uptime and performance will align with industry best practices**, ensuring minimal downtime.

### ****3. Compliance & Security Assumptions****

* The ATS will **comply with global and local hiring regulations**, including GDPR, EEOC, and Data Protection Acts.
* Role-based access control (RBAC) and **single sign-on (SSO) authentication** will be implemented to enhance security.
* Candidate data privacy will be maintained, and all stored information will be **encrypted** as per company security policies.
* Regular **data backups and disaster recovery measures** will be in place to prevent data loss.

### ****4. Project & Implementation Assumptions****

* Key stakeholders (HR, IT, hiring managers) will be actively involved in the **requirement gathering, testing, and feedback processes**.
* The project will follow an **agile implementation approach**, with phased rollouts and iterative improvements.
* Training and user support will be available for all relevant stakeholders to **ensure smooth adoption**.
* The budget and resources allocated for this project will be **sufficient to complete the implementation as planned**.
* System customization will be limited to **configurable settings**, with minimal custom development required.

These assumptions provide a framework for project planning, ensuring that expectations are clear for all stakeholders involved.

1. **Constraints**

The following constraints define the limitations and boundaries within which the ATS project must be developed and implemented.

**1. Business Constraints**

* The ATS must align with **existing HR policies and hiring workflows**, limiting flexibility for customized processes.
* The system must support **multiple regions and time zones**, but **local labor laws and compliance requirements** may vary and require adaptation.
* The ATS must be implemented within the **approved budget**, restricting additional features or custom development unless separately funded.
* The project timeline is fixed, with an expected go-live date of **[insert date]**, meaning scope adjustments may be required to meet deadlines.
* **User adoption and training schedules** may be limited due to availability of HR, recruiters, and hiring managers.

**2. Technical Constraints**

* The ATS must be **cloud-based** and integrate with the company’s existing HR systems (e.g., HRIS, payroll, job boards) via standard APIs.
* System performance and availability must meet **industry standards** (e.g., **99.9% uptime**) but may depend on vendor capabilities.
* **Customization options will be limited**, with configuration preferred over extensive custom development.
* The system must support **role-based access control (RBAC) and single sign-on (SSO)** within the company’s security framework.
* The ATS must be **mobile-responsive**, but a dedicated mobile app is **not within the current project scope**.

**3. Compliance & Security Constraints**

* The ATS must comply with **GDPR, EEOC, and other applicable data protection laws**, which may impact data retention and processing workflows.
* **Candidate data must be encrypted** and stored securely, following company IT security policies.
* The system must provide **audit logs and compliance tracking** for hiring decisions, but extensive legal review may extend project timelines.
* **Background checks and assessment tools** must integrate with the ATS, but external vendor policies may limit data-sharing capabilities.

**4. Resource Constraints**

* **HR, IT, and hiring teams have limited bandwidth** to participate in extensive testing and training, requiring a phased rollout.
* The ATS vendor will provide support, but internal **IT resources will be required for integrations and security compliance checks**.
* The project team will operate with a **fixed number of resources**, limiting the ability to accommodate major mid-project scope changes.

These constraints establish the framework for decision-making and risk mitigation, ensuring the project stays on track and aligns with business objectives.

1. **Risks**

**Project Risks and Mitigation Strategies**

The following risks have been identified for the ATS project, along with their response strategies:

1. **Business Risks**

|  |  |  |  |
| --- | --- | --- | --- |
| **Risk** | **Impact** | **Response Strategy** | **Approach** |
| Resistance to Change – Employees may resist adopting the new ATS. | Low to Medium | Mitigate | Provide early communication, user training, and change management initiatives. Involve key stakeholders in the decision-making process. |
| Misalignment with Business Needs – The ATS may not fully support company-specific hiring workflows. | High | Avoid | Conduct detailed requirement gathering with HR and hiring teams. Select a flexible ATS with configurable workflows. |
| Budget Overrun – Unexpected costs may arise during implementation. | High | Mitigate | Set clear scope, monitor spending, and include contingency funds in the budget. Regular financial tracking and vendor negotiations. |
| Low User Adoption – Recruiters and hiring managers may prefer legacy systems. | Medium | Mitigate | Provide hands-on training, phased rollouts, and feedback-driven system adjustments. |

1. **Technical Risks**

|  |  |  |  |
| --- | --- | --- | --- |
| **Risk** | **Impact** | **Response Strategy** | **Approach** |
| Integration Challenges – Issues with connecting ATS to HRIS, job boards, or payroll systems. | High | Mitigate | Perform early compatibility testing, ensure API readiness, and work closely with IT and vendors. |
| Data Migration Issues – Loss or corruption of existing candidate data during transition. | High | Avoid | Conduct thorough data audits, backup all records, and perform migration in phases with testing checkpoints. |
| System Downtime – ATS may experience outages affecting hiring operations. | High | Transfer | Ensure vendor SLA guarantees uptime (e.g., 99.9%). Consider cloud-based solutions with redundancy and disaster recovery plans. |
| Security & Compliance Gaps – ATS may not meet GDPR, EEOC, or internal security policies. | High | Mitigate | Conduct security assessments, enable encryption, ensure role-based access control, and review legal requirements with compliance teams. |

1. **Operational Risks**

|  |  |  |  |
| --- | --- | --- | --- |
| **Risk** | **Impact** | **Response Strategy** | **Approach** |
| Delayed Implementation – The project timeline may slip due to resource constraints. | Medium | Mitigate | Set clear milestones, allocate dedicated project resources, and monitor progress closely. |
| Vendor Dependency – Relying on external ATS providers for feature updates and support. | High | Transfer | Negotiate SLAs with vendors, have alternative support options, and choose an ATS with a strong user community and support system. |
| Poor Data Quality – Inaccurate or incomplete candidate data affects hiring decisions. | Medium | Accept | Implement data validation rules but acknowledge that some manual errors may still occur. Continuous data clean-up post-implementation. |

1. **Compliance & Legal Risks**

|  |  |  |  |
| --- | --- | --- | --- |
| **Risk** | **Impact** | **Response Strategy** | **Approach** |
| Non-Compliance with Labor Laws – ATS fails to meet legal hiring requirements. | High | Avoid | Ensure legal review before implementation, select ATS with compliance features, and update processes as laws change. |
| Candidate Privacy Breaches – Unauthorized access or data leaks. | High | Mitigate | Implement encryption, access control policies, and regular security audits. Train users on data protection. |

**Skills Risk :-**

## **Skills Risks and Mitigation Strategies**

### ****1. Lack of ATS Expertise Among HR & Recruitment Teams****

* **Risk:** HR and recruiters may lack familiarity with the new ATS, leading to adoption resistance and operational inefficiencies.
* **Impact:** Medium to High
* **Response Strategy:** **Mitigate**
* **Approach:** Provide comprehensive user training, conduct hands-on workshops, and create user-friendly documentation. Assign ATS champions within HR to provide peer support.

### ****2. Limited IT Expertise for Integration & Customization****

* **Risk:** Internal IT teams may not have the specialized knowledge required for seamless ATS integration with existing HR systems (e.g., HRIS, payroll, job boards).
* **Impact:** High
* **Response Strategy:** **Transfer**
* **Approach:** Partner with ATS vendors for professional implementation services, leverage vendor-provided support, and allocate external consultants if needed.

### ****3. Insufficient Data Management & Analytics Skills****

* **Risk:** HR teams may struggle with ATS reporting, data interpretation, and analytics-driven decision-making.
* **Impact:** Medium
* **Response Strategy:** **Mitigate**
* **Approach:** Provide targeted training on data management and reporting features, offer self-service dashboards, and involve data specialists for advanced insights.

## **Requirements Risks and Mitigation Strategies**

### ****1. Incomplete or Unclear Requirements****

* **Risk:** Business and technical requirements may not be fully defined, leading to gaps in system functionality.
* **Impact:** High
* **Response Strategy:** **Avoid**
* **Approach:** Conduct detailed requirement-gathering sessions with HR, recruiters, IT, and hiring managers. Use workshops, surveys, and process mapping to ensure comprehensive coverage.

### ****2. Changing Requirements Mid-Project****

* **Risk:** Frequent requirement changes can lead to scope creep, budget overruns, and timeline delays.
* **Impact:** High
* **Response Strategy:** **Mitigate**
* **Approach:** Establish a formal **change management process**, require stakeholder approval for modifications, and prioritize features using a phased implementation approach.

### ****3. Conflicting Stakeholder Expectations****

* **Risk:** Different teams (HR, IT, hiring managers) may have conflicting needs, leading to misaligned requirements.
* **Impact:** Medium to High
* **Response Strategy:** **Mitigate**
* **Approach:** Hold **cross-functional meetings** to align priorities, document requirements clearly in the BRD, and involve key stakeholders in decision-making.
1. **Business Process Overview**

The Applicant Tracking System (ATS) is designed to **streamline and automate the end-to-end recruitment process**, enhancing efficiency, compliance, and decision-making. It helps recruiters manage job requisitions, source candidates, track applications, schedule interviews, and facilitate hiring decisions while maintaining compliance with labor laws and company policies.

The recruitment process within the ATS follows a structured workflow, ensuring consistency, transparency, and collaboration across different stakeholders.

## **End-to-End Recruitment Process Flow**

### ****1. Job Requisition & Approval****

* Hiring manager identifies a need for a new position or a replacement.
* The job requisition is created in the ATS with details like **job title, department, location, salary range, and job description**.
* Approval workflows ensure **budget clearance and leadership sign-off** before the job is posted.

**System Interaction:** The ATS integrates with **HRIS (Human Resource Information System)** for position management and budget validation.

### ****2. Job Posting & Candidate Sourcing****

* Once approved, the job is posted across **internal job boards, external career sites, LinkedIn, and job aggregators** through ATS integrations.
* Recruiters may use **AI-driven sourcing tools** within the ATS to identify passive candidates.
* Employee referrals are captured through an **integrated referral program** in the ATS.

**System Interaction:** The ATS connects with **job boards, social media, and internal employee portals** to distribute job postings.

### ****3. Application Submission & Screening****

* Candidates apply via the **company’s career portal** or external job sites.
* The ATS automatically **parses resumes**, extracts key information, and **scores candidates based on predefined criteria**.
* Screening tools (e.g., **knockout questions, AI-powered assessments, or chatbot prescreening**) help filter applicants.
* Recruiters manually review top-ranked applications and update **candidate statuses** in the ATS.

**System Interaction:** AI-powered resume parsing and ranking, integration with **assessment tools** (e.g., coding tests, personality assessments).

### ****4. Candidate Shortlisting & Interview Scheduling****

* Shortlisted candidates are **moved to the interview stage** based on recruiter/hiring manager evaluation.
* The ATS **automatically schedules interviews**, syncing with recruiter and hiring manager calendars.
* Video interview platforms (e.g., Zoom, Microsoft Teams) integrate with the ATS for seamless scheduling.

**System Interaction:** The ATS integrates with **Outlook/Google Calendar** and **video conferencing tools**.

### ****5. Interview & Candidate Evaluation****

* Hiring managers conduct interviews (phone/video/in-person) and provide **structured feedback** directly in the ATS.
* The ATS **generates candidate scorecards**, aggregating feedback from multiple interviewers.
* The hiring team discusses evaluations and **selects the best candidate(s)** for the final round or offer stage.

**System Interaction:** Interview feedback is stored in the ATS for **collaborative decision-making**.

### ****6. Offer Management & Hiring Decision****

* HR **generates an offer letter** through the ATS with compensation, benefits, and terms.
* The offer undergoes an **approval workflow** before being sent to the candidate.
* The candidate receives the **digital offer letter via email** and can accept electronically.
* If accepted, the candidate’s details are **transferred to the HR system for onboarding**.

**System Interaction:** ATS integrates with **e-signature tools (e.g., DocuSign, Adobe Sign)** and HR payroll systems.

### ****7. Background Checks & Pre-Onboarding****

* Background verification (criminal, employment history, education checks) is **triggered via ATS integration with background check providers**.
* Candidates **submit required documents (ID, tax forms, contracts)** through the ATS.
* The ATS generates a **pre-onboarding checklist** for IT, HR, and hiring managers.

**System Interaction:** ATS connects with **background verification services, HR document management systems**.

### ****8. Compliance, Reporting & Analytics****

* The ATS ensures hiring decisions are **audit-ready and compliant** with labor laws (e.g., GDPR, EEOC, diversity hiring standards).
* HR generates **reports on key hiring metrics** (time-to-fill, diversity, source effectiveness, interview-to-hire ratio).
* **Data-driven insights** help optimize recruitment strategies for future hiring needs.

**System Interaction:** ATS provides dashboards, **compliance tracking, and analytics reports**.

## **End-to-End Process Summary**

1. **Job Requisition & Approval**
2. **Job Posting & Candidate Sourcing**
3. **Application Submission & Screening**
4. **Candidate Shortlisting & Interview Scheduling**
5. **Interview & Candidate Evaluation**
6. **Offer Management & Hiring Decision**
7. **Background Checks & Pre-Onboarding**
8. **Compliance, Reporting & Analytics**

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

The current recruitment process relies on a **legacy system** that lacks automation, is inefficient, and requires extensive manual effort. The existing system presents several challenges that impact **hiring speed, candidate experience, and compliance**.

## **1. Existing Recruitment Workflow (AS-IS Process)**

## **Legacy System (AS-IS) Overview**

The current recruitment process relies on a **manual and outdated system** with minimal automation. The hiring workflow involves **spreadsheets, emails, and paper-based approvals**, leading to inefficiencies, delays, and poor visibility into hiring progress.

### ****Key Characteristics of the Legacy System:****

1. **Job requisition and approvals** are managed via **emails and Excel sheets**, leading to **delays and lost requests**.
2. **Candidate applications** are collected manually through **emails and job boards**, requiring recruiters to enter data into spreadsheets.
3. **Resume screening and shortlisting** are done manually, making the process time-consuming and inconsistent.
4. **Interview scheduling and feedback collection** happen via **emails and phone calls**, often causing miscommunication.
5. **Offer letters** are manually drafted in **Word/PDF**, requiring multiple revisions and approvals via email.
6. **Onboarding** is paper-based, requiring new hires to submit physical forms and HR to manually enter data into payroll systems.

### ****Challenges in the Legacy System (AS-IS Process)****

###  ****Lack of Automation****

* Most tasks (screening, approvals, and scheduling) require **manual effort**, slowing down hiring.

###  ****Delayed Hiring Decisions****

* Recruiters spend a significant amount of time **manually processing resumes, sending emails, and tracking approvals**.

###  ****Poor Candidate Experience****

* Candidates do not receive **real-time updates** on their application status, leading to frustration and **higher drop-off rates**.

###  ****Data Inconsistencies & Compliance Risks****

* Manually handling candidate data increases **errors, duplication, and security risks**.

**Process Flow Diagram**



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

The proposed **Applicant Tracking System (ATS)** will **automate and streamline** the recruitment process, eliminating the inefficiencies of the legacy system. The new system will improve **speed, accuracy, compliance, and candidate experience** while reducing manual effort for recruiters and hiring managers.

## **1. Recommended Process Flow (TO-BE System)**

### ****1.1 Job Requisition & Approval****

 Hiring managers create job requisitions in the **ATS portal** with pre-defined templates.
 Automated **approval workflows** route the request to HR and finance, reducing delays.
 **Real-time notifications and tracking** keep all stakeholders informed.

 **Legacy Challenge:** Delayed approvals via email.

 **Solution:** **Automated approval workflows** with instant notifications.

### ****1.2 Job Posting & Candidate Sourcing****

 The ATS automatically posts job openings to **LinkedIn, Indeed, career pages, and internal job boards**.
 Employee referrals and social media integration are streamlined.
 AI-driven matching suggests **best-fit candidates from internal talent pools**.

**Legacy Challenge:** Manual job posting on multiple platforms.
 **Solution:** **One-click job distribution** across multiple platforms.

### ****1.3 Candidate Application & Screening****

Candidates submit applications through an **online ATS portal**.
 The ATS **automatically parses resumes**, extracting key details.
 AI-driven **screening filters** rank candidates based on job requirements.

 **Legacy Challenge:** Manual resume review slowed hiring.
 **Solution:** **AI-based screening** and ranking for efficiency.

### ****1.4 Interview Scheduling & Evaluation****

 The ATS integrates with **calendars (Google, Outlook, Zoom, MS Teams, etc.)** for **automated scheduling**.
 Candidates choose available slots, eliminating back-and-forth emails.
 Interviewers enter **structured feedback** into the ATS for **data-driven decisions**.

 **Legacy Challenge:** Manual scheduling and inconsistent feedback.
 **Solution:** **Automated scheduling** and **structured evaluations** for consistency.

### ****1.5 Offer Management & Approval****

 Offer letters are **auto-generated** from pre-approved templates.

**Digital signatures (e.g., DocuSign)** eliminate paperwork delays.
 Real-time dashboards track **offer approvals and candidate responses**.

🔹 **Legacy Challenge:** Manual document preparation led to errors and delays.
🔹 **Solution:** **Automated offer letter generation** and **digital signing**.

### ****1.6 Onboarding & Compliance****

 New hires complete onboarding forms **digitally within the ATS**.
 ATS integrates with **HR systems (payroll, benefits, compliance tracking, background checks, etc.)**.
 Automated **compliance checks** ensure all required documents are submitted.

🔹 **Legacy Challenge:** Paper-based onboarding was slow and error-prone.
🔹 **Solution:** **Digital onboarding process** with **HR system integration**.

## **2. Key Benefits of the ATS (TO-BE System)**

## **Faster Hiring Process** – Automated workflows reduce delays.**Data-Driven Decision Making** – Reports and analytics improve hiring strategies.

**Better Candidate Experience** – Transparent communication and real-time tracking.
**Improved Compliance & Security** – Centralized records ensure audit readiness.

**9.Business Requirements**

## 1. **Introduction**

This document outlines the business requirements for the implementation of an **Applicant Tracking System (ATS)**. It categorizes requirements based on **priority and functionality**, ensuring clear traceability throughout the project.

## 2. **Business Objectives**

The ATS aims to:

* Automate the recruitment process and reduce manual efforts.
* Improve efficiency by streamlining job requisition, application processing, and onboarding.
* Enhance candidate experience through intuitive interfaces and automated communication.
* Provide real-time insights for better hiring decisions.
* Ensure compliance with industry regulations and security standards.

### ****1. Requirements Categorization****

Requirements should be categorized by **priority** and **area of functionality**. Here’s an example structure:

#### **Priority Levels**

* **High (Critical)**: Must-have requirements for project success.
* **Medium (Important)**: Important but not critical for initial delivery.
* **Low (Nice-to-Have)**: Desirable but can be deferred or omitted if necessary.

#### **Functional Areas**

* **User Management**: Authentication, roles, permissions, etc.
* **Data Management**: Data storage, retrieval, and processing.
* **Reporting and Analytics**: Dashboards, metrics, and reporting tools.
* **Integration**: APIs, third-party system integrations.
* **Performance**: System responsiveness, scalability, etc.
* **Security**: Data protection, access control, compliance.
* **Usability**: User interface design, accessibility, and user experience.

### ****2. Requirements Documentation****

Each requirement should be documented with the following details:

* **ID**: Unique identifier for traceability (e.g., REQ-001).
* **Description**: Clear and concise description of the requirement.
* **Priority**: High, Medium, or Low.
* **Functional Area**: Category of functionality.
* **Source**: Stakeholder or document where the requirement originated.
* **Use Case Link**: Reference to the related use case or scenario.
* **Dependencies**: Other requirements or systems this depends on.
* **Status**: Current status (e.g., Draft, Approved, Implemented, Tested).

## 3. **Business Requirements**

The following table categorizes business requirements by priority and area of functionality.

|  |  |  |  |
| --- | --- | --- | --- |
| **ID** | **Requirement Description** | **Priority** | **Functional Area** |
| FR-01 | Hiring managers must be able to create job requisitions using predefined templates. | High | Job Requisition |
| FR-02 | Approval workflows for job requisitions must be automated with notifications. | High | Job Requisition |
| FR-03 | The ATS must support automatic job postings to multiple job boards (LinkedIn, Indeed, company career page). | High | Job Posting |
| FR-04 | Candidates must be able to apply via a mobile-friendly ATS portal. | High | Candidate Application |
| FR-05 | The ATS must parse resumes and rank candidates using AI-driven screening. | High | Candidate Screening |
| FR-06 | Automated scheduling of interviews integrated with Google/Outlook calendars. | High | Interview Scheduling |
| FR-07 | Interviewers must use structured evaluation forms to assess candidates. | Medium | Interview Evaluation |
| FR-08 | Offer letters must be automatically generated with digital signing options. | High | Offer Management |
| FR-09 | New hires must complete onboarding forms digitally within the ATS. | High | Onboarding & Compliance |
| FR-10 | The system should integrate with HRMS, payroll, and background check providers. | High | System Integration |

### 3.2 ****Non-Functional Requirements****

|  |  |  |  |
| --- | --- | --- | --- |
| ID | Requirement Description | Priority | Functional Area |
| NFR-01 | The system must handle high recruitment volumes without performance degradation. | High | Performance |
| NFR-02 | The ATS must ensure role-based access control (RBAC) for security. | High | Security |
| NFR-03 | Must comply with GDPR, EEOC, and other hiring regulations. | High | Compliance |
| NFR-04 | The ATS must be accessible via web and mobile platforms. | Medium | Usability |
| NFR-05 | The system should support multi-language capabilities. | Low | Usability |

## 4. **Requirements Traceability Matrix**

This matrix ensures that all business objectives are aligned with functional and non-functional requirements.

|  |  |  |
| --- | --- | --- |
| Business Objective | Requirement ID | Requirement Description |
| Automate recruitment process | FR-01, FR-02, FR-03, FR-05, FR-06, FR-08, FR-09 | Reduce manual tasks, improve efficiency |
| Improve hiring efficiency | FR-04, FR-05, FR-06, FR-07 | Enhance recruiter productivity |
| Enhance candidate experience | FR-04, FR-06, FR-08 | Provide seamless application and interview experience |
| Provide real-time insights | FR-07, NFR-01 | Enable data-driven decision making |
| Ensure compliance & security | NFR-02, NFR-03 | Protect candidate data and meet legal standards |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **ID** | **Description** | **Priority** | **Functional Area** | **Source** | **Use Case Link** | **Dependencies** | **Status** |
| REQ-001 | Users must be able to log in using email and password. | High | User Management | Stakeholder A | [Use Case 1](https://chat.deepseek.com/a/chat/s/9d591488-2b3c-4aa9-949e-b5ce464cea96) | None | Approved |
| REQ-002 | System must support role-based access control (Admin, User, Guest). | High | User Management | Stakeholder B | [Use Case 2](https://chat.deepseek.com/a/chat/s/9d591488-2b3c-4aa9-949e-b5ce464cea96) | REQ-001 | Draft |
| REQ-003 | Data must be encrypted at rest and in transit. | High | Security | Compliance Team | [Use Case 3](https://chat.deepseek.com/a/chat/s/9d591488-2b3c-4aa9-949e-b5ce464cea96) | None | Approved |
| REQ-004 | System must generate daily sales reports in PDF format. | Medium | Reporting | Stakeholder C | [Use Case 4](https://chat.deepseek.com/a/chat/s/9d591488-2b3c-4aa9-949e-b5ce464cea96) | REQ-005 | Draft |
| REQ-005 | System must integrate with Salesforce for customer data synchronization. | High | Integration | Stakeholder D | [Use Case 5](https://chat.deepseek.com/a/chat/s/9d591488-2b3c-4aa9-949e-b5ce464cea96) | None | Approved |
| REQ-006 | System must handle up to 10,000 concurrent users without performance degradation. | High | Performance | Stakeholder E | [Use Case 6](https://chat.deepseek.com/a/chat/s/9d591488-2b3c-4aa9-949e-b5ce464cea96) | None | Approved |

### ****5. Key Reference Materials****

* **Use Case Documentation**: Links to detailed use case descriptions.
* **Stakeholder Interviews**: Notes or recordings of stakeholder discussions.
* **Technical Specifications**: Architecture diagrams, API documentation, etc.
* **Compliance Documents**: Regulatory or security standards (e.g., GDPR, HIPAA).
* **Test Plans**: Links to test cases and validation procedures.

### ****6. Tools for Managing Requirements****

To streamline this process, consider using tools like:

* **Jira**: For requirement tracking and task management.
* **Confluence**: For documentation and linking requirements to use cases.
* **Excel/Google Sheets**: For traceability matrices and requirement tables.
* **Requirement Management Tools**: Such as IBM DOORS or Jama Software.

**10. Appendices**

**10.1. List of Acronyms**

|  |  |
| --- | --- |
| **Acronym** | **Definition** |
| **ATS** | Applicant Tracking System |
| **RACI** | Responsible, Accountable, Consulted, Informed |
| **UAT** | User Acceptance Testing |
| **PMO** | Project Management Office |
| **HR** | Human Resources |
| **IT** | Information Technology |
| **CFO** | Chief Financial Officer |
| **SLA** | Service Level Agreement |
| **UI** | User Interface |
| **UX** | User Experience |
| **DB** | Database |
| **HRMS** | Human Resource Management System |

**10.2. Glossary of Terms**

|  |  |
| --- | --- |
| **Term** | **Definition** |
| **Applicant Tracking System (ATS)** | A software application used to manage recruitment and hiring processes. |
| **Approval Workflow** | The structured process for obtaining formal approvals on project milestones and decisions. |
| **Business Owner** | The key stakeholder responsible for defining project requirements and ensuring alignment with business needs. |
| **Change Request** | A formal proposal to modify project scope, timelines, or resources. |
| **Go-Live** | The phase where the ATS system is officially launched for use. |
| **Project Sponsor** | The senior executive responsible for providing strategic direction and ensuring the project's success. |
| **Steering Committee** | A group of stakeholders that provide governance and oversight for the ATS project. |
| **User Acceptance Testing (UAT)** | The final testing phase where end-users validate the system before deployment. |

**10.3. Related Documents**

1. **Project Charter**: Outlines the scope, objectives, and stakeholders of the ATS project.
2. **System Requirements Specification (SRS)**: Details the functional and non-functional requirements of the ATS.
3. **User Manual**: Provides instructions for recruiters and administrators on how to use the ATS.
4. **API Documentation**: Describes the endpoints, parameters, and usage of the ATS API.
5. **Data Privacy Policy**: Explains how candidate data is collected, stored, and protected.
6. **Test Plan**: Outlines the testing strategy, including unit tests, integration tests, and user acceptance tests.
7. **Deployment Guide**: Provides step-by-step instructions for deploying the ATS in different environments.
8. **Vendor Agreements**: Contracts with third-party service providers (e.g., cloud hosting, AI tools).
9. **Change Management Plan**: Describes how changes to the ATS will be managed and communicated.
10. **Training Materials**: Resources for training recruiters and other users on the ATS.