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Solution Requirements Specification

<<Project Name>>

Status Draft / Issued

Monday, 2 March 2020

Business Analysts Pty Ltd

Document Controls

**Project Information**

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| Organisation | << Organisation Name >> |
| **Project Sponsor** | << Project Sponsor >> |
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| **Version** | **Date** | **Nature of Amendment** | **Changed By** |
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***Template Usage Guidelines***

***The text mentioned below is to be used as a reference guide while completing this document. Remove this section/page after completing/before-publishing this document.***

1. *The dark blue text represents help/instructional text in the template – please remove it from the final version and/or before publishing the document.*
2. *This template is designed to capture Functional and Non-functional requirements. If high level stakeholder requirements (ie for an RFI) then these should be recorded in the BAPL Business Requirements Specification template.*
3. *Additional sections can be added if required to further document the business requirements. The format for presenting the information can be determined by the author in conjunction with the Practise Lead.*
4. *Please do not remove any section(s) from this document unless otherwise specified.*
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7. *Do not forget to update the table of contents figures and caption tables (Reference tab in MSWord) once the document is complete.*
8. *Introduce naming conventions as required for traceability purposes.*

**Naming Standards/Terminology**

|  |  |
| --- | --- |
| **Requirement Category** | **Naming Standard/Terminology** |
| Functional Requirement | FR |
| Non-Functional Requirements | NR- <first 2/3 alphabets if the requirement category is defined by a single word e.g. ‘PE’ for ‘Performance’, ‘LIC’ for Licensing>  OR  NR- <first alphabet of each word if the requirement category is defined by more than one word e.g. for ‘Word1 Word2’ use WW>  In either case, ensure there is no duplication within the Non-Functional Requirement naming standards/terminology. |

**Other Naming Standards/Terminology**

|  |  |  |
| --- | --- | --- |
| Item Category | Naming Standard/Terminology | Examples |
| Business Rule | BR <Integer/Number> | BR1, BR25, BR50 |
| Use Case | UC <Integer/Number> | UC10, UC15, UC25 |
| Use Case Diagram | UCD <Integer/Number> | UCD1, UCD5 |
| Context Diagram | CD <Integer/Number> | CD2, CD5 |
| Sequence Diagram | SD <Integer/Number> | SD10, SD15 |
| Work Flow Diagram | WFD <Integer/Number> | WFD5, WFD7 |
| Data Flow Diagram | DFD <Integer/Number> | DFD3, DFD10 |
| Data Dictionary | DD <Integer/Number> | DD3, DD7, DD10 |

1. Executive Summary

*Executive summaries should be written in plain English, avoiding technical language where possible.*

* *Provide a description and information about the current business need. State the Business need/problem explicitly. What is the impact of this problem on the business?*
* *Describe the current state, how the business currently operates, and any problems or enhancements that will be addressed by the project.*
* *Describe who the audience the of the document is and the teams impacted– include details such as team names/roles, if known, and their involvement in the current processes. Organisational/Business Services structure can also be included where appropriate.*

*For example:*

*Operators within the Admin Processing Team are required to manually manipulate reports daily, which takes between 1 and 2 hours.*

* *Outline the systems involved in the current business processes. Include system names and the specifics of their involvement with this project.*
* *Reveal any documentation in which this document should be read in conjunction, such a Vision documents, Business process model documents etc.*
* *Make a scope statement, including what is in and out of scope*

1. Introduction
   1. Purpose

The purpose of this document is to

*Describe the purpose of this document within the context of the project.*

*i.e. The purpose of this document is to describe the current “as is” and future “to be” business processes and business requirements involved in the management of << Project Name >>.*

*This document will be used to identify business processes for potential automation, evaluate existing automated processes for improvement where appropriate and used as a basis for business requirements for new information solutions.*

* 1. **Definitions, Acronyms and Abbreviations**

The acronyms, abbreviations and terms used within this document are defined in the following table.

Table 1- Acronyms

|  |  |
| --- | --- |
| Acronyms | Definition |
|  |  |
|  |  |

* 1. **References and Related Documents**

The references and related documents used within this document are contained in the following table.

Table 2 - References

|  |  |  |
| --- | --- | --- |
| Document Name | Document Type | Location |
|  |  |  |
|  |  |  |

*Attach relevant documents as an appendix.*

* 1. **Business Context**

*Describe the business problem or opportunity*

*Provide a description and information about the current business need. State the Business need/problem explicitly. What is the impact of this problem on the business?*

* 1. **Anticipated Business Benefits/Outcomes**

*Briefly state the expected end state benefits/outcomes that the Business wants to achieve through this project. Please ensure that the benefits mentioned in this section are a mix of both high level benefits and low level benefits. The benefits can include both qualitative and quantitative items.*

*As a rule of thumb, the anticipated benefits must be linked with the stated Business Goal/Objective.*

* 1. **Stakeholders and End Users**

*Stakeholders are the individuals or groups who have a vested interest in this project and whose interests need to be considered throughout the project. This section lists the Stakeholders of the Application/Project for which these Business requirements have been documented.*

*Identify the primary/key stakeholders impacted by the project. This can include business users, end users, sponsors, project team, other users indirectly impacted etc; also include a stakeholder map.*

The following Stakeholders and End Users have been identified:

Table 3– Stakeholders and end users

| **Stakeholder** | **Area of Business Impact** |
| --- | --- |
| *List the stakeholder* | *Briefly mention the business area impacted* |
|  |  |
|  |  |
|  |  |

* 1. **Scope**
     1. **Inclusions**

*Describe the intended scope of the project or initiative.*

The following Inclusions have been identified:

* Inclusion # 1
* Inclusion # 2
* Inclusion # 3
  + 1. **Exclusions**

*Detail what is not in scope and what opportunities have been intentionally not pursued for this project or initiative.*

Exclusion are specified as follows:

* Exclusion # 1
* Exclusion # 2
* Exclusion # 3
  1. **Assumptions**

*Clearly detail all assumptions in relation to this document.*

For example – It is assumed that ABC will continue to be the external provider of service XYZ.

The following Assumptions have been identified:

* Assumption # 1
* Assumption # 2
* Assumption # 3
  1. **Constraints**
* *List the constraints that have been identified.*

The following constraints have been identified:

Table 4 – constraints

| **Constraint Name** | **Description** | **Constraint Type** | **Constraint Handler** |
| --- | --- | --- | --- |
| *List the constraint name* | *Add a brief description of the constraint* | *Indicate the constraint type as in for e.g. Regulatory, Statutory, Data Privacy, Code of Conduct etc.* | *Mention the required action; e.g. Abide with the constraint, provide solution, work around etc.* |
|  |  |  |  |
|  |  |  |  |

* 1. **Dependencies**

*List the Requirement dependencies that have been identified. These could be dependencies on other projects, resources, people or business areas/functions.*

The following dependencies have been identified:

Table 5 - DEPENDENCIES

| **Dependency** | **Description** | **Dependency Type** | **Coordination Approach** |
| --- | --- | --- | --- |
| *List the dependency name* | *Add a brief description of the dependency* | *Are we dependent on other projects/ resources/ business functions?*  *OR*  *Are they dependent on us?*  *Or*  *Both?* | *What measures are in place to manage the dependency?* |
|  |  |  |  |
|  |  |  |  |

* 1. Risks and Issues

*List any risks / issues that have been identified and are being actively managed. Include high-level risks and issues rather than smaller day-to-day ones. All Project level risks & issues will be managed separately as part of the Project Risk Register by the Project Manager.*

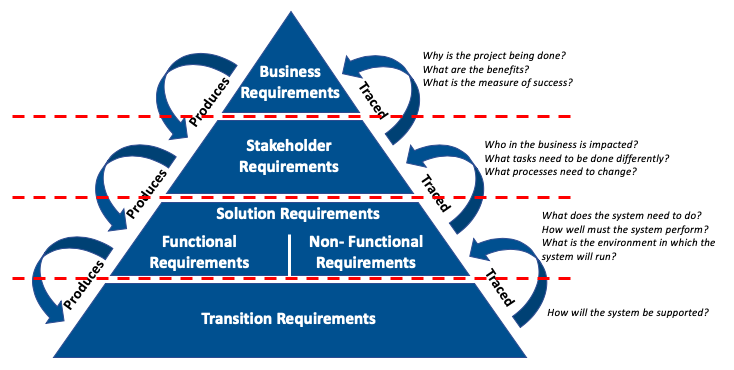
The following requirement level risks/issues have been identified and will need to be managed to ensure the project requirements are successfully delivered:

Table 6 – risks and issues

| **Risk / Issue** | **Likelihood / Impact** | **Mitigation Approach** |
| --- | --- | --- |
| *List the risk/issue name* | *What is the likelihood it will occur? If it does occur, how significant is the impact?* | *What mitigation approach will be used to manage the risk/issue?* |
|  |  |  |
|  |  |  |

* 1. Requirements Framework

*Describe the approach to requirements including the various requirements categories (business, stakeholder, solution, etc. that are covered in this document)*

**

1. Use Case Model
   1. Actors

The names of the actors and a description of their roles are listed in the following table.

Table 7 - Actors

|  |  |  |
| --- | --- | --- |
| **Actor Name** | **Description** | **Alias** |
| *Role name* | *Description of the role in relation to the way it interacts with the system* | *List any other business names that are used to refer to this role* |
|  |  |  |
|  |  |  |

* 1. Use Case Diagram

The following diagram depicts the use cases described in this document.

*Insert Use Case diagram*

* 1. Use Case Descriptions

The following table provides a summary of each of the use cases shown in the use case diagram.

Table 8 - Use Case Descriptions

|  |  |
| --- | --- |
| UC Id / Name | UC Description |
| *Use Case Id and name* | *The goal and description of the use case* |
|  |  |

* 1. Use Cases for Project Name

*Define the steps associated with performing the illustrated business activity/use case for Use Cases listed in the previous section. (Include alternative and exception flows).*

*If there are numerous Use Cases/Descriptions, it may be appropriate to include them in the Appendix rather than in the body of the document.*

*In general, user stories are more commonly used within agile methodology, while requirements documents are more commonly associated with the traditional waterfall methodology. Agile teams tend to use user stories more often than requirements as they allow flexibility and collaboration, whereas waterfall teams use requirements and requirements docs to specify the finer details prior to commencing development.*

*User cases serve their purpose well when their syntax describes the “required” functionality from the system in response to the user interaction, without specifying the details of “how” to execute this functionality.*

* + 1. UC01 – *Use Case Name*

Table 9 - UC01 - FUNCTIONAL REQUIREMENTS

|  |  |  |
| --- | --- | --- |
| UC01 | *Use Case Name* | |
| *Goal/description* | | |
| Actors | *Anyone or anything that performs a behaviour (who is using the system)* |  |
| Triggers | *The event that causes the use case to be initiated* |  |
| System |  | |
| Pre-condition 1 | *What must be true or happen before the use case runs* | |
| Pre-condition 2 |  | |
| Post-conditions | *What must be true or happen after the use case is complete* | |
| **Normal Flow** | | |
| Description | *Describe the basic course in the description for the use case* | |
| **1** |  | |
| **2** |  | |
| **Termination outcome** |  | |
| **Alternative flow *X*A: *Description*** | | |
| **Description** | *Result positive: An Alternate Flow is a step or a sequence of steps that achieves the use case’s goal following different steps than described in the main success scenario. But the goal is finally achieved* | |
| **4A1** |  | |
| **4A2** |  | |
| **Termination outcome** |  | |
| **Exception Flow *X*B: *Description*** | | |
| **Description** | *Result negative: An Exception is anything that leads to NOT achieving the use case’s goal* | |
| **4A1** |  | |
| **4A2** |  | |
| **Termination outcome** |  | |
| **Business Rules:** | | |
| **UC1BR1** |  | |

* + - 1. UC01 – Functional Requirements

*Using the style specified in the help text of the previous section, every use case line that states “system does …< something>”, is a function that the system is expected to perform and therefore can be a potential Functional Specification.*

Table 10 - UC01 - Functional Requirements

|  |  |  |
| --- | --- | --- |
| Id | Requirement Description | Process Reference |
| FRUC00*x* | Functional requirement | Process Activity Name |
| FRUC00*y* | Functional requirement | Process Activity Name |

*Repeat fully dressed structure for each Use Case*

* + 1. UC02 – *Access Service Contract*

*Example*

Table 11- UC02 - FUNCTIONAL REQUIREMENTS

|  |  |  |
| --- | --- | --- |
| UC1 | User accesses a contract saved in the Service Contract Record System (SCoRS) | |
| *The purpose of this use case is to allow Service Contract records information to be accessed by the registered users* | | |
| Actors | *Registered Users, Unregistered User* | *Service Contract Record System (SCoRS)* |
| Triggers | *User seeks to access a contract saved in the Service Contract Record System (SCoRS)* |  |
| System | *Service Contract Record System (SCoRS)* | |
| Pre-condition 1 | *Service Contract User must have access to Service Contract Record System portal.* | |
| Pre-condition 2 | *A Service Contract Record exists and the User seeks to access the saved version of the record.* | |
| Post-conditions | *Service Contract will be unlocked while being accessed by registered User. They will remain locked to other users until the Service Contract User ‘checks’ the Contract ‘back in’.* | |
| **Normal Flow** | | |
| Description | *User seeks access to a Service Contract saved in SCoRS* | |
| **1** | *User attempts to log on to SCoRS* | |
| **2** | *Inclusion, perform Verify Security Permission Use Case. SCoRS verifies User’s security access, permissions etc.* | |
| **3** | *User specifies the Service Contract record identifier in SCoRS* | |
| **4** | *Service Contract record is made available for the User to view* | |
| **5** | *If the User wants to update the Service Contract record, extension,*  *perform Update Service Contract record use case* | |
| **6** | *If the User wants to access additional records, go to step 3* | |
| **Termination outcome** | *User checks Service Contract record back in and exits SCoRS* | |
| **Alternative Flow 4A: Service Contract record not found** | | |
| **Description** | *SCoRS does not recognise the User as having the correct permissions to review Service Contract records* | |
| **4A1** | *No Service Contract records are made available for the User to view* | |
| **4A2** | *SCoRS alerts the User that there are no Service Contract records matching that description. Recheck details and try again* | |
| **Termination outcome** | *SCoRS returns to step 3 in the normal flow* | |
| **Exception Flow 2A: SCoRS does not recognize User as having access to the system** | | |
| **Description** | *SCoRS does not recognize the User’s security credentials* | |
| **2A1** | *If verification of the User’s identification has failed three times, SCoRS will disable this data entry interface. SCoRS logs these attempts in the security log* | |
| **2A2** | *If verification of the User’s identification has not yet failed three times, SCoRS asks the User to re-enter identification.* | |
| **2A3** | *SCoRS repeats step 2 the normal flow* | |
| **Termination outcome** | *If verification of the User’s identification has failed three times, this use case then terminates* | |
| **Exception Flow 2B: SCoRS does not recognize the User as having permission to view Service Contract records** | | |
| **Description** | *SCoRS does not recognise the User as having the correct permissions to review Service Contract records* | |
| **2B1** | *User is denied access to Service Contract records* | |
| **2B2** | *SCoRS alerts the User that they do not have sufficient permission to view Service Contract records* | |
| **Termination outcome** | *SCoRS returns to step 1 in the normal flow* | |
| **Business Rules:** | | |
| **UC1BR1** | *User must be registered to access SCoRS* | |
| **UC1BR2** | *User must know personal security credentials* | |

* + - 1. UC02 – Functional Requirements

Table 12 - UC02 - Functional Requirements

|  |  |  |
| --- | --- | --- |
| Id | Requirement Description | Process Reference |
| *FRUC001* | *The system must verify that the User is registered* | *Normal Flow, 2* |
| *FRUC002* | *The system must allow the User three attempts to enter the correct user credentials before exiting the logon screen* | *Exception Flow, 2A2* |
| *FRUC003* | *The system must display informational alerts when a User has entered incorrect security credentials* | *Exception Flow, 4A2* |
| *FRUC004* | *The system must verify that the User has the appropriate permissions to access records* | *Exception Flow, 2B1* |
| *FRUC005* | *The system must display informational alerts when a User has conducted an invalid query and no records are found* | *Alternate Flow, 4A2* |
| *FRUC006* | *The system must display the correct Service Contract record when selected by the User* | *Normal Flow, 4* |

1. Interface requirements
   1. User Interface Requirements

*Insert GUI user interface requirements*

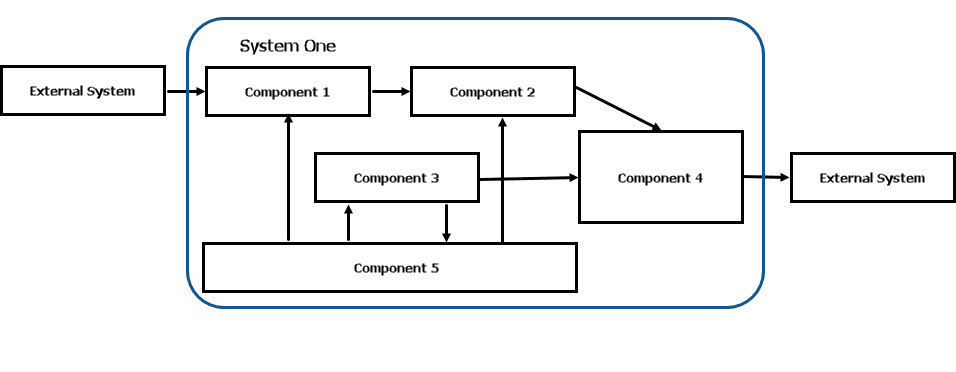
Table 13 - User Interface Requirements

|  |  |
| --- | --- |
| Id | Requirement Description |
| FRUIGUI00*1* | *Functional requirement* |
| FRUIGUI00*2* | *Functional requirement* |

* 1. System Interface Requirements
     1. *System Interface Name* Diagram

*Insert* *system interface diagram*

Figure 1- System Interface Name Diagram



* + 1. *System Interface Name* Description

*Insert system interface descriptions*

*Interface Design Description (IDD) describes the interface characteristics of one or more systems, subsystems, Hardware Configuration Items, Computer Software Configuration Items, manual operations, or other system components. An IDD may describe any number of interfaces.*

* + 1. *System Interface Name* Requirements

*Interface Requirements serve to communicate and control interface design decisions.* *These are the “shall” statements that drive the design.*

Table 14 - System Interface Requirements

|  |  |
| --- | --- |
| Id | Requirement |
| FRSIR??? |  |

* 1. Hardware Interface Requirements (if applicable)

*Insert* *hardware interface requirements*

*Hardware interface requirements describe the architecture used to interconnect two devices together. It includes the design of the plug and socket, the type, number and purpose of the wires and the electrical signals that are passed across them, standards and regulations.*

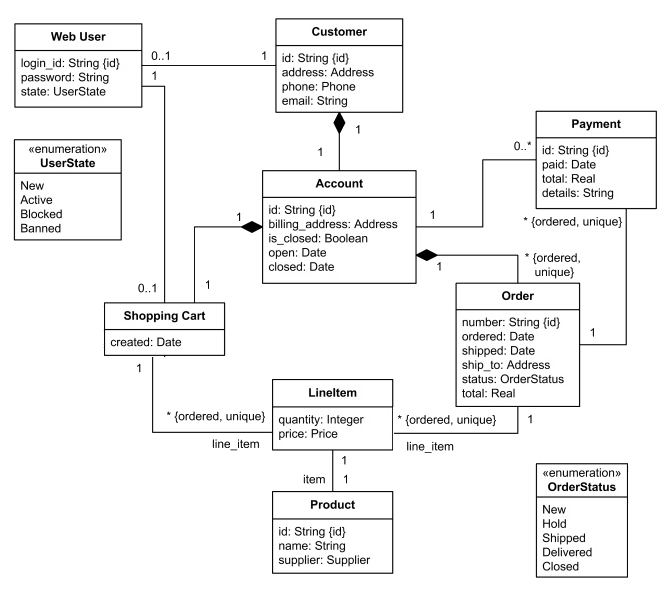
Table 15- Hardware Interface Requirements

|  |  |
| --- | --- |
| Id | Requirement |
| FRHIR??? |  |

1. Information Requirements
   1. Information Model

*Insert class diagram*

Figure 2- Class Diagram



* 1. Information Requirements

*The entity types in the model may be real-world objects, such as devices in a network, or occurrences, or abstract, such as for the entities used in a billing system.*

* + 1. *Information Model Element1* Requirements

Table 16 - Information Model 1 Requirements

|  |  |
| --- | --- |
| Id | Requirement |
| FRIME??? |  |

* + 1. *Information Model Element2* Requirements

Table 17 - Information Model 2 Requirements

|  |  |
| --- | --- |
| Id | Requirement |
|  |  |

*Repeat for all Information Model Elements*

1. Quality of Service (Non-Functional Requirements)
   1. Performance

*System performance across all components of the solution is to be documented, considering but not limited to the following:*

*Number of business users will use the system concurrently*

*Speed of system functions (User Interface vs Back-end Functions)*

*Identify high performance areas, which may relate to core business processes*

*Variations to performance due to location (e.g. remote/wireless access)*

Table 18 - Quality of Service - Performance

|  |  |  |
| --- | --- | --- |
| ID | Solution Component | Service Level Agreement (SLA) Target |
| NFR??? | Application – UI internal | *Performance metric*: *<<>>*  Business Hours: *<<>>*  Peak/Maximum: *<<>>*  After Hours: *<<>>* |
|  | Application – UI external & customers | *Performance metric*: *<<>>*  Business Hours: *<<>>*  Peak/Maximum: *<<>>*  After Hours: *<<>>* |
|  | Application - Reports | *Performance metric*: *<<>>* |
|  | Application – Back-end | *Performance metric*: *<<>>* |
|  | Infrastructure | *Performance metric*: *<<>>*  Storage Capacity: *<<>>*  Connections (Concurrent): *<<>>*  External Access: *<<>>* |
|  | Network - Central | *Performance metric*: *<<>>* |
|  | Network – Remote | *Performance metric*: *<<>>* |
|  | Network – Wireless | *Performance metric*: *<<>>* |

* 1. Availability / Reliability

*Insert availability and reliability requirements, indicating usage during business hours and users expected during peak and off peak times*

Table 19 - Quality Of Service - Availibility / Reliability

|  |  |  |
| --- | --- | --- |
| Id | Solution Component | Service Level Agreement (SLA) Target |
| NFR??? | Application – Business Hours | *<<>>*% |
|  | Application – After Hours | *<<>>*% |
|  | Infrastructure | *<<>>*% |
|  | Network | *<<>>*% |
|  | Disaster Recovery | *Timeframe for recovery* |

* 1. Unavailability Impact

*Describe the impact to business of the system being unavailable; assess impacts in terms of unavailability over timeframes to specific user groups. Impact may include, immediate risks, delayed risks, and mitigation of risks, such as manual workaround, delays, contacting customers, loss of custom, reputational loss, advantage to competitors*

Table 20 - Service Of Quality - Unavailibility Impact

|  |  |  |
| --- | --- | --- |
| Id | Business Unit / Role | Impact |
| *NFR???* | Data Operator | 1-4 hours: *<<>>*  4-8 hours: *<<>>*  1 Day: *<<>>*  2 Days: *<<>>*  3 Days: *<<>>* |
|  | Management | *<<>>* |
|  | Finance | *<<>>* |
|  | Human Resources | *<<>>* |
|  | Customers | *<<>>* |

* 1. Security / Access

Table 21 - Quality Of Service - Security / Access

|  |  |  |
| --- | --- | --- |
| Id | Business Unit / Role | Impact |
| *NFR???* | Internal Access (Staff): | *logins, certificates, security codes* |
|  | External Access (Staff): | *logins, certificates, security codes* |
|  | Partner Access: | *logins, certificates, security codes* |
|  | Client/Customer Access: | *logins, certificates, security codes* |
|  | Internal Access (Staff): | *logins, certificates, security codes* |

* 1. Scalability

*What is the predicted business growth over the next five years?*

*What are the number of system users and user growth over next 5 years?*

*Is there location specific growth predicted?*

Table 22 - Quality Of Service - Scalibility

|  |  |  |
| --- | --- | --- |
| Id | Requirement | Description / Additional Details |
|  |  |  |
|  |  |  |

* 1. Usability

*Are there any special usability requirements?*

*Consider business scenarios that would test system usability*

Table 23 - Quality Of Service - Usability

|  |  |  |
| --- | --- | --- |
| Id | Requirement | Description / Additional Details |
|  |  |  |
|  |  |  |

* 1. Portability

*Are there business advantages to delivering the system at the location of data capturing? What are the portability requirements?*

Table 24 - Quality Of Service - Portability

|  |  |  |
| --- | --- | --- |
| Id | Requirement | Description / Additional Details |
|  |  |  |
|  |  |  |

* 1. Maintainability / Supportability

*What is the most suitable day and time for the business for support and changes to the system*

*Are there scheduled maintenance windows?*

Table 25 - Quality Of Service - Maintainability / Supportability

|  |  |  |
| --- | --- | --- |
| Id | Requirement | Description / Additional Details |
|  |  |  |
|  |  |  |

* 1. Licensing

*How many licences are required for the system?*

*Are there different levels of licence?*

Table 26- Quality Of Service - Licensing

|  |  |  |
| --- | --- | --- |
| Id | Requirement | Description / Additional Details |
|  |  |  |
|  |  |  |

1. Appendix A –

*Consider consolidating all requirements and putting them in a Requirement Traceability Matrix (RTM).*

*Use appendices for extended detail, often supplied by the stakeholder as supplementary materials, such as:*

*• Document References*

*• Use Cases and Use Diagrams*

*• Process Models*

*• Business Level Process Models*

*• System Level Process Models*

*• Business Architecture*

*• Application Architecture*

*• Technical Architecture*

*• Data Requirements*

*• Conceptual Data Model*

*• Data Flow Diagrams*

*• Data Migration Needs*

*• Data Conversion/Cleansing Needs*

*• Data Volumes*

*• Data Backup/Retention and Archiving Needs*

*• Data Privacy Implications*

*• Data Dictionary*

*• Integration Requirements*

*• Integration with other Systems*