|  |
| --- |
| **BLUE TEXT**: Instructions regarding a document section. Remove the blue instructional before approving.  **RED TEXT**: Replace with Solution or Project specific content. Change the font color to black.  **BLACK TEXT**: Recommended language that can remain or be changed to meet the Project Team’s needs.  Using Templates   * Always retrieve the current template when creating new documents. * When modifying an existing document compare that document against the current template. Address any differences and update the document. * If certain sections of a template do not apply, enter “Not Applicable” beneath the Section Header and provide appropriate justification. Do not remove Section Headers. If all subsections under a higher level section are not applicable, remove the sub-section headers and include the justification under the remaining high level section header. For example, if there is a section 3, 3.1, 3.1.1, 3.1.2, and 3.2, and all are not applicable, remove the sections 3.1, 3.1.1, 3.1.2, and 3.2 and write Not Applicable” and the rationale under section 3. * If needed, add a section or sections to the appropriate area of the template. * Update the Table of Contents before circulating for approval. * Ensure the version number in the Page Header and the Revision History Table is correct * Ensure the Revision Date in the History Table is set to the date the document was last modified prior to routing for Approval. * Templates may be merged. If so, include all sections of each template.   **-- DELETE THIS INSTRUCTION BOX –** |

**NO APPROVALS REQUIRED**

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# Purpose

This document records User, Solution, and Compliance requirements for Solution Name in accordance with IT procedures*.* This document will be maintained throughout the life of the in-scope Solution Configuration Items.

# Scope

This document is limited to documenting the requirements for Solution Name*.* The following list identifies the application master and deployment CI names that are in scope for this document.

Note that there may be several Solution Requirements Specifications to support an Application Master CI and/or Deployment CI.

## Exclusions, Assumptions, and Limitations

Document any exclusions, assumptions and limitations

# Requirements

This section is to document requirements for the solution that will be verified. Determine the Requirements Risk Assessment following the process as outlined in the SOP

For each table below, use a unique Requirement identifier. In the Scope column, include the release identifier when the requirement was implemented. The columns “RCR” (Requirements Criticality Rating), “RC” (Requirements Classification), and “RRR”(Requirements Risk Rating) are values from the Requirements Risk Assessment. If influencers will be used, describe them in each section and identify both the calculated and influenced RRR in the “RRR” column.

The values in the columns “RCR”, “RC”, and “RRR” are populated for requirements that are considered testable. Requirements met through procedural controls and references do not need these columns populated.

The scope column, when used, can be populated with either Out of Scope or the release number where the requirement was implemented.

Beyond the business process model, it is equally important to understand the major information elements from the business perspective. This is especially true when new types of information will be generated or used as part of the process.

## User Requirements

| Req# | Requirement Description | Scope | RCR | RC | RRR |
| --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

## Solution Requirements

| Req# | Requirement Description | Scope | RCR | RC | RRR |
| --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

## Compliance Requirements

| CRS# | Requirement Description | Scope | RCR | RC | RRR |
| --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

# Roles and Responsibilities

Describe the Roles and Responsibilities for developing, verifying, and implementing a Solution.

Add rows as necessary. If there are no document specific roles, delete the Table and change the second sentence above to:

“There are no additional roles specific to this document.”

| **Role** | **Responsibilities** |
| --- | --- |
|  |  |

# Terms and Definitions

The IT Glossary of Terms maintains the common terms in this document. Also identify any system or solution specific glossaries. Additional terms and definitions specific to this document are included below:

Include terms and acronyms. Add rows as necessary. If there are no document specific terms, delete the Table and change the second sentence above to:

“There are no additional terms and definitions specific to this document.”

| **Term or Acronym** | **Defintion** |
| --- | --- |
|  |  |

# Supporting References

Include supporting references explicitly mentioned in this document, excluding glossaries identified in Section 5. If there are no supporting references, delete the Table and add the following text:

“There are no supporting references specific to this document”

| **Identifier** | **Title** |
| --- | --- |
|  |  |

# Revision History

Update this table each time this document is revised. Where possible, include a Change Number or Project related to the document change. Entries should provide the reader with only an indication of what changed. Include section where a change took place. Add rows as necessary.

| **Version** | **Version Date** | **Revisions** |
| --- | --- | --- |
| 1.0 |  | Enter “Initial Release” or, if this document is replacing a previous document(s) as a release 1.0 of a new document, identify the predecessor documents. |

# Appendix X: Name of Appendix

Enter any supporting information best suited for an appendix. If there is no need for an appendix, remove this header and the page break before it. If there is only one appendix, recommend changing “Appendix X:” to “Appendix:”

This is a temporary instructional section providing information on different types of non-functional requirements to be considered for inclusion in this document.

Non-Functional Definition per BABOK™2.0 pg. 6 - capture conditions that do not directly relate to the behavior or functionality of the solution, but rather describe environmental conditions under which the solution must remain effective or qualities that the systems must have. They are also known as quality or supplementary requirements. These can include requirements related to capacity, speed, security, availability and the information architecture and presentation of the user interface.

The following are the different requirements types to consider:

**Usability and Accessibility Requirements**

Document and quantify the usability and accessibility performance standards required in the final business solution. These basic standards and guidelines provide context for designing and developing the user interface and user experience. These may be identified through qualitative research with real users, usability tests, user feedback, user experience evaluations and/or behavioral analytics. Examples include:

* Measurable task times for typical tasks
* Requirements to conform to common usability standards, for example, IBM’s CUA standards or Microsoft’s GUI standards
* Which areas of the Web Content Accessibility Guidelines the application should comply with
* Globalization requirements

**Reliability, Stability, Monitoring and Business Continuity Requirements**

Define requirements for reliability, stability, monitoring and business continuity of the system such as:

* Monitoring requirements
* Availability (specify percentage of time available (xx.xx%), hours of use, maintenance access, or degraded mode operations)
* Definition of “Failure” for the system
* Disaster Recovery requirements (time to recover, requirements to continue to operate in the event of disaster)
* What days/hours or on what schedule can the system be taken down (prescribed hours of downtime)
* Maintainability (expansion and enhancement possibilities, spare capacity, likely changes in environment, lifetime)
* Include any requirements for reliability, stability, monitoring and business continuity of externally hosted applications and infrastructure.

**Performance Requirements**

Performance requirements describe the expected performance and response of the application with a determined number of users in the production environment. It also includes scalability requirements. Examples include:

* Clustering
* Redundancy
* Failover (if a server goes down, system transfers to another server).
* Response time for a transaction (average, maximum)
* Throughput (transactions per second)
* Capacity (the number of users or transactions the system can accommodate)
* Degradation modes (what is the acceptable mode of operation when the system has been degraded in some manner)
* Resource use (such as memory, disk, communications)
* Scalability requirements, including expected growth that the product will be expected to support – e.g., potential number of users and potential volume of data
* Centralized or distributed processing

**Security, Access, Privacy and Records Retention Requirements**

Describe all the security requirements around who has access to this system, etc. Include role based security requirements such as restricted access, or varying user levels (including roles and privileges). Contact a database administrator for a standard database services role matrix if necessary. Specifically, define:

* Encryption: Hard Drives, Data
* Requirements for physical access control
* Security auditing requirements, including practices and schedules
* Requirements for identification, authentication and authorization
* Requirements for asset security: laptops, physical equipment, etc.
* External partner requirements, especially those around data access and data security. Include policies, standards as well as methods for controlling access like Citrix, Firewalls, VPN
* For externally hosted applications or infrastructure, specify who will need to have access, how access is controlled and enabled, and how data is viewable

**Infrastructure Software Requirements**

Enter Infrastructure software requirements that are design constraints. Examples include:

* Vendor products
* Plug-ins

If not known at this point, reference where this information will be located.

**Specific Software Version Requirements (Internal or External)**

**Support and Maintenance Requirements**

Define requirements for the support and maintenance of the product, including:

* Maintenance access, maintenance utilities, levels of support and maintenance required (example: 24 x7)
* Help Desk
* Unique needs for support by external partners.
* Training for support groups (include groups like local support organizations, external support)

If not known at this point, reference where this information will be located.

**Post-Project Application Development Environment Requirements**

Define the requirements for the development, test, stage and training environments once the project completes. Define whether these environments will need to be maintained or do they need to be decommissioned.

If not known at this point, reference where this information will be located.

**General Environmental Requirements**

Environmental requirements describe environmental constraints under which the system must operate and can include physical, political, legal, cultural or other environmental factors such as:

* Sites or locations where the solution must be used
* Physical environment requirements such as labs
* Legal or financial requirements imposed by the government or other external bodies
* Auditing requirements describing what documentation must be produced to satisfy auditor requirements
* Globalization requirements such as support for multiple languages
* Legal, Copyright or other Notices including legal disclaimers, warranties, copyright notices, patent notice, trademark, logo compliance issues for the software

If not known at this point, reference where this information will be located.

**Licensing and Purchased Components Requirements**

If known at this point, describe any purchased components, including licensed data to be used with the system, any applicable licensing or usage restrictions and any associated compatibility/interoperability or interface standards. Include:

* Number of licenses
* Type of licenses (global, enterprise, limited to specific numbers of users)
* Keyserver Tracking

If not known at this point, reference where this information will be located.

**Interface and Networking Requirements**

Interface requirements describe the requirements for interfaces between computer systems (including legacy systems) and can be broken down into hardware interface requirements, software interface requirements (including purchasing or custom built components) and communication interface or networking requirements. Networking requirements should indicate expected bandwidth and needed protocol. The following topics should be considered for any interfaces:

* Data transmitted and received
* Data type, format, ranges and meaning of values
* Timing
* Rates of data transfer
* Communications protocol – Initiation and order of execution
* Any data sharing, creation, duplication, use, storage or destruction
* Mechanisms for initiation and interruption
* Communications through parameters, common data areas or messages
* Direct access to internal data
* Error handling, recovery and reporting
* Access and security

If not known at this point, reference where this information will be located.

**User Documentation & Help System Requirements**

User Documentation Requirements identify help, documentation, support and instruction for users, which may include resources such as quick reference cards, user manuals, help systems, online knowledge bases, help desk scripts, interactive tutorials, computer-based training modules and in-person training classes.

If not known at this point, reference where this information will be located.

**Training Requirements**

Beyond user documentation and the help system, this information will be used to confirm readiness for system use. Examples include:

* End user training, including associated materials
* Support team training, including associated materials
* Sustained training, including associated materials
* Training requirements for external partners