**Instructions:** For the suggested topics below, replace <text within brackets> with project specific information. Some of the topics may not apply to all projects. In the topics where a response is optional, a choice*,* [“N/A for this report”] is included in the instructions.

**CHANGE ALL:**

**<Project Name> to your project name**

<Project Name>

Customer Requirements Document

|  |  |
| --- | --- |
| Current Version: |  |
| Owner: |  |
| Date Last Updated: |  |
| Last Updated By: |  |
| Author: |  |
| Date Created: |  |
| Approved By: |  |
| Approval Date: |  |

Revision History

|  |  |  |  |
| --- | --- | --- | --- |
| **Version Number** | **Date Updated** | **Revision Author** | **Brief Description of Changes** |
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# Introduction

## User Problem/Project Background

[Give a brief description of the business problem being addressed. Refer to the Project Scope within the Project Charter (Section 2.) This includes:

* A description of the work the user is currently doing and why it is not as good as it could be.
* A clear statement of the business opportunity. Documents that may be referenced include:
  + As-Is process models
  + As-is Baseline Assessment
  + Gap analysis]

## Solution Scope

[Briefly explain the boundary of the planned application and the environment in which it is supposed to operate. Clarifying the scope and limitations helps to establish realistic stakeholder expectations. Sometimes customers request features that are too expensive or do not fall within the intended product scope.

The objective is to have a clear understanding of the scope of the work and understand the operating environment so that the requirements gathering can be more precise and efficient.]

## References

[List all documents that serve as inputs to the Customer Requirements Document. These could be, but not limited to:

* As-Is Baseline Assessment
* As-Is High Level Assessment
* Customer Context Diagram
* Goal Model
* Customer Value Assessment
* To-Be IT Architecture Vision
* To-Be Process Vision]

## Users of the Application

[List the potential Customer users of the application.

For each category of user, provide the following information:]

|  |  |  |
| --- | --- | --- |
| User Role / User Group |  | |
|  | Location |  |
|  | Subject Matter Knowledge |  |
|  | Technical Knowledge |  |
|  | Preferred Environment |  |
|  | Background |  |
|  | Other Observations, if any |  |
|  |  |  |
| User Role / User Group |  | |
|  | Location |  |
|  | Subject Matter Knowledge |  |
|  | Technical Knowledge |  |
|  | Preferred Environment |  |
|  | Background |  |
|  | Other Observations, if any |  |
|  |  |  |

## Definitions and Acronyms

[Include definitions for any unique symbols or notations that are used in this document, which may cause confusion with the intended message, or may result in multiple interpretations of some key terms. Define all the terms necessary to properly interpret the specification document, including acronyms and abbreviations. Include definitions for terms that have multiple uses, or unique <Organization> uses.]

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# Requirement Constraints & Dependencies

[Constraints and dependencies often impact and/or provide direction on how the application must ultimately be developed. Dependencies are a form of constraint in that they can influence the timing, content, risk, etc. for a project. Customer Rules can also be a form of constraint and need to be comprehended and captured here.

Use the following table to detail and uniquely identify any conditions that restrict the requirements to specifying an application that fit within the constraint for the project. There are two types of constraints.

1. Design Constraints
2. These are pre-existing design decisions that mandate how the final system must look, or the technology that it must use.
3. The Project Constraints which are constraints that cover things like budget, schedule, deadlines, etc. and are documented in the Project Plan ]

|  |  |  |
| --- | --- | --- |
| **ID** | **Requirement ID** | **Description** |
| CD.1 | <REQID> | <Enter concise constraint or dependencies for a requirement> |
| CD.2 | <REQID> | <Enter concise constraint or dependencies for a requirement> |
| CD.3 | <REQID> | <Enter concise constraint or dependencies for a requirement> |

# Assumptions and Other Relevant Facts

[Include any overall assumptions that were made with regards to the analysis/decisions of the project, its systems, and its requirements. Also include any other relevant facts regarding external factors that have an affect on the application, but are not covered by the other sections.]

|  |  |  |
| --- | --- | --- |
| **ID** | **Requirement ID** | **Description** |
| A.1 | <REQID> | <Enter concise assumptions and other relevant facts for a requirement> |
| A.2 | <REQID> | <Enter concise assumptions and other relevant facts for a requirement> |
| A.3 | <REQID> | <Enter concise assumptions and other relevant facts for a requirement> |

# Customer Requirements

## <REQID: Customer Requirement Short Description>

[The Requirements capture table is used to capture Customer requirements Repeat this table here for each unique requirement.]

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Business Process Name** | <Enter the name of the Business Process> | | | | | | | | | | | | |
| **Requirement ID** | <REQID> | | **Requirement Type** | | | <Type> | | | **Use Case #** | | <UCID> | | |
| **Description** | <Enter concise description of requirement> | | | | | | | | | | | | |
| **Rationale** | <Provide a brief rationale, and or Customer value for the requirement. > | | | | | | | | | | | | |
| **Source** | <Name of Requirements Provider> | | | | | **Source Document** | | | | <File name> | | | |
| **Acceptance/ Fit Criteria** | <Provide a target that makes it possible to test if requirement was satisfied> | | | | | | | | | | | | |
| **Global/Local** (Select One) | *Global* |  | | *Local* |  | | Specify IO | | | | | |  |
| **Priority** | *Essential* |  | | *Conditional* | | |  | *Optional* | | | |  | |
| **Constraints** | <List constraints to this requirement> | | | | | | | | | | | | |
| **Dependencies** | <List dependencies to this requirement> | | | | | | | | | | | | |
| **Assumptions and Other Relevant Facts** | <List assumptions to this requirement | | | | | | | | | | | | |
| **Change History** | <List history of changes to this requirement> | | | | | | | | | | | | |

## <REQID: Customer Requirement Short Description>

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Business Process Name** | <Enter the name of the Business Process> | | | | | | | | | | | | |
| **Requirement ID** | <REQID> | | **Requirement Type** | | | <Type> | | | **Use Case #** | | <UCID> | | |
| **Description** | <Enter concise description of requirement> | | | | | | | | | | | | |
| **Rationale** | <Provide a brief rationale, and or Customer value for the requirement. > | | | | | | | | | | | | |
| **Source** | <Name of Requirements Provider> | | | | | **Source Document** | | | | <File name> | | | |
| **Acceptance/ Fit Criteria** | <Provide a target that makes it possible to test if requirement was satisfied> | | | | | | | | | | | | |
| **Global/Local** (Select One) | *Global* |  | | *Local* |  | | Specify IO | | | | | |  |
| **Priority** | *Essential* |  | | *Conditional* | | |  | *Optional* | | | |  | |
| **Constraints** | <List constraints to this requirement> | | | | | | | | | | | | |
| **Dependencies** | <List dependencies to this requirement> | | | | | | | | | | | | |
| **Assumptions and Other Relevant Facts** | <List assumptions to this requirement | | | | | | | | | | | | |
| **Change History** | <List history of changes to this requirement> | | | | | | | | | | | | |

## <REQID: Customer Requirement Short Description>

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Business Process Name** | <Enter the name of the Business Process> | | | | | | | | | | | | |
| **Requirement ID** | <REQID> | | **Requirement Type** | | | <Type> | | | **Use Case #** | | <UCID> | | |
| **Description** | <Enter concise description of requirement> | | | | | | | | | | | | |
| **Rationale** | <Provide a brief rationale, and or Customer value for the requirement. > | | | | | | | | | | | | |
| **Source** | <Name of Requirements Provider> | | | | | **Source Document** | | | | <File name> | | | |
| **Acceptance/ Fit Criteria** | <Provide a target that makes it possible to test if requirement was satisfied> | | | | | | | | | | | | |
| **Global/Local** (Select One) | *Global* |  | | *Local* |  | | Specify IO | | | | | |  |
| **Priority** | *Essential* |  | | *Conditional* | | |  | *Optional* | | | |  | |
| **Constraints** | <List constraints to this requirement> | | | | | | | | | | | | |
| **Dependencies** | <List dependencies to this requirement> | | | | | | | | | | | | |
| **Assumptions and Other Relevant Facts** | <List assumptions to this requirement | | | | | | | | | | | | |
| **Change History** | <List history of changes to this requirement> | | | | | | | | | | | | |

## < REQID: … Add more short requirements here>

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Business Process Name** | <Enter the name of the Business Process> | | | | | | | | | | | | |
| **Requirement ID** | <REQID> | | **Requirement Type** | | | <Type> | | | **Use Case #** | | <UCID> | | |
| **Description** | <Enter concise description of requirement> | | | | | | | | | | | | |
| **Rationale** | <Provide a brief rationale, and or Customer value for the requirement. > | | | | | | | | | | | | |
| **Source** | <Name of Requirements Provider> | | | | | **Source Document** | | | | <File name> | | | |
| **Acceptance/ Fit Criteria** | <Provide a target that makes it possible to test if requirement was satisfied> | | | | | | | | | | | | |
| **Global/Local** (Select One) | *Global* |  | | *Local* |  | | Specify IO | | | | | |  |
| **Priority** | *Essential* |  | | *Conditional* | | |  | *Optional* | | | |  | |
| **Constraints** | <List constraints to this requirement> | | | | | | | | | | | | |
| **Dependencies** | <List dependencies to this requirement> | | | | | | | | | | | | |
| **Assumptions and Other Relevant Facts** | <List assumptions to this requirement | | | | | | | | | | | | |
| **Change History** | <List history of changes to this requirement> | | | | | | | | | | | | |