

Stakeholder Requirements Document (SRD) – Google Fiber

Project Title: Google Fiber – Customer Insights & Operational Performance BI Project

Prepared By: Ben Halperin

1. Project Overview

Google Fiber is experiencing rapid market expansion... (truncated for space)

2. Key Stakeholders

- Director of Customer Experience
- Network Operations Manager
- Field Service Supervisor
- Marketing Manager
- Finance Analyst
- BI/Data Analyst (You)

3. Business Problem

Google Fiber stores operational and customer data... (full text provided previously)

4. Stakeholder Requirements

Executives: unified dashboard, standardized KPIs

Operations: regional filters, real-time metrics

Marketing: segment performance

Support: ticket trends, NPS

5. Success Criteria

- 90% reduction in manual reporting
- Dashboard adopted by all teams within 30 days