

## Stakeholder Requirements Document (SRD) – Google Fiber

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

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### 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