Requirements from the customer's perspective

Chapter 2

Expectation Gap (pg. 27)
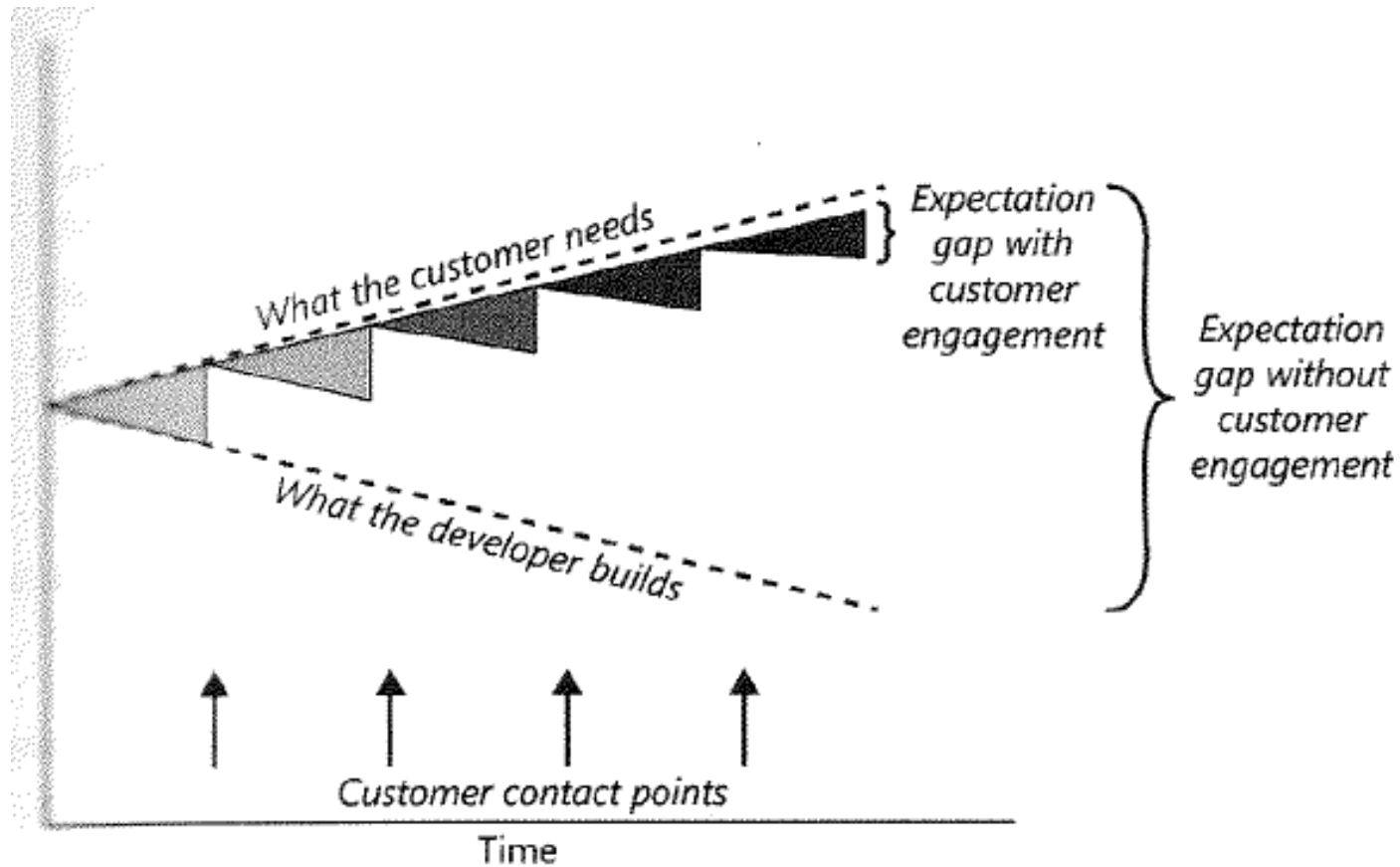

FIGURE 2-1 Frequent customer engagement reduces the expectation gap.

Stakeholders (pg. 28)

Outside the Developing Organization

Direct user	Business management	Consultant
Indirect user	Contracting officer	Compliance auditor
Acquirer	Government agency	Certifier
Procurement staff	Subject matter expert	Regulatory body
Legal staff	Program manager	Software supplier
Contractor	Beta tester	Materials supplier
Subcontractor	General public	Venture capitalist

Developing Organization

Development manager	Sales staff	Executive sponsor
Marketing	Installer	Project management office
Operational support staff	Maintainer	Manufacturing
Legal staff	Program manager	Training staff
Information architect	Usability expert	Portfolio architect
Company owner	Subject matter expert	Infrastructure support staff

Project Team

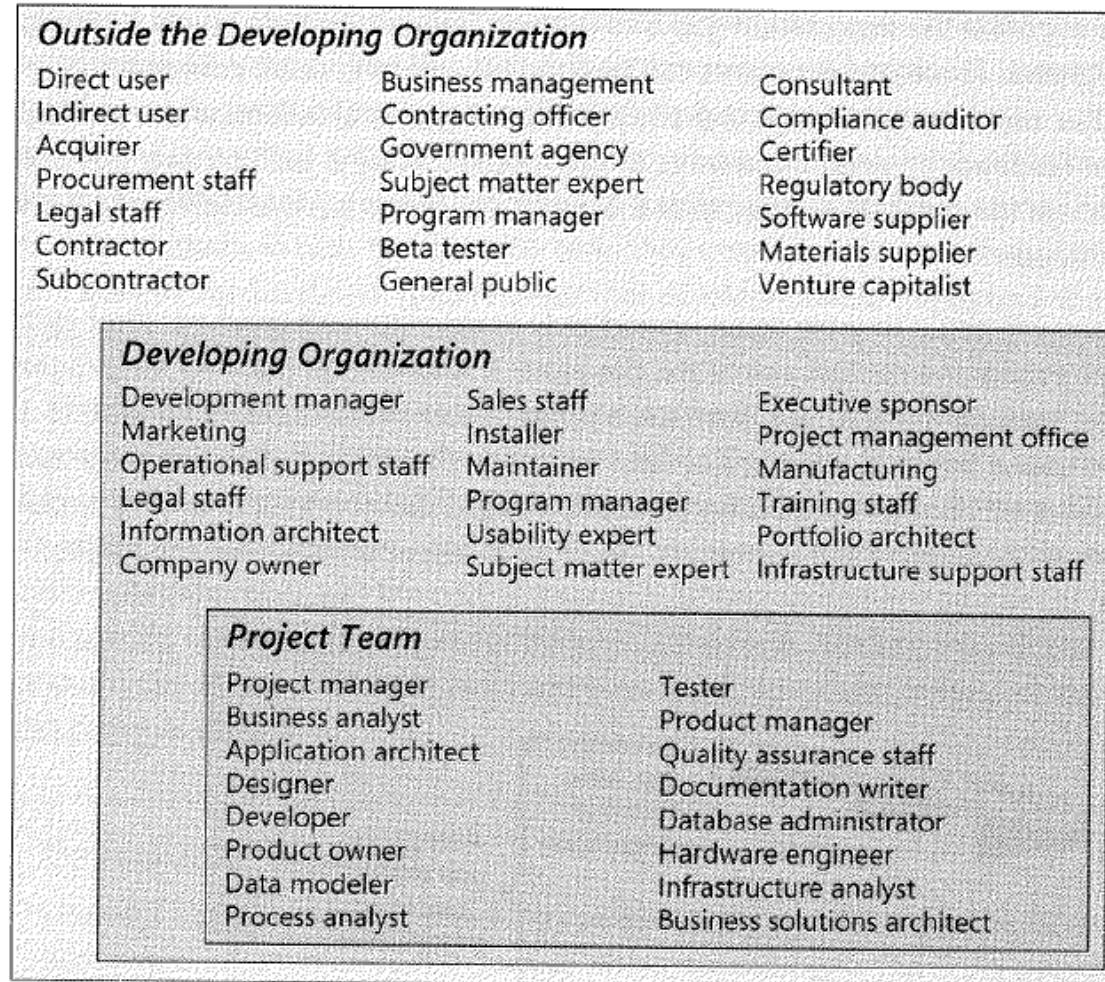|	
Project manager	Tester
Business analyst	Product manager
Application architect	Quality assurance staff
Designer	Documentation writer
Developer	Database administrator
Product owner	Hardware engineer
Data modeler	Infrastructure analyst
Process analyst	Business solutions architect

FIGURE 2-2 Potential stakeholders within the project team, within the developing organization, and outside the organization.

Customer Bill of Rights (pg. 30)

TABLE 2-1 Requirements Bill of Rights for Software Customers

You have the right to

1. Expect BAs to speak your language.

2. Expect BAs to learn about your business and your objectives.

3. Expect BAs to record requirements in an appropriate form.

4. Receive explanations of requirements practices and deliverables.

5. Change your requirements.

6. Expect an environment of mutual respect.

7. Hear ideas and alternatives for your requirements and for their solution.

8. Describe characteristics that will make the product easy to use.

9. Hear about ways to adjust requirements to accelerate development through reuse.

10. Receive a system that meets your functional needs and quality expectations.

Customer Responsibilities (pg. 30)

TABLE 2-2 Requirements Bill of Responsibilities for Software Customers

You have the responsibility to

1. Educate BAs and developers about your business.

2. Dedicate the time that it takes to provide and clarify requirements.

3. Be specific and precise when providing input about requirements.

4. Make timely decisions about requirements when asked.

5. Respect a developer's assessment of the cost and feasibility of requirements.

6. Set realistic requirement priorities in collaboration with developers.

7. Review requirements and evaluate prototypes.

8. Establish acceptance criteria.

9. Promptly communicate changes to the requirements.

10. Respect the requirements development process.

Sign-off (Page 39)

Sign-off recommended by Wiegers:

"I agree that this document represents our best understanding of the requirements for this project today and that the system described will satisfy our needs. I agree to make future changes in this baseline through the project's defined change process. I realize that approved changes might requirement us to renegotiate the cost, resource, and schedule commitments for this project."