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| Title: | Global DPK traceability tool | Author: Chen, Kimo/Kirkham, Denise | |  |
|  |  |  | |  |
|  |  | E-mail: [Kimo\_chen@dell.com](mailto:Kimo_chen@dell.com)  [Denise\_Kirkham@dell.com](mailto:Denise_Kirkham@dell.com) | |  |
|  |  | Phone: | |  |
|  |  |  | |  |

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# Document Revision History

The revision history shows the history for this Business Requirements Document and provides descriptions of particular changes made.

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# Document Approval History

The section tracks the review and approval of this Business Requirements Document. This is also the list of who has authority to approve changes in the document.

| Name | Project/Program Role | Date | Responsibility |
| --- | --- | --- | --- |
| Kirkham, Denise | IC business analyst | mm/dd/yyyy | Author/Approver |
| Zeng, Marco | IC developer | mm/dd/yyyy | Approver |
| Chen, Kimo | IC PM | mm/dd/yyyy | Author/Approver |
| Smith, Jack | IC Director | mm/dd/yyyy | Reviewer |
| O'Donoghue, Gearoid | IC Director | mm/dd/yyyy | Reviewer |
| Dobias, Pamela | IC PM Sr.Manager | mm/dd/yyyy | Reviewer |
| Zhang, Gabriel | IC APJ analyst | mm/dd/yyyy | Reviewer |

# References

List below any documents, books, Websites or material related to the project.

| Document Title | Description | Owner | Location |
| --- | --- | --- | --- |
| Global IT Policy | Dell corporate policies are global in scope and have been established to ensure the safe, effective and efficient use of key IT resources. The Global IT Policy Web site provides a summary of those policies and links to the full policy documents and related standards on the Dell intranet. All employees are personally responsible and accountable for conducting themselves with due care and in accordance with published policy, standards and practices. | See Website | <http://intranet.dell.com/dept/CIS/Policy/default.aspx> |
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# Document Purpose

The Business Requirements Document (BRD) defines the business objectives and the business requirements of the customer requesting the system or product. Additionally, this BRD:

# Project/Program Background and Current State

When OA3 launch, it didn’t provide lots of data traceability for business, and several limitation as below:

* DPK is virtual part, no physical part for cycle count, only can rely on GLOVIA/LKM application report.
* Any system issue will result huge recon variance, but complexity issue tracking and analysis due to lack of report .
* Long waiting cycle time for ad-hoc report trouble ticket response from IT.
* Operation team don’t have enough time to perform daily data comparison for existing traceability report .
* IT system storage performance limitation to provide more than 20K data.

Develop a new Global DPK traceablility tool:

* To Provide more data visibility for DPK, reduce the manual data comparison and improve daily operation efficiency.

Efforts reduce 60hours/month.

* To reduce the amount of time required to analyze the differences between Unallocated and Allocated balances, thus reducing the amount of time spent on performing the MI/MR transactions to correct the imbalances.
* Decrease manual interventions and long waiting cycle time from IT side for LKM data pull base on IC ad hoc requests every month end.

Scopes

* Only DPK in scope
* All regions

# Project/Program Vision and Desired State

## 

# Assumptions, Dependencies, Impacts, Constraints, Risks, and Issues

Assumptions

An assumption is a proposition that is taken for granted, that is, as if it were known to be true. Record any assumptions that were made when conceiving the Program/Project. Described below are the infrastructure, resources, training, other project releases, etc. assumed to be in place to make the project/program successful:

|  |  |  |
| --- | --- | --- |
| No. | Assumption | Impact if not True |
| 1 | EBI traceability reports will ready in sharepoint on time and have accuracy data | Unable to perform comparison analysis |
| 2 |  |  |
| 3 |  |  |

Dependencies

Dependencies show the relation between activities, such that one requires input from the other. Listed below are any projects, tasks or vendor support the project/program depends on to work successfully:

|  |  |
| --- | --- |
| No. | Dependency |
|  |  |
|  |  |
|  |  |
|  |  |

Impacts

Impact is a measure of the tangible and intangible effects (consequences) of entity's action or influence upon another. Described below are the potential impacts to existing Dell products, programs or projects:

| Product/Project Name | Troux Component ID #  (if applicable) | Impact | Description |
| --- | --- | --- | --- |
| N/A | N/A | N/A |  |

Constraints

A constraint is defined as a restriction on the degree of freedom the team has in providing a solution. Provided below are general descriptions of any other items that may limit the project/program team’s options:

|  |  |  |
| --- | --- | --- |
| No. | Constraint | Rationale for Constraint |
| CS1 |  |  |
| CS2 |  |  |
|  |  |  |
|  |  |  |

Business Risk Assessment

A risk is an uncertain event or condition that, if it occurs, has a positive or negative effect on a program’s/project’s objectives. Described below are the business risks to Dell or users:

|  |  |
| --- | --- |
| **Probability** | **Impact** |
| Evaluate each risk item and assess the probability of that event occurring. Indicate that probability in the “Probability” column using the following terms:   * **High** – Probability is greater than 75%. * **Medium** – Probability is between 25% and 75%. * **Low** – Probability is less than 25%. | Evaluate each item marked as High, Medium or Low and assess the consequences to the project/program if the event occurs. Indicate the impact of the occurrence in the “Impact” column using the following terms:   * **High** – Consequences of the occurrence could have a significant impact on the project/program. * **Medium** – Consequences of the occurrence could have a medium impact on the project/program. * **Low** – Consequences have little impact. |

| **No.** | **Risk Factors** | **Probability** | **Impact** | **Risk Response** |
| --- | --- | --- | --- | --- |
| RKS1 |  |  |  |  |
|  |  |  |  |  |

Issues

An issue is a point or matter in question or in dispute, or a point or matter that is not settled and is under discussion or over which there are opposing views or disagreements. Described below are the known issues:

|  |  |
| --- | --- |
| No. | Issue |
| ISS1 | N/A |

# Actor Catalog

An actor is anything that interfaces with the system. Actors can be people, organizations, other software systems, hardware devices, databases or network services.

| No. | Actor Name | Description |
| --- | --- | --- |
| A1 | N/A |  |

# End User Profile

This section identifies and classifies User Types. A User Type is one type of actor (i.e., the end users who will interact directly with the product). The following table is used to assess their goals, expectations, constraints and risks. The description of the user type should come from the actor survey.

Note: The same end user may be listed multiple times depending on location, language or other factors.

[Not Required]

# Requirements

This section contains the requirement described in terms of business process flows, business requirements (including bugs and known errors from existing systems), performance needs, and report requirements that will be considered for the project/program.

Note: The project/program team uses the Business Requirement’s Release attribute to determine the project/program scope, and this information is typically finalized during the Envisioning phase of the project/program. The System Requirements Specification, Infrastructure Requirements Documentation and other subsequent project/program documentation are built based on the agreed upon scope.

Business Requirement

Business requirements describe the tasks the users must be able to accomplish with the product. Business requirements reflect business processes, are generally written in the format verb + object, but may also be stated to fix a bug or address a known error from an existing system.

##### 10.1.1 Business Requirement

Business Requirements

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **BR #** | **Business Requirement** | **Justification** | **Area of Impact** | **Remarks** |
| BR1.0 | Should able to upload existing EBI traceability reports into owner DB table daily. EBI will create 3 report daily 3:00 AM CST, and LKM\_TO\_GLOVIA data source from LKM, and GLOVIA\_TO\_LKM/GLOVIA\_TO\_LKM\_EXCPTN source from Glovia~~, should be uploaded into same table.~~  Report location as below: [\\Ausdsnas03.aus.amer.dell.com\GLOBAL\_IC\_DPK$\Traceability\_Reporting](file:///\\Ausdsnas03.aus.amer.dell.com\GLOBAL_IC_DPK$\Traceability_Reporting) |  |  |  |
| BR1.1 | Should able to notify team if there are no EBI file in sharefolder today. And Analyst can follow the process to submit TT to IT to fix it . |  |  |  |
| BR1.2 | Should have ability to keep data retention in DB about 3months, and have automatic program to archive the data in DB. |  |  |  |
|  |  |  |  |  |

##### 10.1.2 Business requirement for report : Traceability discrepancy report

Business Requirements

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **BR #** | **Business Requirement** | **Justification** | **Area of Impact** | **Remarks** |
| BR1.0 | Should able to do automatic comparison between LKM\_TO\_GLOVIA and GLOVIA\_TO\_LKM by daily.  Perform Comparison base on below key column, same record in LKM\_TO\_GLOVIA report, but cant find same record in GLOVIA\_TO\_LKM means discrepancy, more discrepancy scenario refer to BR1.1 :  CCN/Serial key number / part number / LKM\_FROM\_STATUS/LKM\_TO\_STATUS/MSG\_ID |  |  |  |
| BR1.1 | Assume job run at 1/23, and it should compare 1-21 00:00-23:59:59(CST) data, any data discrepancy should be store into new DB table first  And waiting until second day’s EBI reports upload into DB, program should able to validate whether the previous day discrepancy record in, if yes, then delete from table. If not , once job end, send out discrepancy report to Analyst team.  Should able to post the report to sharefolder, separate by CCN.  Program should able to delete the discrepany report once report generated to Analyst team. |  |  |  |
| BR1.2 | If EBI failed to generate the reports, then just post the previous discrepancy report to Analyst team, and remind EBI issue, please follow the process to create TT to IT fix it. |  |  |  |
| BR1.3 | Should there be an email communication to analysis when there is data being posted out to sharepoint/pub share |  |  |  |
| BR1.4 | For LKM report, if GLV\_TRANS\_DATE\_AUS is null, then pull into discrepancy report |  |  |  |
| BR1.5 | For LKM report, if GLV\_Trans\_date\_AUS – LKM\_Change\_DATE\_AUS <= 5 hours, then remove from Discrepancy report |  |  |  |
| BR1.6 | For Discrepancy result, should continue to compare with next 3 days GLOVIA\_TO\_LKM report, if record exist, then removed from Discrepancy result. If not remain only 3 days, and then clear from Discrepancy report. |  |  |  |
|  |  |  |  |  |

##### 10.1.3 Business requirement for report : Traceability tool UI

Business Requirements

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **BR #** | **Business Requirement** | **Justification** | **Area of Impact** | **Remarks** |
| BR1.0 | Should able to create a web basis UI/Window Form UI to allow user to search LKM\_TO\_GLOVIA/GLOVIA\_TO\_LKM data |  |  |  |
| BR1.1 | Should able to search by :  CCN, Serial key number,Part\_number, LKM\_FROM\_STATUS, LKM\_TO\_STATUS,GLV\_TRANS\_DATE\_AUS, LKM\_CHANGE\_DATE\_AUS  CCN/LKM\_FROM\_STATUS/LKM\_TO\_STATUS should be dropbox option, and should be flexible to maintain new option(ex. New CCN) into Table, without code change. |  |  |  |
| BR1.2 | Search result field :  LKM\_TO\_GLOVIA same as existing EBI LKM\_TO\_GLOVIA field  GLOVIA\_TO\_LKM same as existing EBI GLOVIA\_TO\_LKM field |  |  |  |
| BR1.3 | Should able to export search result to excel/txt format |  |  |  |
| BR1.4 | Should allow 10-20 user connect to UI without timeout |  |  |  |
| BR1.5 | Only select access for user, no ADD/UPDATE/DELETE. |  |  |  |
|  |  |  |  |  |

##### 10.1.4 Business requirement for report : New report to validate CCN for moves in LKM to transaction in Glovia

Business Requirements

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **BR #** | **Business Requirement** | **Justification** | **Area of Impact** | **Remarks** |
| BR1.0 | Able to create a new report and there will be a cross check of CCN to ensure Glovia transacted from same CCN key status changed to; Currently records that cross CCN in LKM are not being processed because the logic is looking for C60000, but LKM CCN changed to DGPM and Glovia is needing to send via C60000 (it confuses the adjustment)  Report format :  Serial key number, start CCN, 2nd CCN  KEY1 C60000 DGPM  Use case:  Key number 1 was assigned to C60000, but due to some reason, order maybe cancelled, and LKM will reassign this key to DGPM.  Will attached sample later. |  |  |  |
| BR1.1 | Report should able to separate by CCN and send to Analyst team. |  |  |  |
| BR1.2 | Email notification will be preferred |  |  |  |

# Flexibility Matrix

The Flexibility Matrix for this project/program is displayed below and is **finalized during the Envisioning Phase** of the project/program:

|  | **Least Flexible** | **Optimize** | **Most Flexible** | **Why** |
| --- | --- | --- | --- | --- |
| **Scope** |  |  |  |  |
| **Schedule** |  |  |  |  |
| **Resources** |  |  |  |  |

# Critical Success Factors

The Critical Success Factors describe how the success of the project/program is to be measured, how the project/program team will know that the project/program is progressing as planned, etc.

| **Success Factor** | **How Measured** |
| --- | --- |
| Description | Measurement Value |
|  |  |
|  |  |
|  |  |

# Acceptance Criteria

The project/program acceptance criteria are documented in the following table. Acceptance criteria represents specific and defined list of conditions that must be met before a program/project has been considered completed and the program/project deliverables can and will be accepted by the assigning party.

| **Criteria** | **How Measured** |
| --- | --- |
| Defect Tolerance | Zero severity 1 defects outstanding  Zero severity 2 defects outstanding  No more than ten severity 3 defects outstanding |
| Go / No-Go Criteria Established | All Conditions for a Go Decision are met prior to system deployment |

# Key Business Indicators

## Business indicators allow analysis of business performance and predictions of future performance.

Stability

Stability is the measure of continuous operation of a system or application over time. This project/program will employ the appropriate technologies to address the consequences of failure in the application, the underlying database and infrastructure as well as any upstream or downstream dependencies.

In order to create an application that meets the business requirements in relation to stability or availability, businesses requirements in this area are outlined below.

|  |  |  |
| --- | --- | --- |
| **No.** | **Question** | **Typical Business Day** |
| 1 | No change |  |

Capacity

It is anticipated that the business will grow its business on a continuing basis. This means that the applications that are developed today must be developed with future business requirements in mind.

In order to plan ahead, the following information is provided.

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Question** | **Typical Business Day** | **Non-Typical Business Day** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

Disaster Recovery Class

Below is the business’s thought on what the DR class should be. However, the final determination of the DR Class will be stated in the System Requirements Specification (SRS).

| **DR Class** | DR Class Description | DR Class Proposal |
| --- | --- | --- |
| **I**  **Mission Critical** | Systems whose lack of availability would immediately disrupt the company's ability to conduct core business operations (e.g., take and process orders, build and ship product, service customers). Recovery Time Objective (RTO) for Class I is four hours or less. | Exising DR Class - No change |
| **II**  **Mission Essential** | Systems whose lack of availability for an extended period would disrupt the company's ability to conduct business operations. RTO for these business processes is less than 48 hours. | Exising DR Class - No change |
| **III**  **Support** | Systems which do not have a significant impact on business (even with an extended outage). Systems will be recovered on a best effort basis. Specific RTO’s may be further defined by Service Level Agreements (SLA). | Exising DR Class - No change |

# Data Security Requirements

As part of the Global Security Policy, it is required that all data used within a project is assigned a classification for confidentiality, integrity and availability. In the table below, a classification for each of these headings to the major groups of data used in the project is assigned.

All classifications and definitions can be found in the Global Data Classification Policy, which can be found at:

<http://intranet.dell.com/dept/CIS/Policy/Policy%20Page%20Folder/Data%20Classification%20Standard.aspx>

| **Functional Area** | **Data Owner** | **Information Subject Area** | **Classifications** | | |
| --- | --- | --- | --- | --- | --- |
| **Confidentiality** | **Integrity** | **Availability** |
| No changes expected | | | | | |

# Application Support Requirements and Acceptance Criteria

Unless otherwise noted, below is the list of high-level Application Support Requirements and acceptance criteria that will need to be considered to effectively support the system in production. The specific Application Support Requirements will be documented in the System Requirements Specification (SRS) for those areas marked as “In Scope”.

See the [Work Aid for Financial, Security, and Support Requirements](http://it.dell.com/sites/sdlc/library/CentralRepository/ITRequirementsWorkAid.docx) for specific information on the type of application support requirements that will be considered.

For each application support area, indicate if support requirements are In Scope, Out of Scope, or Not Applicable (N/A).

* For new applications, enter “In Scope - New”, “Out of Scope” or “N/A”.
* For existing applications, indicate “In Scope - New” if new or additional Support Requirements must be considered. Enter “In Scope – No Change” where existing Support agreements will apply.

| **High-level Application Support Requirements** | | **In/Out of Scope** |
| --- | --- | --- |
| 1 | Application shall provide Error Handling processes | In Scope – New  In Scope – No Change  Out of Scope  N/A |
| 2 | Application shall provide Monitoring processes | In Scope – New  In Scope – No Change  Out of Scope  N/A |
| 3 | Application shall provide Exception Handling processes | In Scope – New  In Scope – No Change  Out of Scope  N/A |
| 4 | Application shall follow Batch Processing | In Scope – New  In Scope – No Change  Out of Scope  N/A |
| 5 | Application shall provide Notification processes | In Scope – New  In Scope – No Change  Out of Scope  N/A |
| 6 | Application shall provide Application Maintenance processes | In Scope – New  In Scope – No Change  Out of Scope  N/A |
| 7 | Application shall provide Automated Deployment processes | In Scope – New  In Scope – No Change  Out of Scope  N/A |
| 8 | Application shall provide Support Task Automation processes | In Scope – New  In Scope – No Change  Out of Scope  N/A |
| 9 | Application shall provide Vendor processes | In Scope – New  In Scope – No Change  Out of Scope  N/A |
| 10 | Application shall provide Security Management processes | In Scope – New  In Scope – No Change  Out of Scope  N/A |

| **Application Support Acceptance Criteria** | **How Measured** |
| --- | --- |
| No Severity 1 or 2 defects for 1 week prior to Stabilizing Exit | Remedy Trouble Tickets |
| Weekly Trouble Tickets < XX. Trouble Ticket volume should meet levels agreed to during transition planning.  Note: The “XX” number is to be negotiated. For existing application, it will be dependent on the trouble ticket history of the application. | Ticket volume reports |
| Support team has completed Support Transition Checklist | Support Transition Checklist Complete |
| All trouble tickets must be closed prior to Stabilizing exit or open tickets must be approved by support | Trouble Tickets reviewed |
| All trouble tickets received during Stabilizing should have "known resolutions" documented and available in support's knowledge document repository | Trouble Tickets mapped to knowledge base article/resolution. Articles available in the repository. |

# Target Project/Program Milestones

Below are the targeted Project/Program Milestones. These milestones are documented to help communicate customer expectation. The baselined milestones are established at the end of the Planning Phase of the project/program.

| **Milestone** | **Target Date** | **Comments (if any)** |
| --- | --- | --- |
| Envisioning Phase Start |  |  |
| Requirements Complete |  |  |
| Envisioning Phase Finish |  |  |
| Planning Phase Start |  |  |
| Design Complete |  |  |
| Planning Phase Finish |  |  |
| Developing Phase Start |  |  |
| Developing Phase Finish |  |  |
| Stabilizing Phase Start |  |  |
| Stabilizing Phase Finish |  |  |
| Deploying Phase Start |  |  |
| Go Live |  |  |
| Deploying Phase Finish |  |  |
| <Other Milestones> |  |  |

# Release Plan

A Release plan displays top-level work items.

The table below is used to identify information related to multiple releases. Actual release dates are established at the end of the Planning Phase of the Project/Program.

| **Release Number** | **Target Release Date** | **Comments (if any)** |
| --- | --- | --- |
|  |  |  |
|  |  |  |
|  |  |  |

# Approval Signatures

Approval sign-off is captured per the “Approvers” documented in Section 2 of this document. If approval is gathered via email, the approval email(s) is stored in the project/program repository.

Embed approval sign-off emails here as an option and ensure it is available in the project/program repository.

1. Glossary

The key business terms and their definitions that are used in this document are documented here.

| **Term** | Definition |
| --- | --- |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

1. Context Diagram (Optional)

N/A

1. Report Mock-Ups (Optional)

N/A

1. User Interface Mock-Ups (Optional)

N/A

1. Use Cases (Optional)

N/A

1. Conceptual Entity Relationship Model (Optional)

If this effort is part of a Strategic Master Program, the Lead Architect for the program is accountable for documenting the Information Architecture in the Program Architecture Document (PAD). The Lead Architect’s name can be found in the header information in the Clarity Master Program. The PAD can be found in the [EA Repository](http://intranet.dell.com/it/EA/Shared%20Documents/Forms/AllItems.aspx?RootFolder=/it/EA/Shared%20Documents/EARepository&FolderCTID=&View=%7b47B57060-AEC6-4836-A5A4-4C33B9588877%7d) (listed by Master Program ID).

1. Enterprise Data Definitions (Optional)

If this effort is part of a Strategic Master Program, the Lead Architect for the program is accountable for documenting the Data Definitions in the Program Architecture Document (PAD). The Lead Architect’s name can be found in the header information in the Clarity Master Program. The PAD can be found in the [EA Repository](http://intranet.dell.com/it/EA/Shared%20Documents/Forms/AllItems.aspx?RootFolder=/it/EA/Shared%20Documents/EARepository&FolderCTID=&View=%7b47B57060-AEC6-4836-A5A4-4C33B9588877%7d) (listed by Master Program ID).