IT Solution Requirements Questionnaire

1. Client Information

1.1. Contact Information

Organization/Company Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Primary Contact Person: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Position/Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Website (if applicable): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. Solution Type

2.1. What type of IT solution are you looking for? (Please select all that apply)

☐ Website

☐ Mobile Application

☐ Desktop Software

☐ Online Store/E-commerce Platform

☐ Customer Management System (CRM)

☐ Business Management System (ERP)

☐ Website Content Management System (CMS)

☐ Online Learning Platform

☐ Data Analysis/Reporting Tool

☐ Custom Database Solution

☐ Cloud-Based Service

☐ Smart Device Application (IoT)

☐ AI/Machine Learning Solution

☐ Other (please specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. Primary Purpose and Function

3.1. What is the main purpose of this IT solution? (Please select all that apply)

☐ Providing information to customers/clients

☐ Selling products or services online

☐ Automating business processes

☐ Improving internal communication

☐ Managing customer relationships

☐ Collecting and analyzing data

☐ Enhancing customer engagement

☐ Streamlining operations

☐ Training or educational purposes

☐ Other (please specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3.1. What are your key business goals for this project?

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4. Key Features and Functionalities

5.1. What are the MUST-HAVE features for your solution? (Please be as specific as possible)

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5.2. What are the NICE-TO-HAVE features that would enhance your solution?

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5.3. For each of the following feature categories, please rate their importance to your solution:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Feature Category** | **Not Important** | **Somewhat Important** | **Very Important** | **Critical** |
| User account management | ☐ | ☐ | ☐ | ☐ |
| Search functionality | ☐ | ☐ | ☐ | ☐ |
| Content management | ☐ | ☐ | ☐ | ☐ |
| File upload/download | ☐ | ☐ | ☐ | ☐ |
| Reporting/analytics | ☐ | ☐ | ☐ | ☐ |
| Notifications/alerts | ☐ | ☐ | ☐ | ☐ |
| Messaging/communication | ☐ | ☐ | ☐ | ☐ |
| Payment processing | ☐ | ☐ | ☐ | ☐ |
| Social media integration | ☐ | ☐ | ☐ | ☐ |
| Third-party integrations | ☐ | ☐ | ☐ | ☐ |

5.4. Please describe the typical user journey or workflow you envision for this solution:

(For example: "A customer visits our website, browses products, adds items to cart, and completes checkout")

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5. Design and Branding Preferences

6.1. Do you have existing brand guidelines that should be followed?

☐ Yes

☐ No

☐ Partially (some elements exist)

6.2. If yes, please describe your brand guidelines or provide a link to them:

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6.3. What visual style preferences do you have for this solution? (Please select all that apply)

☐ Modern/Minimalist

☐ Classic/Traditional

☐ Bold/Vibrant

☐ Corporate/Professional

☐ Playful/Creative

☐ Luxury/Premium

☐ Technical/Functional

☐ Other (please specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

6.4. Are there any specific color schemes you prefer or want to avoid?

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6.5. Please list any websites, applications, or designs that you like and find inspiring:

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6.6. What are your priorities regarding user experience? (Please rank from 1-5, with 1 being highest priority)

\_\_\_ Ease of use/intuitive navigation

\_\_\_ Visual appeal

\_\_\_ Speed/performance

\_\_\_ Comprehensive functionality

\_\_\_ Customization options

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6. Platform Preferences

7.1. On which platforms should your solution be available? (Please select all that apply)

☐ Web (browser-based)

☐ Mobile - iPhone/iPad

☐ Mobile - Android

☐ Desktop - Windows

☐ Desktop - Mac

☐ Desktop - Linux

☐ Other (please specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

7.2. If you selected multiple platforms, which is the most important?

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7.3. For web-based solutions, which browsers must be supported? (Please select all that apply)

☐ Google Chrome

☐ Mozilla Firefox

☐ Safari

☐ Microsoft Edge

☐ Internet Explorer (specify version): \_\_\_\_\_\_\_\_\_\_

☐ Other (please specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

7.4. For mobile solutions, do you prefer:

☐ Mobile app (installed from app stores)

☐ Mobile-friendly website

☐ Both

☐ Not sure (would like recommendations)

7.5. Do you have any specific technology preferences? (If you're not sure, we can provide recommendations)

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7. Integration Needs

8.1. Does your solution need to connect with any existing systems?

☐ Yes

☐ No

☐ Not sure

8.2. If yes, please specify which systems: (Please select all that apply)

☐ Customer management system (CRM)

☐ Business management system (ERP)

☐ Website content management system (CMS)

☐ Payment processor

☐ Accounting software

☐ Email marketing platform

☐ Social media platforms

☐ Analytics tools

☐ Inventory management system

☐ Human Resources system

☐ Other (please specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

8.3. Please provide details about the specific systems that need to connect:

(Include names, versions, and any relevant information if known)

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8.4. Do you need any of the following connection capabilities? (Please select all that apply)

☐ Public connection points for other developers

☐ Private connection points for internal use

☐ Automatic notifications between systems

☐ Single login across multiple systems

☐ Other (please specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

8.5. Are there any specific data import/export requirements?

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8. Budget and Timeline

9.1. What is your approximate budget range for this project?

☐ Under $5,000

☐ $5,000 - $10,000

☐ $10,001 - $25,000

☐ $25,001 - $50,000

☐ $50,001 - $100,000

☐ $100,001 - $250,000

☐ Over $250,000

☐ Not determined yet

9.2. Is this budget flexible or fixed?

☐ Fixed (cannot be exceeded)

☐ Somewhat flexible (small adjustments possible)

☐ Flexible (can be adjusted based on requirements)

9.3. What is your desired timeline for this project?

☐ Less than 1 month

☐ 1-3 months

☐ 3-6 months

☐ 6-12 months

☐ More than 12 months

☐ Not determined yet

9.4. Are there any specific deadlines or milestones that must be met?

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9.5. What are your expectations regarding ongoing support after launch?

☐ Basic support (bug fixes only)

☐ Standard support (bug fixes and minor updates)

☐ Comprehensive support (bug fixes, updates, and new features)

☐ Full service (complete technical management and hosting)

☐ Not determined yet

9.6. Do you have a budget allocated for ongoing support?

☐ Yes

☐ No

☐ Not determined yet

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9. Examples and References

11.1. Are there any existing solutions (competitors or otherwise) that you admire or want to emulate?

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11.2. Please provide links to examples of solutions you like:

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11.3. What specific aspects of these examples do you find appealing?

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