Incongruous Requirements Checklist (IRC)

IRC Type	Observation	Incongruity Identified	Correction / Rationale	Requirement
Imperative	Essential requirements need strong obligation language	Several Essential requirements currently use weak verbs like "should" instead of strong obligation terms	All Essential requirements shall use "shall" to indicate non-negotiable obligations, ensuring enforceability and regulatory compliance	BO-REQ-01, BO-REQ-03, BO-REQ-04, BO-REQ-08
Continuance	N/A	No excessive use of linking words or phrases used	Requirements do not use words like "Below", "Following", or "In particular" no correction needed	All requirements
Contextual	High system availability wording too broad	Unrealistic	"Available at any time" is operationally unrealistic. Uptime ≥ 99% monthly scheduled maintenance windows defined outside peak hours (7am–10pm)	BO-REQ-09
Contextual	Automated appointment notifications	Ambiguous	Timing and channel assumptions need clarification. Define triggers for confirmations, reminders, and cancellations to maintain workflow continuity	BO-REQ-06
Contextual	Doctor availability management	Ambiguous	Schedule changes impact patients and workflows Define lead time, approval rules, and notification mechanism to maintain continuity	BO-REQ-10

Contextual	Waiting list management	Suspected incompleteness	Tolerable requirement, but process must ensure queue order preserved, notifications sent promptly	BO-REQ-05
Contextual	Payment gateway integration	Unverifiable with customer policy	External dependency Logs stored, sensitive data not persisted, API transactions handled securely	TR-REQ-07
Contextual	Optional SingPass login	Unverifiable with customer policy	External dependency SingPass login may be used optionally without blocking core functionality	BO-REQ-01, TR-REQ-08
Contextual	Role capabilities vary	Ambiguous	Potential misinterpretation if role permissions unclear Contextual review ensures correct dashboard mapping to user types	BO-REQ-02, BO-REQ-10
Contextual	Referral processing	Substantively invalid	Desirable requirement. Conditional on doctor approval. Ensure process is feasible and compliant	BO-REQ-11
Contextual	Administration & monitoring tools	Substantively invalid	Desirable.Ensure maintainability without affecting essential operations	TR-REQ-11, TR-REQ-12
Contextual	Real-time terminology	Ambiguous	Ambiguous term in testing Define acceptable latency thresholds and system-wide consistency to clarify	BO-REQ-03