

Client Requirements Document

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1 GENERAL REQUIREMENTS

There is a need for personnel and HP customers to be trained on HP's Web Press printers. The current methodology of training requires extensive resources in order to fly customers to a location with an HP Web Press, provide food and a hotel rooms for the duration of the training, and halt any production on the Web Press while the training exercises are running. The current training method also can't account for cases where the Web Press breaks because it's not applicable to break a Web Press for the sole purpose of teaching personnel how to react in that scenario.

2 SPECIFIC REQUIREMENTS

HP needs a less expensive way to train Web Press customers on its operation and maintenance. These customers must receive training that prepares them for the operation and maintenance of the HP Web Press at the same level of competency as the in-person training seminars at an HP Web Press location.

The customer must have access to facsimiles or analogs of the HP Web Press technology in order to gain familiarity with the real product. When they use a real Web Press for the first time after the remote training they must feel familiar with the physical hardware.

Customers with no prior industrial printing experience should be able to complete the training with adequate knowledge retention.

The new training program must also be more preferable by HP than their old training program and cause them to consider adopting this new method instead.

2.1 Constraints

The training program should be significantly less expensive per customer to complete than the current in person training model. Ideally there should be no transportation or food expenses to account for. The customer should not have to leave their home or place of business to complete the training. It should be accessible to customers anywhere in the world that has an internet connection. The solution should only include existing HP products utilize preexisting business agreements HP possesses with current technology leaders.

3 GANTT CHART

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