A picture containing text, outdoor

Description automatically generated[Title]

**Updated**: <Date>

**Spec Status**: [OnePage reviewed, Spec Reviewed, Signed Off]

|  |  |
| --- | --- |
| **Spec Status** | **Date** |
| Ready for Review |  |
| Review |  |
| Sign off |  |
| Spec Revised Date (only use if revised after sign off) |  |

**Author/Contributors:** <Insert names of Author followed by contributors>

**ADO**: <Feature ADO Link>: <Title>

# Overview

<An overview of the feature to set the context of why it matters (problem/opportunity), the scope and the solution being recommended. From a process perspective, write this first, but unless you’ve done a lot of design with your feature team, expect to revise it later.>

Background and Context

## **Target Customer and Persona**

<Use this section to add bulleted list of customer persona as well as list any specific customers that we know of for this feature>

<Insert Text>

## **Scenarios** *(Use cases concentrate on the users rather than the system/capability) itself)*

<Add a description for the scenario(s)/Use Case(s) that are being addressed by this spec.

A reader should be able to clearly understand the scenario and supported user personas that you are trying to tackle through this spec.>

As a XX user(s) (primary users of the use case), I need to be able to XX requirement task/action (scope of the business/user need not capability or product solution) so that I am able to XX to achieve XX outcome (include brief description of the outcome/goal of the use case including what the use case solves)

<Insert Text>

## **Business and Customer Value**

< In this section:

* Call out the current problems that you are trying to solve.
* Explain why this problem is important?
* What customer insights do we have to justify this investment?
* State the Hypotheses or Value to the customer and/or business.
* Connect with CXP Product and Platform Objectives/Key Results

>

<Insert Text>

## **Existing Solutions or Expectations**

<Are there any existing solutions to the problem? How do customers solve this today? What are the limitations of the existing approach? What do our competitors (if any) do for this scenario?>

<Insert Text>

Requirement(s) Scope

## Goals

<A bulleted list of goals of delivering functionality/experience. Write them from User perspective.>

<Insert Text>

## Non-Goals

<A bulleted list of any non-goals. Example: If there is expected functionality that a reader might assume is part of this scope, but has been specifically kept out of scope, mention it here with reasoning>

<Insert Text>

Definition of Success

## Expected Outcomes

<In this section identify the type of outcome as Customer, Business or Tech along with how you will measure the outcome>

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| No. | Type  (Biz, Cust, Tech) | Outcome | Measure | Priority |
|  |  |  |  |  |
|  |  |  |  |  |

## Metrics

<In this section identify and define the important metrics related to the feature. If the metric is new, also describe how it should be measured >

<Insert Text>

**-----------------------------------------------------End One Pager Spec here ---------------------------------------------------**

Requirements

## Functional Requirements

<What feature functionality is required to deliver on the scenario. Leverage Scenario Focused Engineering (SFE) removing technology and focusing on the ‘what’ the user experience needs. List the requirements for each scenario along with the priorities starting with MVP and slowly move up.>

|  |  |  |
| --- | --- | --- |
| No. | Requirement | Priority |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

## Design

<Insert Text>

Dependencies

<List the dependencies, their owners and any additional risk or considerations>

|  |  |  |
| --- | --- | --- |
| Dependency | Owner | Notes |
|  |  |  |
|  |  |  |
|  |  |  |

Feature Completeness Checklist

Even if **1** criterion is met then respond with ‘Yes’ for that row and have a plan captured in this doc for that scenario.

|  |  |  |
| --- | --- | --- |
| 1 | Will this feature require **ingestion** of existing **Data**?  **Criteria:** Any existing data source that needs to be queried for this functionality.  **Why:** To ensure Data Governance, new data ingestion should leverage the CX Data Platform, and if that’s not possible need to at least have a governance plan aligned with the CXP Data Governance board. |  |
| 2 | Is there a scenario where a CX Building Block can be leveraged?  **Criteria:**.  **Why:** Where applicable, we must leverage the existing building blocks instead of duplicating functionality |  |
| 3 | Will this feature require **New APIs**?  **Criteria:** Any new UX or change in behavior must be supported via APIs |  |
| 4 | Will this feature require **Air-Gapped Cloud** support?  **Criteria:**   1. All new features must be available in AGC in < 30 days after public rollout 2. Public only features don’t need to be made available in AGCs 3. All build outs must be automated |  |
| 5 | Does the feature have a UX impact requiring Accessibility Review?  **Criteria:** Check out the Microsoft Accessibility Standards (MAS) [here](https://microsoft.sharepoint.com/sites/accessibility/SitePages/Microsoft-Accessibility-Standards-(MAS).aspx)  **Why**: Accessibility and inclusive design are part of our promise to our customers and employees, and are critical to our mission to empower every person and every organization on the planet to achieve more |  |
| 6 | Is there a need to have User Validation done before launch?  **Criteria:** Changes introducing a new or updated workflow for a user |  |
| 7 | Does this feature require a Privacy Review?  **Criteria:** Feature handling PII data |  |
| 8 | Does this feature introduce architectural changes requiring a thread model?  **Criteria:** Introduction of new attack surfaces |  |
| 9 | Does this feature need communication to the customer?  **Criteria:** If the feature changes existing customer expectations |  |
| 10 | Does the feature need documentation and TSGs?  **Criteria:** Help DRI Troubleshoot; Help customers Self-Serve |  |
| 11 | Does this feature have Cross-Cloud impact?  **Criteria:** Impacts M365 or D365 |  |

For the standard C+AI checklist go to [Checklists (eng.ms)](https://eng.ms/docs/cloud-ai-platform/azure/aep-engineering-systems/productivity-product/engineering-hub/engineering-hub-tsg/checklists/crc-checklist)

## Mitigation Plan

<For All items marked with Yes, use this section to describe your plan to mitigate that checklist requirement>

Risks & Open Questions

## Risks

<Insert any known risks or undesired effects from this feature>

<Insert Text>

## Open Questions

<Insert any Open Questions that need to be resolved>

<Insert Text>

Rollout Plan

<If this feature is going to be rolled out in phases, include the details here>

<Insert Text>

## <Phase Name e.g. Private Preview>

|  |  |
| --- | --- |
| Attribute | Information |
| Key Features | <What are the key features being rolled out in this phase> |
| Measure of Success | <How do you measure the success of this phase before moving to the next> |
| Scope | <What criteria are you using for the rollout> |
| Sign-Off | <Who will sign-off to get to the next phase> |
| Failure Plan | <What will you do if you do not meet the criteria for moving to the next phase> |

Stakeholders

<Insert details about the stakeholders>

|  |  |  |  |
| --- | --- | --- | --- |
| Team | Names | Role | Spec Signed Off (Y/N) |
|  |  | EM |  |
|  |  | PM |  |
|  |  | UX |  |