**business case**

A strategic document to initiate a project that fulfills a demand or takes advantage of an opportunity and the ability of the organization to solve that problem. Optional parts include feasibility study, design suggestions, etc.

**constraint**

a rule that is known before the project starts and is **non-negotiable** throughout. Constraints are documented in the project's business case.

**customer**

the consumer of the system that will provide requirements (ITIL)

**mission**

the statements that motivate **external** people to be customers of your organization.

**problem definition**

a description of where value is to be found. A good definition would include a simple problem statement, the stakeholders, a specific set of examples for where value was lost, and a general description of what value can be achieved.

**requirement**

a need or expectation from a customer that has been rewritten and structured into statements which can show value and to be **tested** to achieve that value for provider and the consumer of the system. A full set of requirements for a system is tested for **completeness**.

**requirements, functional**

the requirements which are the actions that a system or role must perform. These are documented with strong verbs and a responsible party who does them.

**requirements, non-functional**

the requirements which are qualities a system or role must exhibit. These are documented with adverbs and adjectives and apply to many or all the functional requirements. Examples are data rules, security, availability, capacity, maintainability, accessibility, and design recommendations.

**rule**

any restriction to a **workflow** or what makes **data** valid that is the result of business choosing to apply for achieving a better value. Rules are documented as a non-functional requirement.

**scope creep**

1. in common use, any increase in requirements due to changes, missed requirements
2. better to say that a valid change in business conditions that does not come from project mismanagement forces the requirements to change.

**vision**

the statements that motivate people **internally** to work together for a common purpose or set of values.