[YourProject] Requirements Specification

Version 1.0

April 19, 2021

Use this Requirements Specification template to document the requirements for your product or service, including priority and approval. Tailor the specification to suit your project, organizing the applicable sections in a way that works best, and use the checklist to record the decisions about what is applicable and what isn't.

The format of the requirements depends on what works best for your project.

This document contains instructions and examples which are for the benefit of the person writing the document and should be removed before the document is finalized.

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# Executive Summary

## Project Overview

The Coffee Shop Franchise project aims to create a system that allows a coffee shop franchise to efficiently manage its employees and incentivize customers to use the service. The project will rely on a web application that enables online ordering and in-person ordering via a special menu accessible through a QR code. The system will also incorporate a point system for customers, allowing for special offers on various items

## Purpose and Scope of this Specification

The purpose of the Coffee Shop Franchise project is to improve the efficiency of the coffee shop franchise's operations and increase customer satisfaction. The project scope includes the development of a web application that enables online and in-person ordering, a multi-level user system, and a central database for evaluating store and item performances. The system will also include a point system for customers and will enable recording of data for each individual store using a database.

For example:

**In scope**

This document addresses requirements related to phase 2 of Project A:

* modification of Classification Processing to meet legislative mandate ABC.
* modification of Labor Relations Processing to meet legislative mandate ABC.

**Out of Scope**

The following items in phase 3 of Project A are out of scope:

* modification of Classification Processing to meet legislative mandate XYZ.
* modification of Labor Relations Processing to meet legislative mandate XYZ.

(Phase 3 will be considered in the development of the requirements for Phase 2, but the Phase 3 requirements will be documented separately.)

# Product/Service Description

In this section, describe the general factors that affect the product and its requirements. This section should contain background information, not state specific requirements (provide the reasons why certain specific requirements are later specified).

## Product Context

The Coffee Shop Franchise project is a digital solution that aims to streamline the coffee shop franchise's operations and improve the customer experience. The project is part of the wider trend of digital transformation and aims to take advantage of the latest technologies to provide a better service.

## User Characteristics

Create general customer profiles for each type of user who will be using the product. Profiles should include:

The system accounts for 4 types of users

**Customer:**

* Register to the system using a phone number.
* Place orders online.
* Cancel an order inside a limited time window.
* Check their own order history.
* Use points to get select coupons and special offers.

**Shop Staff:**

* Place orders made by customers in person.
* Receive orders made by customers online.
* Mark in person orders as complete.
* Send online orders to delivery staff.
* Delete orders.

**Delivery Staff:**

* Receive orders from shop staff.
* Mark order as complete.
* Cancel orders.
* Check order list.
* Check own daily delivery history.

**Manager:**

* Add shop or delivery staff to the system.
* Remove shop or delivery staff from the system.
* Edit staff information.
* Check item list.
* Check item sales.
* Check overall store performance and profitability.
* Check item inventory status.
* Update item inventory.

**Admin:**

* Add managers to specific store locations.
* Remove managers from store locations.
* Change store location of manager.
* Add managers to system.
* Remove managers from system.
* Check item performance in specific locations.
* Check overall item performance.
* Check a specific location’s performance.
* Add items to specific store locations.
* Remove items from specific store locations.
* Add items to all store locations.
* Remove items from all store locations.

## Assumptions

List any assumptions that affect the requirements, for example, equipment availability, user expertise, etc. For example, a specific operating system is assumed to be available; if the operating system is not available, the Requirements Specification would then have to change accordingly.

1. Users are able to operate a smartphone at a basic level.
2. Online users have internet access.
3. Item inventories in the database are accurate to the real item inventory of the store.
4. Stores have a register that is logged on to a shop staff account, meaning that stores have internet access.

## Constraints

Describe any items that will constrain the design options, including

* parallel operation with an old system
* audit functions (audit trail, log files, etc.)
* access, management and security
* criticality of the application
* system resource constraints (e.g., limits on disk space or other hardware limitations)
* other design constraints (e.g., design or other standards, such as programming language or framework)

1. Since the system cannot physically check the store’s inventory, item inventories need to be manually updated by managers when new supplies come in.
2. Customers need to be logged in in order to make online orders and to access customer-level permissions. Customers who are not logged in and who make in-person orders will not receive points and their purchase will not be recorded to a specific user’s purchase history.

## Dependencies

List dependencies that affect the requirements. Examples:

1. Users need to provide their phone numbers in order to register to the service.
2. Customers cannot place orders on items which rely on items that are out of stock.
3. Orders cannot be placed without the customer’s payment first.
4. Once an order is marked as complete, it cannot be edited or deleted.

* This new product will require a daily download of data from X,
* Module X needs to be completed before this module can be built.

# Requirements

* Describe all system requirements in enough detail for designers to design a system satisfying the requirements and testers to verify that the system satisfies requirements.
* Organize these requirements in a way that works best for your project. See Appendix DAppendix D, Organizing the Requirements for different ways to organize these requirements.
* Describe every input into the system, every output from the system, and every function performed by the system in response to an input or in support of an output. (Specify what functions are to be performed on what data to produce what results at what location for whom.)
* Each requirement should be numbered (or uniquely identifiable) and prioritized.

See the sample requirements in Functional Requirements, and System Interface/Integration, as well as these example priority definitions:

**Priority Definitions**

The following definitions are intended as a guideline to prioritize requirements.

* Priority 1 – The requirement is a “must have” as outlined by policy/law
* Priority 2 – The requirement is needed for improved processing, and the fulfillment of the requirement will create immediate benefits
* Priority 3 – The requirement is a “nice to have” which may include new functionality

It may be helpful to phrase the requirement in terms of its priority, e.g., "The value of the employee status sent to DIS **must be** either A or I" or "It **would be nice** if the application warned the user that the expiration date was 3 business days away". Another approach would be to group requirements by priority category.

* A good requirement is:
* Correct
* Unambiguous (all statements have exactly one interpretation)
* Complete (where TBDs are absolutely necessary, document why the information is unknown, who is responsible for resolution, and the deadline)
* Consistent
* Ranked for importance and/or stability
* Verifiable (avoid soft descriptions like “works well”, “is user friendly”; use concrete terms and specify measurable quantities)
* Modifiable (evolve the Requirements Specification only via a formal change process, preserving a complete audit trail of changes)
* Does not specify any particular design
* Traceable (cross-reference with source documents and spawned documents).

## Functional Requirements

In the example below, the requirement numbering has a scheme - BR\_LR\_0## (BR for Business Requirement, LR for Labor Relations). For small projects simply BR-## would suffice. Keep in mind that if no prefix is used, the traceability matrix may be difficult to create (e.g., no differentiation between '02' as a business requirement vs. a test case)

The following table is an example format for requirements. Choose whatever format works best for your project.

For Example:

| **Req#** | **Requirement** | **Comments** | **Priority** | **Date Rvwd** | **SME Reviewed / Approved** |
| --- | --- | --- | --- | --- | --- |
| BR\_SR\_01 | The system database should be updated whenever an order is marked as complete. |  | 1 | 14/05/23 |  |
| BR\_SR\_02 | The system should not allow customers to make orders for items which are out of stock. |  | 1 | 14/05/23 |  |
| BR\_SR\_03 | Customers should be allowed to use points for special discounts if they have the necessary points to do so. |  | 2 | 14/05/23 |  |
| BR\_SR\_03 | The project should have a website that shows information to visitors. |  | 2 | 14/05/23 |  |
| BR\_SR\_04 | The system should have an online ordering service for customers. |  | **1** | 14/05/23 |  |
| BR\_SR\_05 | The system should store information on different store locations | Central database with information on each store location | 1 | 14/05/23 |  |
| BR\_SR\_06 | The system should allow for in-person order placement either through a QR code. |  | 1 | 14/05/23 |  |
| BR\_SR\_07 | The system should allow for in-person order placement through a cashier register. |  | 1 | 14/05/23 |  |
| BR\_SR\_08 | The system should have a multi-level user system. | 5 different user roles: customer, delivery, store staff, manager and admin. | 1 | 14/05/23 |  |
| BR\_SR\_09 | Customers should be able to access information on their previous orders. |  | 2 | 27/05/23 |  |
| BR\_SR\_10 | Users should be allowed to cancel their orders within a limited time period |  | 1 | 27/05/23 |  |
| BR\_SR\_11 | Shop staff should be able to send orders to delivery once they are complete |  | 1 | 27/05/23 |  |
| BR\_SR\_12 | Delivery should be able to mark an order as done once the order has been delivered. |  | 1 | 27/05/23 |  |
| BR\_SR\_13 | Customers should be able to choose whether they want to pay with card or with cash. |  | 1 | 27/05/23 |  |
| BR\_SR\_14 | Customers should not be able to place orders by card if the card cannot transfer the payment to the store account. |  | 1 | 27/05/23 |  |
| BR\_SR\_15 | Shop staff should be allowed to enter an order by a user who has no account in the register. | Users with no account can be marked in the register as a default “Customer” | 2 | 27/05/23 |  |
| BR\_SR\_16 | Managers and admins should be able to manage the employees of their store |  | 1 | 27/05/23 |  |
| BR\_SR\_16 | The system should update store information when an order is completed. | Upon order completion, the database should be update to show the items sold and the profit earned | 2 | 27/05/23 |  |
| BR\_SR\_17 | Admins should be able to add or remove items from any store |  | 2 | 27/05/23 |  |
| BR\_SR\_18 | Managers should be able to add or remove items from their assigned store |  | 2 | 27/05/23 |  |
| BR\_SR\_19 | Admins should be able to manage all other employees |  | 1 | 27/05/23 |  |
| BR\_SR\_20 | The system should notify staff and managers when items are running low |  | 3 | 27/05/23 |  |
| BR\_SR\_21 | The system should generate reports on sales, revenue and popular menu items for Admin and Staff to see |  | 3 | 28/05/23 |  |
| BR\_SR\_22 | The system should support multiple different languages to cater to a diverse customer base |  | 2 | 28/05/23 |  |
| BR\_SR\_23 | The system should have robust security measures to protect customer data, payment information, and system integrity |  | 2 | 28/05/23 |  |
| BR\_SR\_24 | The system should have cross-platform compatibility with multiple web browsers and operating systems for a wider customer reach |  | 2 | 28/05/23 |  |
| BR\_SR\_25 | The system should provide customers with the ability to customize their orders for enhanced personalization. |  | 3 | 28/05/23 |  |
| BR\_SR\_26 | The system should provide managers and admins predictive analytics to forecast future sales and assist with inventory planning |  | 3 | 28/05/23 |  |
| BR\_SR\_27 | The system should provide the ability to create and distribute customer surveys to gather feedback and measure customer satisfaction levels |  | 3 | 28/05/23 |  |
| BR\_SR\_28 | The system should suggest personalized menu items based on customer preferences and past orders. |  | 3 | 28/05/23 |  |
| BR\_SR\_29 | The system should have optimized performance to handle high volumes of orders and scale as the business grows |  | 1 | 28/05/23 |  |
| BR\_SR\_30 | The system should be integrated with popular third-party delivery platforms for expanded delivery options. |  | 2 | 28/05/23 |  |

## Non-Functional Requirements

**In here try to use the Structure given at slide 13 in Requirements Engineering Lecture Slides, with main categories of:**

### Product Requirements

* + Requirements which specify that the delivered product must behave in a particular way e.g. execution speed, reliability, etc.

#### **User Interface Requirements**

In addition to functions required, describe the characteristics of each interface between the product and its users (e.g., required screen formats/organization, report layouts, menu structures, error and other messages, or function keys).

#### **Usability**

Include any specific usability requirements, for example,

Learnability

* The user documentation and help should be complete
* The help should be context sensitive and explain how to achieve common tasks
* The system should be easy to learn

(See <http://www.usabilitynet.org/>)

#### **Efficiency**

##### Performance Requirements

Specify static and dynamic numerical requirements placed on the system or on human interaction with the system:

* Static numerical requirements may include the number of terminals to be supported, the number of simultaneous users to be supported, and the amount and type of information to be handled.
* Dynamic numerical requirements may include the number of transactions and tasks and the amount of data to be processed within certain time period for both normal and peak workload conditions.

All of these requirements should be stated in measurable form. For example, "95% of the transactions shall be processed in less than 1 second" rather than “an operator shall not have to wait for the transaction to complete”.

##### Space Requirements

#### **Dependability**

**Availability**

Include specific and measurable requirements for:

* Hours of operation
* Level of availability required
* Coverage for geographic areas
* Impact of downtime on users and business operations
* Impact of scheduled and unscheduled maintenance on uptime and maintenance communications procedures
* reliability (e.g., acceptable mean time between failures (MTBF), or the maximum permitted number of failures per hour).

**Reliability**

**Monitoring**

Include any requirements for product or service health monitoring, failure conditions, error detection, logging, and correction.

**Maintenance**

Specify attributes of the system that relate to ease of maintenance. These requirements may relate to modularity, complexity, or interface design. Requirements should not be placed here simply because they are thought to be good design practices.

**Integrity**

#### **Security**

Specify the factors that will protect the system from malicious or accidental access, modification, disclosure, destruction, or misuse. For example:

* encryption
* activity logging, historical data sets
* restrictions on intermodule communications
* data integrity checks

Specify the Authorization and Authentication factors. Consider using standard tools such as PubCookie.

### Organizational Requirements

Requirements which are a consequence of organisational policies and procedures e.g. process standards used, implementation requirements, etc

#### **Environmental Requirements**

#### **Operational Requirements**

#### **Development Requirements**

### External Requirements

* + Requirements which arise from factors which are external to the system and its development process e.g. interoperability requirements, legislative requirements, etc.

#### **Regulatory Requirements**

#### **Ethical Requirements**

#### **Legislative Requirements**

Specify the requirements derived from existing standards, policies, regulations, or laws (e.g., report format, data naming, accounting procedures, audit tracing). For example, this could specify the requirement for software to trace processing activity. Such traces are needed for some applications to meet minimum regulatory or financial standards. An audit trace requirement may, for example, state that all changes to a payroll database must be recorded in a trace file with before and after values

##### Accounting Requirements

##### Security Requirements

## Domain Requirements

Everything related to the domain that might be needed in the project shall be mentioned here. Sometimes the domain Requirements might be thought of as part of either functional or non-functional requirements.

Please provide all necessary non-functional requirements, similar to the requirements explained in the lesson slides or in the textbook.

# User Scenarios/Use Cases

Provide a summary of the major functions that the product will perform. Organize the functions to be understandable to the customer or a first time reader. Include use cases and business scenarios, or provide a link to a separate document (or documents). A business scenario:

* Describes a significant business need
* Identifies, documents, and ranks the problem that is driving the scenario
* Describes the business and technical environment that will resolve the problem
* States the desired objectives
* Shows the “Actors” and where they fit in the business model
* Is specific, and measurable, and uses clear metrics for success

APPENDIX

The appendixes are not always considered part of the actual Requirements Specification and are not always necessary. They may include

* Sample input/output formats, descriptions of cost analysis studies, or results of user surveys;
* Supporting or background information that can help the readers of the Requirements Specification;
* A description of the problems to be solved by the system;
* Special packaging instructions for the code and the media to meet security, export, initial loading, or other requirements.

When appendixes are included, the Requirements Specification should explicitly state whether or not the appendixes are to be considered part of the requirements.

1. **Definitions, Acronyms, and Abbreviations**

Define all terms, acronyms, and abbreviations used in this document.

1. **References**

List all the documents and other materials referenced in this document.

1. **Requirements Traceability Matrix**

The following trace matrix examples show one possible use of naming standards for deliverables (FunctionalArea-DocType-NN). The number has no other meaning than to keep the documents unique. For example, the Bargaining Unit Assignment Process Flow would be BUA-PF-01.

For example (1):

| **Business Requirement** | **Area** | **Deliverables** | **Status** |
| --- | --- | --- | --- |
| BR\_LR\_01  The system should validate the relationship between Bargaining Unit/Location and Job Class.---Comments: Business Process = "Assigning a Bargaining Unit to an Appointment" (Priority 1) | BUA | BUA-CD-01  Assign BU Conceptual Design | Accepted |
| BUA-PF-01  Derive Bargaining Unit-Process Flow Diagram | Accepted |
| BUA-PF-01  Derive Bargaining Unit-Process Flow Diagram | Accepted |
| BR\_LR\_09  The system should provide the capability for the Labor Relations Office to maintain the job class/union relationship.---Comments: Business Process = "Maintenance" (Priority 1) | BUA | BUA-CD-01  Assign BU Conceptual Design | Accepted |
| BUA-PF-02  BU Assignment Rules Maint Process Flow Diagram | ReadyForReview |

For example (2):

| **BizReqID** | **Pri** | **Major Area** | **DevTstItems DelivID** | **Deliv Name** | **Status** |
| --- | --- | --- | --- | --- | --- |
| BR\_LR\_01 | 1 | BUA | BUA-CD-01 | Assign BU Conceptual Design | Accepted |
| BR\_LR\_01 | 1 | BUA | BUA-DS-02 | Bargaining Unit Assignment DB Modification Description | Accepted |
| BR\_LR\_01 | 1 | BUA | BUA-PF-01 | Derive Bargaining Unit-Process Flow Diagram | Accepted |
| BR\_LR\_01 | 1 | BUA | BUA-UCD-01 | BU Assign LR UseCase Diagram | ReadyForReview |
| BR\_LR\_01 | 1 | BUA | BUA-UCT-001 | BU Assignment by PC UseCase - Add Appointment and Derive UBU | Reviewed |
| BR\_LR\_01 | 1 | BUA | BUA-UCT-002 | BU Assignment by PC UseCase - Add Appointment (UBU Not Found) | Reviewed |
| BR\_LR\_01 | 1 | BUA | BUA-UCT-006 | BU Assignment by PC UseCase - Modify Appointment (Removed UBU) | Reviewed |
| BR\_LR\_09 | 1 | BUA | BUA-CD-01 | Assign BU Conceptual Design | Accepted |
| BR\_LR\_09 | 1 | BUA | BUA-DS-02 | Bargaining Unit Assignment DB Modification Description | Accepted |
| BR\_LR\_09 | 1 | BUA | BUA-PF-02 | BU Assignment Rules Maint Process Flow Diagram | Accepted |
| BR\_LR\_09 | 1 | BUA | BUA-UCD-03 | BU Assign Rules Maint UseCase Diagram | Reviewed |
| BR\_LR\_09 | 1 | BUA | BUA-UCT-045 | BU Assignment Rules Maint: Successfully Add New Assignment Rule | Reviewed |
| BR\_LR\_09 | 1 | BUA | BUA-UCT-051 | BU Assignment Rules MaintUseCase: Modify Rule | Reviewed |
| BR\_LR\_09 | 1 | BUA | BUA-UCT-053 | BU Assignment Rules MaintUseCase - Review Assignment Rules | Reviewed |
| BR\_LR\_09 | 1 | BUA | BUA-UCT-057 | BU Assignment Rules MaintUseCase: Inactivate Last Rule for a BU | Reviewed |
| BR\_LR\_09 | 1 | BUA | BUA-UI-02 | BU AssignRules Maint UI Mockups | ReadyForReview |
| BR\_LR\_09 | 1 | BUA | BUA-TC-021 | BU Assignment Rules Maint TestCase: Add New Rule (Associated Job Class Does Not Exist) - Success | ReadyForReview |
| BR\_LR\_09 | 1 | BUA | BUA-TC-027 | BU Assignment Rules Maint TestCase: Modify Rule - Success | ReadyForReview |
| BR\_LR\_09 | 1 | BUA | BUA-TC-035 | BU Assignment Rules Maint TestCase: Add New Rule (Associated Job Class Does Not Exist) - Error Condition | ReadyForReview |
| BR\_LR\_09 | 1 | BUA | BUA-TC-049 | BU Assignment Rules Maint TestCase: Modify Rule - Error Condition | ReadyForReview |

For example (3):

| **BizReqID** | **CD01** | **CD02** | **CD03** | **CD04** | **UI01** | **UI02** | **UCT01** | **UCT02** | **UCT03** | **TC01** | **TC02** | **TC03** | **TC04** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| BR\_LR\_01 |  |  | X |  | X |  | X |  |  | X |  | X |  |
| BR\_LR\_09 | X |  |  | X |  | X |  |  | X |  | X |  | X |
| BR\_LR\_10 | X |  |  | X |  |  |  |  | X |  | X |  |  |
| BR\_LR\_11 |  | X |  |  |  |  |  |  |  |  |  |  |  |

1. **Organizing the Requirements**

This section is for information only as an aid in preparing the requirements document.

Detailed requirements tend to be extensive. Give careful consideration to your organization scheme. Some examples of organization schemes are described below:

**By System Mode**

Some systems behave quite differently depending on the mode of operation. For example, a control system may have different sets of functions depending on its mode: training, normal, or emergency.

**By User Class**

Some systems provide different sets of functions to different classes of users. For example, an elevator control system presents different capabilities to passengers, maintenance workers, and fire fighters.

**By Objects**

Objects are real-world entities that have a counterpart within the system. For example, in a patient monitoring system, objects include patients, sensors, nurses, rooms, physicians, medicines, etc. Associated with each object is a set of attributes (of that object) and functions (performed by that object). These functions are also called services, methods, or processes. Note that sets of objects may share attributes and services. These are grouped together as classes.

**By Feature**

A feature is an externally desired service by the system that may require a sequence of inputs to affect the desired result. For example, in a telephone system, features include local call, call forwarding, and conference call. Each feature is generally described in a sequence of stimulus-response pairs, and may include validity checks on inputs, exact sequencing of operations, responses to abnormal situations, including error handling and recovery, effects of parameters, relationships of inputs to outputs, including input/output sequences and formulas for input to output.

**By Stimulus**

Some systems can be best organized by describing their functions in terms of stimuli. For example, the functions of an automatic aircraft landing system may be organized into sections for loss of power, wind shear, sudden change in roll, vertical velocity excessive, etc.

**By Response**

Some systems can be best organized by describing all the functions in support of the generation of a response. For example, the functions of a personnel system may be organized into sections corresponding to all functions associated with generating paychecks, all functions associated with generating a current list of employees, etc.

**By Functional Hierarchy**

When none of the above organizational schemes prove helpful, the overall functionality can be organized into a hierarchy of functions organized by common inputs, common outputs, or common internal data access. Data flow diagrams and data dictionaries can be used to show the relationships between and among the functions and data.

**Additional Comments**

Whenever a new Requirements Specification is contemplated, more than one of the organizational techniques given above may be appropriate. In such cases, organize the specific requirements for multiple hierarchies tailored to the specific needs of the system under specification.

There are many notations, methods, and automated support tools available to aid in the documentation of requirements. For the most part, their usefulness is a function of organization. For example, when organizing by mode, finite state machines or state charts may prove helpful; when organizing by object, object-oriented analysis may prove helpful; when organizing by feature, stimulus-response sequences may prove helpful; and when organizing by functional hierarchy, data flow diagrams and data dictionaries may prove helpful.