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## <Project Name>

## <Project Reference>

# requirements management plan

# Document Control

## Document Information

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|  | **Information** |
| Document Id | *[Document Management System #]* |
| Document Owner | *[Owner Name]* |
| Issue Date | *[Date]* |
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## Document History

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| **Version** | **Issue Date** | **Changes** |
| *[1.0]* | *[Date]* | *[Section, Page(s) and Text Revised]* |
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## Document Approvals

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# Template Guide

***How to use this template***

*This is a guide to the common sections included in a* [*Requirements*](https://www.stakeholdermap.com/project-templates/requirements-management-plan.html) *Management Plan. Sections may be added, removed or amended to suit your project. Example tables, have been added (where relevant**) these are just a suggestion, you may decide to format these sections differently.*

*Text in Blue italics is designed to assist you in completing the template. Delete this text before sharing the final document.*

# requirements Collection

*Set out how the* [*requirements*](https://www.stakeholdermap.com/project-dictionary/project-dictionary-r.html#requirement) *will be collected. This might be via user workshops, interviews,* [*brainstorming*](https://www.stakeholdermap.com/brainstorming.html)*, or review of enhancement requests or* [*product*](https://www.stakeholdermap.com/project-dictionary/project-dictionary-p.html#product) *reviews.*

*Hints and tips:*

* *Prepare a list of questions in advance.*
* *Use whiteboards to sketch out processes or screens.*
* *For existing systems ask users to walk through everyday tasks explaining what they do and don’t like.*
* *Create mock ups to draw out details and clarify* [*requirements*](https://www.stakeholdermap.com/project-dictionary/project-dictionary-r.html#requirement)*.*
* *Keep the* [*Business Case*](https://www.stakeholdermap.com/project-management/business-case.html) *&* [*Return on Investment (ROI)*](https://www.stakeholdermap.com/definitions/roi-return-on-investment-meaning.html) *in mind. Requirements should help meet the reason for investment, not just be a wish list of exciting functionalities.*

# requirements analysis

*Explain how the impact and usefulness of each* [*requirement*](https://www.stakeholdermap.com/project-dictionary/project-dictionary-r.html#requirement) *will be analysed, so that a priority, and category can be determined.*

*At* [*stakeholdermap.com*](https://www.stakeholdermap.com/) *we recommend you also analyse the predicted impact on the* [*Business Case*](https://www.stakeholdermap.com/project-management/business-case.html) *objectives. You can ask the following questions:*

* *Does the requirement directly contribute to one of the project objective?*
* *If there is an indirect connection how many* [*assumptions*](https://www.stakeholdermap.com/project-dictionary/project-dictionary-a.html#assumptions) *need to be true for the requirement to meet the objective?*

*The second question may seem a little strange, so let’s look at an example. Say we are gathering requirements for call centre software and have a key business objective to reduce average call handling time. A user-level requirement to allow service desk agents to change the user interface colour scheme will allow agents to configure their screen in a way that is pleasing to them, but we would have to make several* [*assumptions*](https://www.stakeholdermap.com/project-dictionary/project-dictionary-a.html#assumptions) *to connect that requirement to a reduction in call handling time.*

*A good test is to try to map out the connection between the requirement and the objective. For example:*

*Users can change their screen colour > users feel a personal connection to the software > users use the software more? > users are more productive? > greater productivity means a reduction in call handling time?*

*In comparison a requirement for a knowledge base that provides service desk agents with template responses to common questions would have a direct contribution to reducing average call handling time.*

# categories

*Document categories you will use for requirement grouping. A common categorization is:*

* *High-level requirements*
* *User-level requirements*
* *System-level requirements*

*System-level requirements are often divided into functional and non-functional.*

# documentation

*Describe how the requirements will be documented including the format and fields that will be used. Often requirements are gathered using a simple Excel spreadsheet, or Word document although specialist software also exists. Some examples:*

***Example of an*** [***Agile method***](https://www.stakeholdermap.com/prince2/prince2-glossary.html#agile-methods) ***format***

|  |  |  |
| --- | --- | --- |
| ***As a/an*** | ***I want to….*** | ***So that…*** |
|  |  |  |

***Traditional software style format***

|  |  |  |  |
| --- | --- | --- | --- |
| ***Type*** | ***Business Function/Category*** | ***Requirement*** | ***Priority*** |
|  |  |  |  |

# prioritisation

*Describe the way that requirements will be prioritised. Some will be mandatory to meet with regulations, security, company policy or the forecast* [*ROI*](https://www.stakeholdermap.com/definitions/roi-return-on-investment-meaning.html)*. Others will be ‘nice to have’, but not essential to meet the business objectives.*

*For example,* [*MoSCoW*](https://www.stakeholdermap.com/agile/agile-dictionary-prince2-M.html#moscow) *could be used. In this case requirements would be grouped as:*

***Must have*** *– mandatory requirement*

***Should have*** *– functionality or feature that should be available.*

***Could have*** *– desirable or nice to have*

***Won’t or would have*** *– not required but might be a future release.*

*You might also use a numerical scale – 1 to 10 or a simply high, medium, low.*

# REQUIREMENT / PRODUCT Metrics

*Describe the metrics that will be used to measure requirements. For example: 99.9%* [*availability*](https://www.stakeholdermap.com/ITIL/itil-dictionary-A.html#availability)*, withstand x psi, near-real time etc. This section may also be used to document how the success of the requirements process will be measured. For example:*

* *how many change requests were needed due to missed or unclear requirements?*
* *was any delay caused due to missed or unclear requirements?*
* *were any requirements re-prioritized e.g. found to be nice to have rather than mandatory?*

# traceability structure

*Show how the* [*requirements*](https://www.stakeholdermap.com/project-dictionary/project-dictionary-r.html#requirement) *will be traced through the* [*product lifecycle*](https://www.stakeholdermap.com/project-dictionary/project-dictionary-p.html#product-life-cycle) *from identification to delivery. Typically, a document called a Requirements Traceability Matrix will be used which will record the requirement ID, and corresponding:*

* *Business objective/*[*KPI*](https://www.stakeholdermap.com/project-dictionary/project-dictionary-k.html#key-performance-indicator-kpi)
* *Project objective*
* [*WBS*](https://www.stakeholdermap.com/project-dictionary/project-dictionary-w-z.html#work-breakdown-structure-wbs) *ID*
* [*Product*](https://www.stakeholdermap.com/project-dictionary/project-dictionary-p.html#product) *design and development*
* *Test cases*

# progress tracking

*Explain how progress will be tracked. For example, through requirement* [*checkpoints*](https://www.stakeholdermap.com/prince2/prince2-glossary-C-COE.html#checkpoint) *or progress meetings.*

# reporting

*Document what reporting is needed on the* [*requirements*](https://www.stakeholdermap.com/project-dictionary/project-dictionary-r.html#requirement)*, including report purpose, format, frequency and audience.*

# validation

*Explain the methods that will be used to validate the delivery of the requirements. For example, testing, audits, inspection, demonstration, proof of concept, beta version etc.*

# [change management](https://www.stakeholdermap.com/project-dictionary/project-dictionary-c.html" \l "change-management)

*Describe how you will manage requirement changes. Including, new requirements and changes to existing approved requirements. Set out the information that will be captured for each change, how the impact will the analysed and how changes will be reviewed and approved.*

*If your organisation has a project* [*change control*](https://www.stakeholdermap.com/prince2/prince2-glossary-C-COE.html#change-control-1) *process you can reference or link to it in this section.*

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