

Business Goal	Business Goal	QA Rank	Quality Attribute	Stimulus Source	Stimulus	Environment	Artifact	Response	Response Measure
Increase efficiency of collaboration between geographically dispersed employees	Ensure data privacy of user when connecting from unsecure networks during usage of the teleconferencing services	H	Security	An internal security threat	The threat attempts to disrupt service delivery	The service is in a normal state.	The teleconferencing services	The service detects the attempt, records it, and reconfigures the connection to the teleconference.	The disruption in service is resolved within 10 microseconds.
Increase efficiency of collaboration between geographically dispersed employees	Ensure users have a nominal experience when using the teleconferencing services from any location	H	Usability	A team member	The team member places a phone call to a team teleconference.	The service is in a normal state.	The teleconferencing services	The service connects the team member to the teleconference.	The team member is connected within 10 microseconds after having made an authorized request.
Increase efficiency of collaboration between geographically dispersed employees	Optimize networking for teleconferencing services	H	Performance	A team member	A team member is speaking	The service is in a normal state.	The teleconferencing services	The service detects excessive latency or jitter and reconfigures the connection to the teleconference.	Latency will be less than 10 microseconds, and jitter less than 1 microsecond.
Increase efficiency of collaboration between geographically dispersed employees	Support the addition of a user to an existing session of the teleconferencing services	M	Scalability	A team member	The team member places a phone call to a team teleconference.	The service is in a normal state.	The teleconferencing services	The service detects the need for additional resources, allocated them, and connects the team member to the teleconference.	The disruption in service is resolved within 10 microseconds.
Increase efficiency of collaboration between geographically dispersed employees	Support Desktop and mobile operating systems in the teleconferencing services	M	Cross-platform compatibility	A team member	A team member wishes to access the service from many different devices	The service is in a normal state.	The teleconferencing services	The service detects the platform, and provides a connection to the service using a	The team member is connected within 10 microseconds after having

dispersed employees								platform specific instance.	made an authorized request.
Increase efficiency of collaboration between geographically dispersed employees	Implement an easy to use and intuitive interface for teleconferencing services	M	Cohesive Integrity	A new team member	The team member explores the service for the first time.	The service is in a normal state.	The teleconferencing service interface	The service presents a cohesive, consistent, and intuitive interface, with all features and tools logically organized and easy to find.	The new team member can find and use any feature of the service within 5 minutes of searching.
Increase efficiency of collaboration between geographically dispersed employees	Ensure data privacy of user when connecting from unsecure networks during usage of the video conferencing services	H	Security	An internal security threat	The threat attempts to disrupt service delivery	The service is in a normal state.	The video conferencing services	The service detects the attempt, records it, and reconfigures the connection to the virtual meeting	The disruption in service is resolved within 10 microseconds.
Increase efficiency of collaboration between geographically dispersed employees	Ensure users have a nominal experience when using the video conferencing services from any location	H	Usability	A team member	The team member requests access to a virtual meeting.	The service is in a normal state.	The video conferencing services	The service connects the team member to the virtual meeting	The team member is connected within 10 microseconds after having made an authorized request.
Increase efficiency of collaboration between geographically dispersed employees	Optimize networking for conferencing services	H	Performance	A team member	A team member is presenting	The service is in a normal state.	The video conferencing services	The service detects excessive latency or jitter and reconfigures the connection to the virtual meeting	Latency will be less than 10 microseconds, and jitter less than 1 microsecond.
Increase efficiency of collaboration between	Support the addition of a user to an existing session of the	M	Scalability	A team member	The team member requests access	The service is in a normal state.	The video conferencing services	The service detects the need for additional resources,	The disruption in service is resolved within

geographically dispersed employees	video conferencing services				to a virtual meeting.			allocated them, and connects the team member to the virtual meeting	10 microseconds.
Increase efficiency of collaboration between geographically dispersed employees	Support Desktop and mobile operating systems in the video conferencing services	M	Cross-platform compatibility	A team member	A team member wishes to access the service from many different devices	The service is in a normal state.	The video conferencing services	The service detects the platform, and provides a connection to the service using a platform specific instance.	The team member is connected within 10 microseconds after having made an authorized request.
Increase efficiency of collaboration between geographically dispersed employees	Implement an easy to use and intuitive interface for video conferencing services	M	Cohesive Integrity	A new team member	The team member explores the service for the first time.	The service is in a normal state.	The video conferencing service interface	The service presents a cohesive, consistent, and intuitive interface, with all features and tools logically organized and easy to find.	The new team member can find and use any feature of the service within 5 minutes of searching.
Increase efficiency of collaboration between geographically dispersed employees	Ensure data privacy of user when connecting from unsecure networks during usage of the chat services	H	Security	An internal security threat	The threat attempts to disrupt service delivery	The service is in a normal state.	The chat services	The service detects the attempt, records it, and reconfigures the connection to the chat room	The disruption in service is resolved within 10 microseconds.
Increase efficiency of collaboration between geographically dispersed employees	Ensure users have a nominal experience when using the chat services from any location	H	Usability	A team member	The team member requests access to a chat room.	The service is in a normal state.	The chat services	The service connects the team member to the chat room	The team member is connected within 10 microseconds after having made an authorized request.

Increase efficiency of collaboration between geographically dispersed employees	Optimize networking for chat services	H	Performance	A team member	A team member is chatting	The service is in a normal state.	The chat services	The service detects excessive latency or jitter and reconfigures the connection to the chat room	Latency will be less than 10 microseconds, and jitter less than 1 microsecond.
Increase efficiency of collaboration between geographically dispersed employees	Support the addition of a user to an existing session of the chat services	M	Scalability	A team member	The team member requests access to a chat room.	The service is in a normal state.	The chat services	The service detects the need for additional resources, allocated them, and connects the team member to the chat room	The disruption in service is resolved within 10 microseconds.
Increase efficiency of collaboration between geographically dispersed employees	Support Desktop and mobile operating systems in the chat services	M	Cross-platform compatibility	A team member	A team member wishes to access the service from many different devices	The service is in a normal state.	The chat services	The service detects the platform, and provides a connection to the service using a platform specific instance.	The team member is connected within 10 microseconds after having made an authorized request.
Increase efficiency of collaboration between geographically dispersed employees	Implement an easy to use and intuitive interface for chat services	M	Cohesive Integrity	A new team member	The team member explores the service for the first time.	The service is in a normal state.	The chat service interface	The service presents a cohesive, consistent, and intuitive interface, with all features and tools logically organized and easy to find.	The new team member can find and use any feature of the service within 5 minutes of searching.
Increase efficiency of collaboration between geographically dispersed employees	Ensure data privacy of user when connecting from unsecure networks during usage of the file sharing services	H	Security	An internal security threat	The threat attempts to disrupt service delivery	The service is in a normal state.	The file sharing services	The service detects the attempt, records it, and reconfigures the connection to the file	The disruption in service is resolved within 10 microseconds.

Increase efficiency of collaboration between geographically dispersed employees	Ensure users have a nominal experience when using the file sharing services from any location	H	Usability	A team member	The team member requests access to a file	The service is in a normal state.	The file sharing services	The service provides access to the file	The team member is connected within 10 microseconds after having made an authorized request.
Increase efficiency of collaboration between geographically dispersed employees	Optimize networking for file sharing services	H	Performance	A team member	A team member is interacting with a file	The service is in a normal state.	The file sharing services	The service detects excessive latency or jitter and reconfigures the connection to the file	Latency will be less than 10 microseconds, and jitter less than 1 microsecond.
Increase efficiency of collaboration between geographically dispersed employees	Support the addition of a user to an existing session of the file sharing services	M	Scalability	A team member	The team member requests access to a file	The service is in a normal state.	The file sharing services	The service detects the need for additional resources, allocates them, and provides access to the file	The disruption in service is resolved within 10 microseconds.
Increase efficiency of collaboration between geographically dispersed employees	Support Desktop and mobile operating systems in the file sharing services	M	Cross-platform compatibility	A team member	A team member wishes to access the service from many different devices	The service is in a normal state.	The file sharing services	The service detects the platform, and provides a connection to the service using a platform specific instance.	The team member is connected within 10 microseconds after having made an authorized request.
Increase efficiency of collaboration between geographically dispersed employees	Implement an easy to use and intuitive interface for file sharing services	M	Cohesive Integrity	A new team member	The team member explores the service for the first time.	The service is in a normal state.	The file sharing service interface	The service presents a cohesive, consistent, and intuitive interface, with all features and tools logically organized and easy to find.	The new team member can find and use any feature of the service within 5 minutes of searching.

Increase efficiency of collaboration between geographically dispersed employees	Ensure data privacy of user when connecting from unsecure networks during usage of the shared whiteboard services	H	Security	An internal security threat	The threat attempts to disrupt service delivery	The service is in a normal state.	The shared whiteboard services	The service detects the attempt, records it, and reconfigures the connection to the virtual whiteboard	The disruption in service is resolved within 10 microseconds.
Increase efficiency of collaboration between geographically dispersed employees	Ensure users have a nominal experience when using the shared whiteboard services from any location	H	Usability	A team member	The team member requests access to a shared whiteboard.	The service is in a normal state.	The shared whiteboard services	The service connects the team member to the virtual whiteboard	The team member is connected within 10 microseconds after having made an authorized request.
Increase efficiency of collaboration between geographically dispersed employees	Optimize networking for shared whiteboard services	H	Performance	A team member	A team member is writing on the shared whiteboard	The service is in a normal state.	The shared whiteboard services	The service detects excessive latency or jitter and reconfigures the connection to the virtual whiteboard	Latency will be less than 10 microseconds, and jitter less than 1 microsecond.
Increase efficiency of collaboration between geographically dispersed employees	Support the addition of a user to an existing session of the shared whiteboard services	M	Scalability	A team member	The team member requests access to a shared whiteboard.	The service is in a normal state.	The shared whiteboard services	The service detects the need for additional resources, allocated them, and connects the team member to the virtual whiteboard	The disruption in service is resolved within 10 microseconds.
Increase efficiency of collaboration between geographically dispersed employees	Support Desktop and mobile operating systems in the shared whiteboard services	M	Cross-platform compatibility	A team member	A team member wishes to access the service from many different devices	The service is in a normal state.	The shared whiteboard services	The service detects the platform, and provides a connection to the service using a platform specific instance.	The team member is connected within 10 microseconds after having made an

									authorized request.
Increase efficiency of collaboration between geographically dispersed employees	Implement an easy to use and intuitive interface for shared whiteboard services	M	Cohesive Integrity	A new team member	The team member explores the service for the first time.	The service is in a normal state.	The shared whiteboard service interface	The service presents a cohesive, consistent, and intuitive interface, with all features and tools logically organized and easy to find.	The new team member can find and use any feature of the service within 5 minutes of searching.
Reduce employee productivity downtime or time spent on menial tasks	Reduce man hours spent waiting for teleconferencing services to become available	H	Availability	A team member	A disruption in service occurs	The service is in a normal state.	The teleconferencing services	The service detects the disruption and reconnects the team member to the teleconference.	The disruption in service is resolved within 10 microseconds.
Reduce employee productivity downtime or time spent on menial tasks	Implement an improved process for integrating changes to the teleconferencing services	L	Integrability	A Developer	Service changes or a new service is created	Development	The teleconferencing services	The new service is integrated and deployed	The elapsed time between service availability to completed deployment is no longer than one month.
Reduce employee productivity downtime or time spent on menial tasks	Reduce the time spent troubleshooting disruptions on the teleconferencing service	L	Testability	A Developer	The service is not functioning as expected	Run Time	The teleconferencing services	Troubleshooting occurs	The elapsed time between the start of the troubleshooting process and its completion is no longer than 1 hour. (MTTR)
Reduce employee productivity downtime or time spent on menial tasks	Increase efficiency when releasing changes for the teleconferencing services	L	Deployability	A Developer	A service changes or a new service is created	The service is in a normal state.	The teleconferencing services	The service automatically builds, tests, and deploys the update without	The elapsed time between service availability to completed deployment is

								manual intervention.	no longer than one hour.
Reduce employee productivity downtime or time spent on menial tasks	Reduce man hours spent waiting for video conferencing services to become available	H	Availability	A team member	A disruption in service occurs	The service is in a normal state.	The video conferencing services	The service detects the disruption and reconnects the team member to the virtual meeting	The disruption in service is resolved within 10 microseconds.
Reduce employee productivity downtime or time spent on menial tasks	Implement an improved process for integrating changes to the video conferencing services	L	Integrability	A Developer	Service changes or a new service is created	Development	The video conferencing services	The new service is integrated and deployed	The elapsed time between service availability to completed deployment is no longer than one month.
Reduce employee productivity downtime or time spent on menial tasks	Reduce the time spent troubleshooting disruptions on the video conferencing services	L	Testability	A Developer	The service is not functioning as expected	Run Time	The video conferencing services	Troubleshooting occurs	The elapsed time between the start of the troubleshooting process and its completion is no longer than 1 hour. (MTTR)
Reduce employee productivity downtime or time spent on menial tasks	Increase efficiency when releasing changes for the video conferencing services	L	Deployability	A Developer	A service changes or a new service Is created	The service is in a normal state.	The video conferencing services	The service automatically builds, tests, and deploys the update without manual intervention.	The elapsed time between service availability to completed deployment is no longer than one hour.
Reduce employee productivity downtime or time spent on menial tasks	Reduce man hours spent waiting for chat services to become available	H	Availability	A team member	A disruption in service occurs	The service is in a normal state.	The chat services	The service detects the disruption and reconnects the team member to the chat room	The disruption in service is resolved within 10 microseconds.



Reduce employee productivity downtime or time spent on menial tasks	Implement an improved process for integrating changes to the chat services	L	Integrability	A Developer	Service changes or a new service is created	Development	The chat services	The new service is integrated and deployed	The elapsed time between service availability to completed deployment is no longer than one month.
Reduce employee productivity downtime or time spent on menial tasks	Reduce the time spent troubleshooting disruptions on the chat services	L	Testability	A Developer	The service is not functioning as expected	Run Time	The chat services	Troubleshooting occurs	The elapsed time between the start of the troubleshooting process and its completion is no longer than 1 hour. (MTTR)
Reduce employee productivity downtime or time spent on menial tasks	Increase efficiency when releasing changes for the chat services	L	Deployability	A Developer	A service changes or a new service Is created	The service is in a normal state.	The chat services	The service automatically builds, tests, and deploys the update without manual intervention.	The elapsed time between service availability to completed deployment is no longer than one hour.
Reduce employee productivity downtime or time spent on menial tasks	Reduce man hours spent waiting for file sharing services to become available	H	Availability	A team member	A disruption in service occurs	The service is in a normal state.	The file sharing services	The service detects the disruption and reconnects the team member to the file	The disruption in service is resolved within 10 microseconds.
Reduce employee productivity downtime or time spent on menial tasks	Implement an improved process for integrating changes to the file sharing services	L	Integrability	A Developer	Service changes or a new service is created	Development	The file sharing services	The new service is integrated and deployed	The elapsed time between service availability to completed deployment is no longer than one month.
Reduce employee productivity downtime or	Reduce the time spent troubleshooting disruptions on	L	Testability	A Developer	The service is not functioning as expected	Run Time	The file sharing services	Troubleshooting occurs	The elapsed time between the start of the troubleshooting

time spent on menial tasks	the file sharing services								process and its completion is no longer than 1 hour. (MTTR)
Reduce employee productivity downtime or time spent on menial tasks	Increase efficiency when releasing changes for the file sharing services	L	Deployability	A Developer	A service changes or a new service Is created	The service is in a normal state.	The file sharing services	The service automatically builds, tests, and deploys the update without manual intervention.	The elapsed time between service availability to completed deployment is no longer than one hour.
Reduce employee productivity downtime or time spent on menial tasks	Reduce man hours spent waiting for shared whiteboard services to become available	H	Availability	A team member	A disruption in service occurs	The service is in a normal state.	The shared whiteboard services	The service detects the disruption and reconnects the team member to the virtual whiteboard	The disruption in service is resolved within 10 microseconds.
Reduce employee productivity downtime or time spent on menial tasks	Implement an improved process for integrating changes to the shared whiteboard services	L	Integrability	A Developer	Service changes or a new service is created	Development	The shared whiteboard services	The new service is integrated and deployed	The elapsed time between service availability to completed deployment is no longer than one month.
Reduce employee productivity downtime or time spent on menial tasks	Reduce the time spent troubleshooting disruptions on the whiteboard services	L	Testability	A Developer	The service is not functioning as expected	Run Time	The shared whiteboard services	Troubleshooting occurs	The elapsed time between the start of the troubleshooting process and its completion is no longer than 1 hour. (MTTR)
Reduce employee productivity downtime or time spent on menial tasks	Increase efficiency when releasing changes for the shared whiteboard services	L	Deployability	A Developer	A service changes or a new service Is created	The service is in a normal state.	The shared whiteboard services	The service automatically builds, tests, and deploys the update without manual intervention.	The elapsed time between service availability to completed deployment is

									no longer than one hour.
Reduce the operating costs of our business systems	Decrease man hours spent making changes to the teleconferencing services	M	Modifiability	A Developer	The service change process is initiated	Design Time	The teleconferencing services	The change process is complete	The elapsed time between the start of the change process and its completion is no longer than three hours.
Reduce the operating costs of our business systems	Reduce the processing power and kilowatt usage of other services when using teleconferencing services	L	Energy Efficiency	A service manager	An increase in energy usage is detected, or excessive	The service is in a normal state.	The teleconferencing services	Algorithms and design practices are chosen to reduce operating energy usage	The energy cost of service operation is no more that 10% of the IT budget
Reduce the operating costs of our business systems	Decrease man hours spent making changes to the video conferencing services	M	Modifiability	A Developer	The service change process is initiated	Design Time	The video conferencing services	The change process is complete	The elapsed time between the start of the change process and its completion is no longer than three hours.
Reduce the operating costs of our business systems	Reduce the processing power and kilowatt usage of other services when using video conferencing services	L	Energy Efficiency	A service manager	An increase in energy usage is detected, or excessive	The service is in a normal state.	The video conferencing services	Algorithms and design practices are chosen to reduce operating energy usage	The energy cost of service operation is no more that 10% of the IT budget
Reduce the operating costs of our business systems	Decrease man hours spent making changes to the chat services	M	Modifiability	A Developer	The service change process is initiated	Design Time	The chat services	The change process is complete	The elapsed time between the start of the change process and its completion is no

									longer than three hours.
Reduce the operating costs of our business systems	Reduce the processing power and kilowatt usage of other services when using chat services	L	Energy Efficiency	A service manager	An increase in energy usage is detected, or excessive	The service is in a normal state.	The chat services	Algorithms and design practices are chosen to reduce operating energy usage	The energy cost of service operation is no more that 10% of the IT budget
Reduce the operating costs of our business systems	Decrease man hours spent making changes to the file sharing services	M	Modifiability	A Developer	The service change process is initiated	Design Time	The file sharing services	The change process is complete	The elapsed time between the start of the change process and its completion is no longer than three hours.
Reduce the operating costs of our business systems	Reduce the processing power and kilowatt usage of other services when using file sharing services	L	Energy Efficiency	A service manager	An increase in energy usage is detected, or excessive	The service is in a normal state.	The file sharing services	Algorithms and design practices are chosen to reduce operating energy usage	The energy cost of service operation is no more that 10% of the IT budget
Reduce the operating costs of our business systems	Decrease man hours spent making changes to the shared whiteboard services	M	Modifiability	A Developer	The service change process is initiated	Design Time	The shared whiteboard services	The change process is complete	The elapsed time between the start of the change process and its completion is no longer than three hours.
Reduce the operating costs of our business systems	Reduce the processing power and kilowatt usage of other services when using shared whiteboard services	L	Energy Efficiency	A service manager	An increase in energy usage is detected, or excessive	The service is in a normal state.	The shared whiteboard services	Algorithms and design practices are chosen to reduce operating energy usage	The energy cost of service operation is no more that 10% of the IT budget