Requirements Management Plan

Website Redesign for XYZ Company

Project Manager: Shavern Belle

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1 REQUIREMENTS COLLECTION PROCESS

Requirements Sources:

- The website should provide access to the XYZ Company sales system using an API.
- The website should ensure that all displayed sales information is consistent.
- The website should provide a data entry screen for recording customer contacts.
- The website should provide notifications to account executives when a customer opens a trouble ticket.
- The website should provide a screen to view historical trouble tickets for a customer.
- The website should provide the capability to provide an optional survey whenever a customer cancels their account.
- The help desk must be active seven days a week between 7:00 AM and 8:00 PM.
- Website maintenance must be performed as required from 8:00 PM to 11:59 PM on Sunday.
- The product screen must accept production information, including lot, product number, and date.
- The status screen must provide the ability to produce a product summary report.
- All customer interface screens must provide the ability to print on-screen data to the printer.
- All website functions should be compliant with city, state, and federal guidelines for international web operations for the following locations:
    - Los Angeles, CA
    - Toronto, Canada
    - New York, NY
    - Paris, France
    - London, England

Requirements Elicitation Methods:

- The website must be operational 24 hours a day, 6 days a week (Monday through Saturday), including all national holidays. The site should be available 20 hours on Sunday to accommodate the maintenance window.
- The website should send an acknowledgment email within three seconds in response to user inquiries, sales orders, and transactions.

- Navigation between product menus and available inventory should not exceed one second.

Documentation will be generated during the requirements collection process. All the documents generated from this process are or will be included below as attachments.

2   REQUIREMENTS ANALYSIS AND APPROVAL

1. Describe how the requirements will be analyzed.

- What group is responsible for analyzing and reviewing requirements? Product Manager

2. Describe how requirements are written correctly.

- Which role is responsible for ensuring that each requirement is written clearly and completely? Project Manager

3. Describe the process for approving requirements (so they can be added to the Requirements Register and project work can be performed).

- Who (Name/Role) is responsible for approving the project requirements? Tom Kane/ Facilities Manager

- Who does the approval process start with/end with? Approval begins with Tom Kane/Facilities Manager and ends with Roger Wilson/CFO

- Will the project requirements become approved in writing? Yes

4. Describe the process for rejecting the project requirements.

- Who has the authority to reject project requirements (Name/Role)? Lisa Sellers/Executive Oversight Committee Chairperson

- Will the reasons for rejections be documented? Yes

The Project Manager is responsible for ensuring that each requirement is written clearly and completely. Tom Kane, Facilities Manager is responsible for approving the project requirements. The approval process begins with Tom Kane and ends with Roger Wilson, CFO. All project requirements will be approved in writing per the project requirements. Lisa Sellers, Executive Oversight Committee Chairperson, and Roger Wilson, CFO has the authority to reject project requirements. All project rejections will be documented explaining the reasoning.

3   REQUIREMENTS REGISTER

Requirements listed in the Requirements Register will be analyzed, categorized, prioritized, and quantified. Requirements in the Requirements Register will be traced through to project completion.

The Requirements Register will be attached to this Requirements Management Plan document. Any stakeholder or project team member should be able to read this document and understand what each column in the Requirements Register means, what data it contains, and the definition of any terms that are used therein.

3.1 REQUIREMENT ID
- Unique requirement identifier
  - B-0001, business requirement
  - F-0001, functional requirement
  - NF-0001, nonfunctional requirement
  - U-0001, user requirement

3.2 REQUIREMENT DEPENDENCIES
- F-1: Project launch

- F-1.1: Gather and finalize XYZ web requirements

- NF-1: Draft design

- NF-1.1: Final web design

- NF-1.2: Web development completion

- U-1: Web user testing completion

- F-1.2: Live beta testing completion

- NF-1.3:Perform final updates from beta testing

- U-1.1: Go live

3.3 REQUIREMENT NAME
Functional requirements:
- The website must display a complete list of XYZ Company products and services.
- The website must provide an About page containing XYZ Company history and other pertinent data.
- Each web page must display the company logo.
- The website must contain all XYZ Company information as follows:
  - XYZ Company address
  - XYZ Company hours of operation
  - XYZ Company phone number
  - XYZ Company email address
- The web application must accept orders from customers.
- The web application must be able to process a sale and accept payment.

- The web application must produce a receipt detailing a customer's purchase information, including the following data:
  - Items purchased
  - Cost of each item
  - Total cost of the order
  - All receipts must include the following information:
  - Customer first name
  - Customer last name
  - XYZ Company logo at the top of the receipt
  - Company name, phone number, and address at the bottom of the receipt
- An API must be enabled for the web application to access the sales database and produce weekly, monthly, and yearly sales reports.
- Sales reports must be rendered on the screen with minimal scrolling.
- Sales report data must be downloadable in an Excel spreadsheet format.
- The web interface for the sales repository must be responsive, allowing for proper display on multiple devices for personal and business purposes.
- The website must be accessible for use by customers with varying abilities, such as people with vision impairments, mobility impairments, or hearing impairments.
- The user interface for the product repository should be responsive, allowing for proper display on tablets, laptops, and desktop devices.
- The system should generate a weekly report of product order changes that includes the information below:
  - Customer name
  - Product affected
  - Date of change
  - Type of change
  - Product description
  - Product inventory at the time of change
- The system should generate a weekly product inventory report that includes the following information:
  - Product name
  - Product description
  - Product inventory location
  - Current product inventory amount
  - Product threshold amount
  - Product owner name
- The web application must be intuitive and easy to use by sales representatives, managers, and employees.

Requirement Description

ABC Design will build, redesign, and set up a more professional website for XYZ Company within three to six months. Lisa Sellers is the executive sponsor responsible for funding the project from her department funds. Tom Kane is the XYZ Company project sponsor who has been assigned to design, build, test, and host their new website.

3.4 REQUIREMENT TYPE

1. Functional Requirements
2. Non-Functional Requirements
3. Business Requirements
4. Project Requirements
5. User Requirements
6. Quality Requirements
7. Transition Requirements

1. Functional Requirements:
   o The website must display a complete list of XYZ Company products and services.
   o The website must provide an About page containing XYZ Company history and other pertinent data.
   o Each web page must display the company logo.
   o The website must contain all XYZ Company information as follows:
   o XYZ Company address
   o XYZ Company hours of operation
   o XYZ Company phone number
   o XYZ Company email address
   o The web application must accept orders from customers.
   o The web application must be able to process a sale and accept payment.
   o The web application must produce a receipt detailing a customer's purchase information, including the following data:
   o Items purchased
   o Cost of each item
   o Total cost of the order
   o All receipts must include the following information:
   o Customer first name
   o Customer last name
   o XYZ Company logo at the top of the receipt
   o Company name, phone number, and address at the bottom of the receipt
   o An API must be enabled for the web application to access the sales database and produce weekly, monthly, and yearly sales reports.
   o Sales reports must be rendered on the screen with minimal scrolling.

- o Sales report data must be downloadable in an Excel spreadsheet format.
- o The web interface for the sales repository must be responsive, allowing for proper display on multiple devices for personal and business purposes.
- o The website must be accessible for use by customers with varying abilities, such as people with vision impairments, mobility impairments, or hearing impairments.
- o The user interface for the product repository should be responsive, allowing for proper display on tablets, laptops, and desktop devices.
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- o Product inventory at the time of change
- o The system should generate a weekly product inventory report that includes the following information:
- o Product name
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- o Product inventory location
- o Current product inventory amount
- o Product threshold amount
- o Product owner name
- o The web application must be intuitive and easy to use by sales representatives, managers, and employees.

2. Non-Functional Requirements:
- o The web application must be available in several languages, including English, Spanish, Japanese, French, and Italian.
- o The web application must allow several sales to be made simultaneously without downgrading performance.
- o The login pages should be encrypted.
- o Data validation should be done server-side.
- o Strong, cross-platform compatible encryption should be enforced.
- o Multifactor authentication should be enforced.
- o Website sales functions should be encrypted for all transactions.
- o Before check out, customers should enter a username and password or be offered a Check out as a guest option.
- o All website components should be accessible and comply with level AA of the WCAG compliance standards, which include the requirements below:
- o Color contrast is, in most instances, at least 4.5:1.
- o Alt text or a similar solution is used for images that convey meaning.
- o Navigation elements are consistent throughout the site.

- o Form fields have accurate labels.
- o Status updates can be conveyed through a screen reader.
- o Headings are used in logical order.
3. Business Requirements:
   - o The website should provide access to the XYZ Company sales system using an API.
   - o The website should ensure that all displayed sales information is consistent.
   - o The website should provide a data entry screen for recording customer contacts.
   - o The website should provide notifications to account executives when a customer opens a trouble ticket.
   - o The website should provide a screen to view historical trouble tickets for a customer.
   - o The website should provide the capability to provide an optional survey whenever a customer cancels their account.
   - o The help desk must be active seven days a week between 7:00 AM and 8:00 PM.
   - o Website maintenance must be performed as required from 8:00 PM to 11:59 PM on Sunday.
4. Project Requirements:
   - o The website must be completed within six months from the project launch date.
   - o Project approval will be required to initiate the project and will be required for final project closure acceptance. This requires approval from the following stakeholders:
   - o Tom Kane: Manager of XYZ facilities (project sponsor)
   - o Shavern Belle: Project manager, ABC Web Designs
   - o The XYZ project sponsor must accept and approve each milestone before ABC Web Designs can proceed to the next milestone step.
   - o A weekly project status report should be provided detailing cost performance, schedule performance, issues, and risks.
   - o All project changes from baseline acceptance must be approved in writing by the project sponsor.
5. User Requirements:
   - o **The product screen must accept production information, including lot, product number, and date.**
   - o **The status screen must provide the ability to produce a product summary report.**
   - o **All customer interface screens must provide the ability to print on-screen data to the printer.**

Requirements Management Plan

- **All website functions should be compliant with city, state, and federal guidelines for international web operations for the following locations:**
  - **Los Angeles, CA**
  - **Toronto, Canada**
  - **New York, NY**
  - **Paris, France**
  - **London, England**
6. Quality Requirements:
   - The website must be operational 24 hours a day, 6 days a week (Monday through Saturday), including all national holidays. The site should be available 20 hours on Sunday to accommodate the maintenance window.
   - The website should send an acknowledgment email within three seconds in response to user inquiries, sales orders, and transactions.
   - Navigation between product menus and available inventory should not exceed one second.
7. Transition Requirements:
   - The existing simple website that provides minimal XYZ Company information must remain in place until the new site is ready for launch.
   - The current website should be migrated from the current hosting service to the ABC Web Designs servers.
   - High-level milestones can be seen below:
     - Task & Timeframe
     - Project launch - Two weeks from project charter acceptance
     - Gather and finalize XYZ web requirements - Three weeks from project launch date
     - Draft design - Two weeks from finalizing requirements
     - Final web design - One week from draft design completion
     - Web development completion - Seven weeks from final web design
     - Web user testing completion - Three weeks from development completion
     - Live beta testing completion - Four weeks from user test completion
     - Perform final updates from beta testing - Three weeks from completion of a live beta test
     - Go live - One week from performing final updates

3.5 Version

Requirement versioning is the process of documenting, controlling, and managing the history of changes to requirements. Versioning is important to ensure the project team is working on the same requirement. Versioning also contributes to traceability in tracking changes back to the original business requirement.

Version 1

3.6 PRIORITIZATION

> 1 - low priority - Tasks that do not need to be completed right away.
>
> 2 - medium priority - Tasks that are approaching high priority.
>
> 3 - high priority - Tasks that need to be worked right away.

Requirements with the highest priority are worked first and requirements with the lowest priority will be worked in between medium and high-priority requirements.

3.7 STATUS

- o Waiting approval - documentation has been submitted to Stakeholder for review.

- o Approval - Stakeholder agrees with submitted documentation with no added changes.

- o Deferred - Stakeholder agrees with submitted documentation with changes.

- o Rejected - The stakeholder does not agree with the submitted documentation.

3.8 REQUIREMENT OWNER

The requirement owner is the person(s) responsible for approving or denying project requirements through each phase. The purpose of hte requirement owner is to mitigate the amount of oversight created by all of the moving parts in a project. The project requirements owner is typically one of the Stakeholders.

4 CONFIGURATION MANAGEMENT

Every identified project requirement is set forth on the requirements register. Only those approved requirements will be carried forward for project work. The approved requirements are listed in the Requirements Register / Adaptive Backlog.

4.1 INTEGRATED CHANGE CONTROL PROCEDURES

Changes to the project requirements will follow the same change control procedures as those set forth in the change management plan. All requests for changes must be submitted in writing, on the approved change request form.

4.2 Change Communication and Reporting

Project status report should be provided detailing cost performance, schedule performance, issues, and risks. The information will be distributed in writing. The Project Manager will do the reporting and deliver the reports weekly to the Project Sponsor.

5 Plan Approval

By signing below, I, _____, in my capacity as Project Sponsor, approve of this requirements management plan.

Name:

Title:

Signature   Date Approved

By signing below, I, _____, in my capacity as Project Manager, approve of this requirements management plan.

Name:

Title:

Signature   Date Approved