

# Stakeholder Requirements Document: Cyclistic

**BI Professional:** Mai Nguyen

**Client/Sponsor:** Jamal Harris, Director, Customer Data

## **Business problem:**

Cyclistic's Customer Growth Team is creating a business plan for next year. The team wants to understand how their customers are using their bikes; their top priority is identifying customer demand at different station locations. The primary question: How can we apply customer usage insights to inform new station growth?

## **Stakeholders:**

- Sara Romero, VP, Marketing
- Ernest Cox, VP, Product Development
- Jamal Harris, Director, Customer Data
- Nina Locklear, Director, Procurement

## **Stakeholder usage details:**

To effectively develop new station locations, the team wants to understand how the current line of bikes are used or how different users (subscribers and non-subscribers) use our bikes. They will use this BI tool in order to gain insights related to data generated by the bikes when being used by customers. Then, this information will be used to understand what customers want, what makes a successful product, and how new stations might alleviate demand in different geographical areas.

## **Primary requirements:**

- A table or map visualization exploring starting and ending station locations, aggregated by location.
- A visualization showing which destination (ending) locations are popular based on the total trip minutes.

- A visualization that focuses on trends from the summer of 2015.
- A visualization showing the percent growth in the number of trips year over year.
- Gather insights about congestion at stations.
- Gather insights about the number of trips across all starting and ending locations.
- Gather insights about peak usage by time of day, season, and the impact of weather.