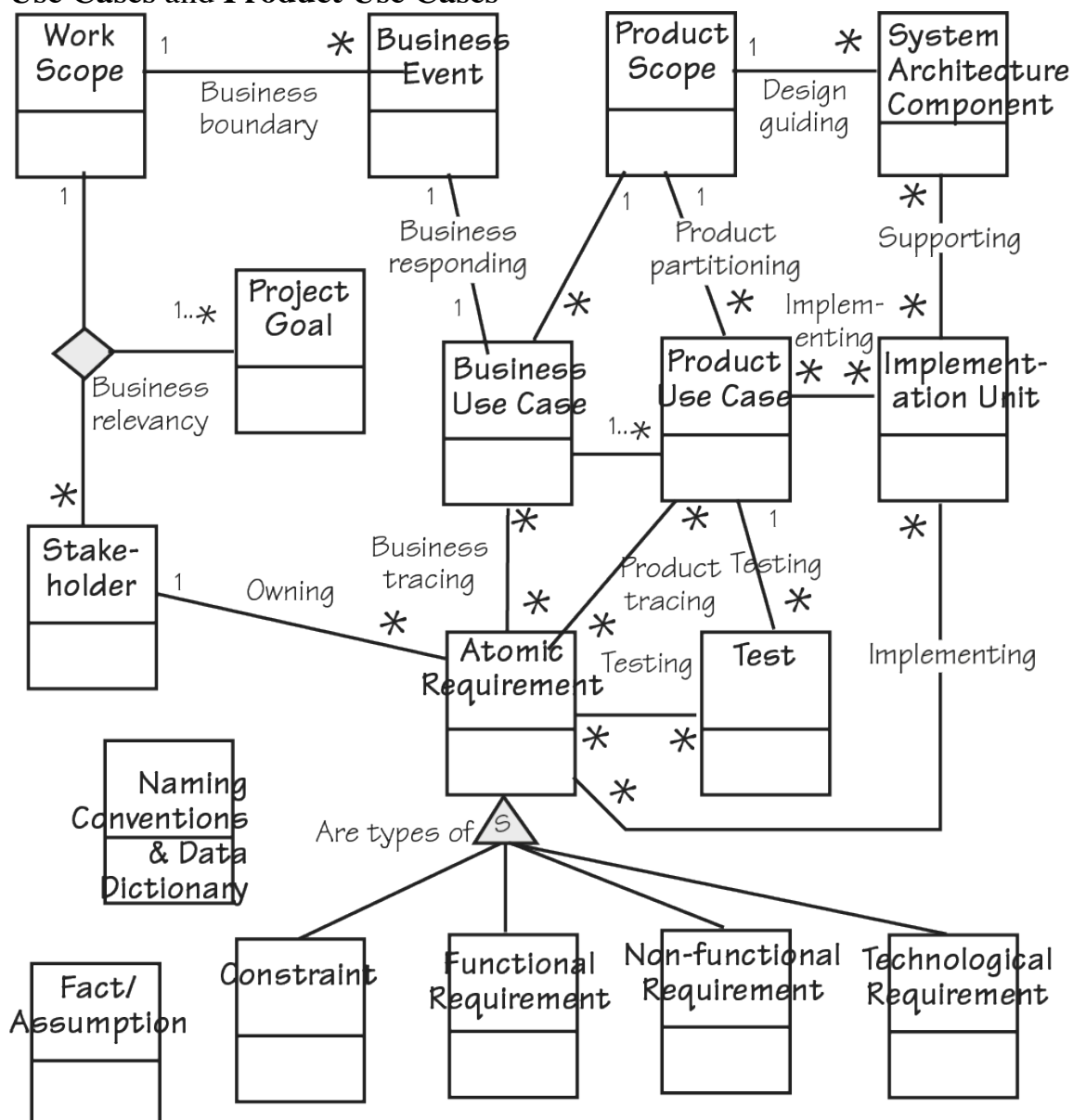


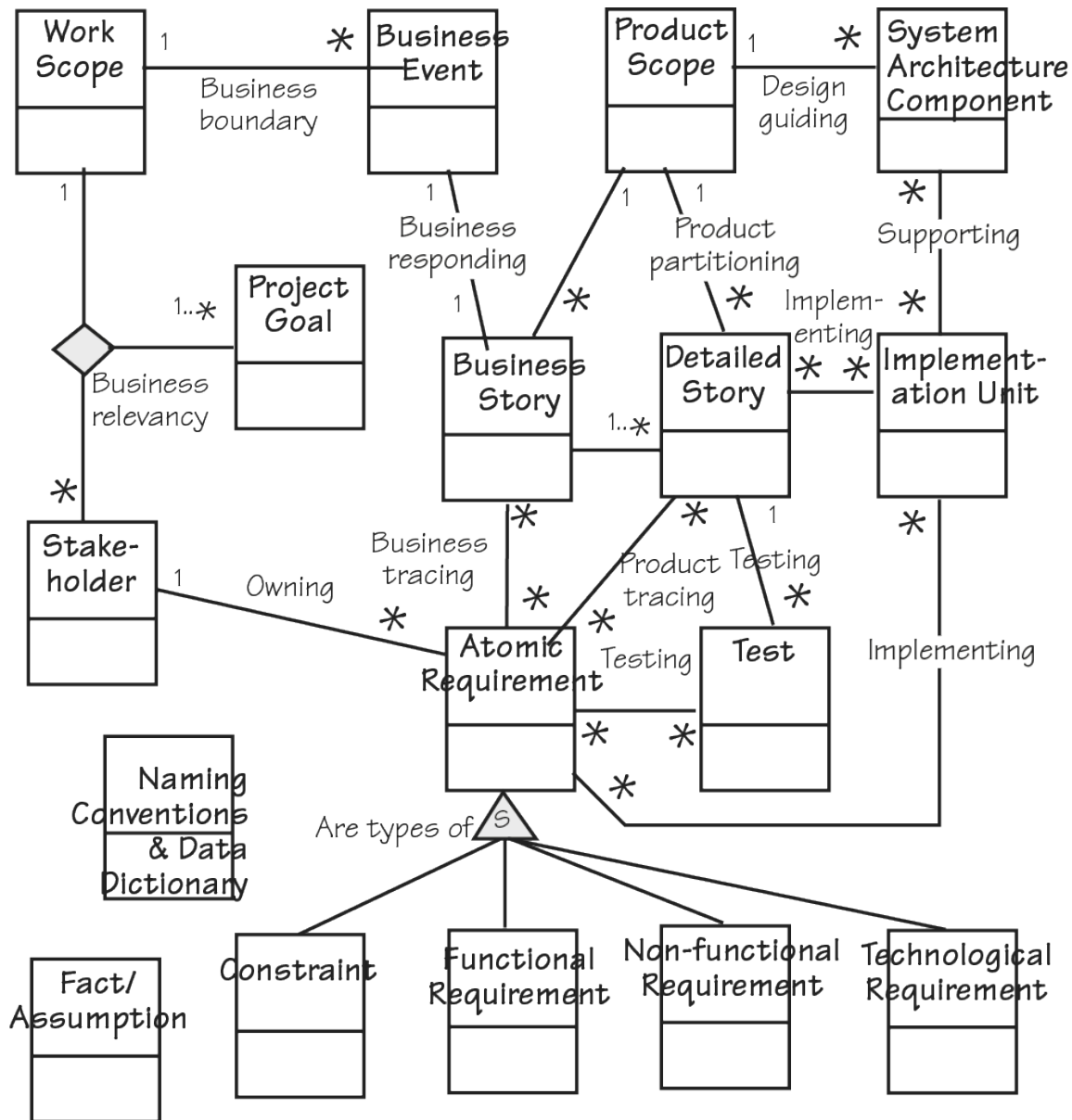
# Volere Requirements Knowledge Model

*This model is a language for communicating the knowledge that you discover during requirements-related activities. It is a guide to the information you need to consider, and a tool for communication between the various stakeholders. Your model specifies which requirements knowledge you plan to discover and trace. Your own process must define who gathers which information, to what degree of detail and how it will be packaged and reviewed.*

The following example knowledge model suits projects that use **Business Use Cases** and **Product Use Cases**



The following Knowledge Model suits projects that use **Stories**.



At the end of this document you will find another copy of the requirements knowledge model annotated with the corresponding sections of the Volere Requirements template. The template is part of the Volere package and is available at <http://www.volere.co.uk>

### **Interpreting the Model**

A requirements knowledge model identifies the classes of knowledge concerned with requirements and the relationships between them. The key to reading the example models is:

- a rectangle represents a **class** of knowledge, the name of the class is written in the rectangle
  - a line represents a **relationship** between two or more classes
  - **multiplicity** is represented by 1 (one) and \* many
- Every class and every relationship is defined in your dictionary of definitions.

### ***Definitions of Requirements Knowledge Classes and Relationships***

You can use one of the example knowledge models as a starting point. If you need to, make changes by adding/renaming the classes and/or relationships but remember that any change you make should be reflected in the dictionary of definitions that supports your model – see below.

It is not enough to have names for classes of knowledge, you also need to have a common agreement of what those names mean. For example, if you have a class on your knowledge model called Atomic Requirement then your understanding of what that means should be identical to that of the rest of your team. In other words you need a dictionary to support the language you use. The following is a definition of the classes of knowledge and their relationships. First we have listed the classes in alphabetical order and then the relationships in alphabetical order.

### **Knowledge Classes**

#### **Knowledge class: Atomic Requirement**

##### **Purpose:**

A Requirement specifies a business need or want. A requirement has a number of attributes as listed below.

##### **Attributes:**

Requirement Number  
Requirement Description  
Requirement Rationale  
Requirement Type  
Requirement Fit Criterion  
Requirement Source  
Customer Satisfaction  
Customer Dissatisfaction  
Conflicting Requirements  
Dependent Requirements  
Supporting Material

Version Number

Considerations:

Also see the subtypes of requirement, namely Constraint, Functional requirement, Non-functional requirement, Technological requirement.

Suggested Implementation:

Sections 9 through 17 of the Template. There are various automated tools available; these allow team access to the requirements.

Knowledge class: **Business Event**

Purpose:

A Business Event is something happening outside the work scope that is in effect a demand for some service provided by the work. For example, a motorist passes an electronic tollbooth, a customer orders a book, a doctor asks for the scan of a patient, a pilot lowers the landing gear.

Business events can also happen because of the passage of time. For example, if a customer's bill is not paid in 30 days, then it is time for the work to send a reminder. Or it is two months before an insurance policy is due to expire.

Attributes:

Business Event Name

Business Event Adjacent Systems/Actors

Business Event Summary

Considerations:

It is important to recognize the business event. Its nature, the circumstances that exist at the time the event happens, the activity of the adjacent system at the time of the business event are all important indicators of the appropriate response.

Suggested Implementation:

This is in section 6 of the Volere Requirements Specification Template. A list of the business events and their associated input and output flows will suffice. It is practical to give each business event a unique identifier.

Knowledge class: **Business Story**

Purpose:

A Business Story describes what a piece of work must do when a particular business event takes place. A Business Story is the equivalent of a Business Use Case but it usually does not go into as much detail. If you are working in an Agile environment then it is likely that you will be using business stories. If the business event is complex then you likely will have more than one business story for a business event.

Attributes:

Role of Stakeholder

Name of Stakeholder

Something the Stakeholder wants to be able to do

The reason for wanting this functionality

Suggested Implementation:

As a [Name of Stakeholder or Role name]

I can [Something the work must do]

So that [The business reason/rationale behind the need]

Knowledge class: **Business Use Case**

Purpose:

A Business Use Case (often referred to as a BUC) is the processing done in response to a business event. For example, a policyholder decides to make a claim is a business event. The business use case is all the processing done by the work to approve or deny the claim. Also see Product Use Case.

Attributes:

Business Use Case Name

Business Use Case Description

Business Use Case Input

Business Use Case Outputs

Business Use Case Rationale

Business Use Case Priority

Normal Case Scenario

Exception Case Scenarios

Preconditions

Post or exit conditions

Considerations:

Business use cases are self-contained portions of the work, and can be studied independently. For this reason they are an important unit that project leaders can use to structure the analytical work.

#### Suggested Implementation:

Also section 6 of the Volere Requirements Specification Template. An automated tool that allows sharing of the business use case attributes is advisable. BUCs can be represented using any combination of Business process models, sequence diagrams, activity diagrams, scenarios or any other representation that is acceptable to the people involved – providing the BUC is within the boundaries declared for the Business Event.

#### Knowledge class: **Constraint**

##### Purpose:

A constraint is a type of requirement. It is a constraint on the design of the product, or a constraint on the project itself, such as budget or time restrictions.

##### Considerations:

We treat them as a type of requirement that must be met. However, we highlight them, as it is important that you and your management are aware of them.

##### Suggested Implementation:

Section 3 of the Template. Design constraints should be recorded in the same way as the other requirements. See the Knowledge class **Requirement** for the attributes.

#### Knowledge class: **Detailed Story**

##### Purpose:

A Detailed Story is a grouping of requirements that reflect what a particular stakeholder/role needs the product to do. Stories are used as an alternative to product use cases. If you are working in an Agile environment then it is likely that you will be using detailed stories. Detailed stories, like product use cases, provide a functional grouping for detailed atomic requirements – the difference is that the detailed stories are at a lower level of granularity.

##### Attributes:

Role of Stakeholder

Name of Stakeholder

Something the Stakeholder wants to be able to do

The reason for wanting this functionality

##### Suggested Implementation:

As a [Name of Stakeholder]  
I can [Something I want to be able to do]  
So that [The reason/rationale behind the need]

#### Knowledge class: **Fact/Assumption**

##### Purpose:

An assumption states an expectation on which decisions about the project are based. For example, it might be an assumption that another project will be finished first, or that a particular law will not be changed or that a particular supplier will reach a specified level of performance. If an assumption turns out not to be true, then it indicates that there might be far reaching and unknown effects on the project.

A Fact is some knowledge that is relevant to the project and affects its requirements and design. A Fact can also state some specific exclusion from the product and the reason for that exclusion.

Fact/Assumption is a global class and could have an Relationship with any of the other classes in your knowledge model.

##### Attributes:

Description of the Assumption/Fact

Reference to people and documents for more details

##### Considerations:

Assumptions indicate a risk. For this reason they should be highlighted and all affected parties made aware of the assumption. You could consider installing a mechanism to resolve all assumptions before implementation starts.

##### Suggested Implementation:

Section 5 of the Template; these can be written in free text. They should be regularly circulated to management and the project team.

#### Knowledge class: **Functional Requirement**

##### Purpose:

A functional requirement is something that the product must do. For example calculate the fare, analyse the chemical composition, record the change of name, find the new route. Functional requirements are concerned with creating, updating,

referencing and deleting the essential subject matter within the context of the study.

Attributes:

This is a sub-type of **Atomic Requirement** and inherits its attributes.

Suggested Implementation:

Section 9 of the Template. See the Knowledge class **Atomic Requirement** for the attributes.

#### Knowledge class: **Implementation Unit**

Purpose:

The unit for packaging your implementation.

Attributes:

Implementation Unit Name

Considerations:

This could be what your customers refer to as a “feature”, or if your product is a consumer item then it is possibly called a “function”. The choice of implementation unit is driven by a combination of your implementation technology and your implementation process. When you tailor this part of the knowledge model you might find that you replace implementation unit with several classes. The important issue is that you can unambiguously trace your implementation unit back to the relevant requirements.

#### Knowledge class: **Naming Conventions & Data Dictionary**

Purpose:

A dictionary that defines the meaning of terms used within the requirements. This dictionary will be added to throughout the project to include terms that are related to the implementation. This is a global class and could have an Relationship with any of the other classes in your knowledge model. Consistent use of the same terminology – as defined in the dictionary- helps to minimise misunderstandings

Attributes:

Name of the Term

Definition of the Term

Suggested Implementation:

Section 4 of the Template; this should be in the form of a **glossary**. Along with the work context and the product context



this provides a good introduction for new team members. In Section 7 of the Template; there is a formal **dictionary** that defines all of the data in the inputs, outputs and attributes within the scope of the work and the scope of the product. The dictionary provides a mechanism for connecting business terminology and implementation terminology.

#### Knowledge class: **Non-functional Requirement**

##### Purpose:

A Non-functional requirement is a quality that the product must have. For example it must be fast, attractive, secure, customizable, maintainable, portable, etc. Non-functional requirements types are Look and Feel, Usability, Performance and Safety, Operational Environment, Maintainability and Portability, Security, Cultural and Political, Legal. For more about non-functional requirements refer to the Volere requirements template at <http://www.volere.co.uk>

##### Attributes:

This is a sub-type of **Atomic Requirement** and inherits its attributes.

##### Considerations:

The non-functional properties are important if the user or buyer is to accept the product.

##### Suggested Implementation:

Sections 10 though 17 of the Template. It is vital that you give all non-functional requirements the correct fit criterion.

#### Knowledge class: **Product Scope**

##### Purpose:

The product scope identifies the boundaries of the product that will be built. The scope is a summary of the boundaries of all the product use cases.

##### Attributes:

- User Names
- User Roles
- Other Adjacent Systems
- Interface descriptions

##### Suggested Implementation:

Section 8 of the Template. This should preferably be a diagram, either a use case diagram or a product scope model supported

by a product use case summary table. Some interface descriptions might be supported by prototypes or simulations.

#### Knowledge class: **Product Use Case**

##### Purpose:

A Product Use Case (PUC) is a functional grouping of requirements that will be implemented by the product. It is that part of the business use case that you decide to build as a product.

##### Attributes:

- Product Use Case Name
- Product Use Case Identifier
- Product Use Case Description
- Product Use Case Users
- Product Use Case Inputs
- Product Use Case Outputs
- Product Use Case Stories
- Product Use Case Scenarios
- Product Use Case Fit Criterion
- Product Use Case Owner
- Product Use Case Benefit
- Product Use Case Priority

##### Suggested Implementation:

Section 8 of the Template. The product use cases are a good mechanism for communication within the extended project team. PUC's might take the form of models, user stories, scenarios or anything else that suits the people involved. Whatever the type of representation the details of the PUC should be within the boundaries declared by the PUC inputs and outputs.

#### Knowledge class: **Project Goal**

##### Purpose:

To understand why the company is making an investment in doing this project.

##### Attributes:

- Project Goal Description
- Business Advantage
- Measure of Success

Note that there might be several project goals.

**Suggested Implementation:**

Section 1 of the Template. This is the basis for making decisions about scope, relevance and priority. It is the guiding light for the project. Ideally this should be defined as part of the project initiation. The project goals should be unambiguously defined and agreed before putting effort into discovering detailed requirements.

**Knowledge class: Stakeholder**

**Purpose:**

Identifies all the people, roles, organisations who have an interest in the project. This covers the project team, direct users of the product, other indirect beneficiaries of the product, specialists with technical skills needed to build the product, external organisations with rules or laws pertaining to the product, external organisations with specialist knowledge about the product's domain, opponents of the product, producers of competitive products.

**Attributes:**

Stakeholder Role  
Stakeholder Name  
Types of Knowledge  
Necessary Participation  
Appropriate Trawling Techniques  
Contact information e.g. email address.

**Suggested Implementation:**

Section 2 of the Template. Use the stakeholder map and stakeholder analysis template to define the attributes for each stakeholder.

**Knowledge class: System Architecture Component**

**Purpose:**

A piece of technology, software, hardware or abstract container, that influences, facilitates and /or places constraints on the design.

**Knowledge class: Technological Requirement**

**Purpose:**

A technological requirement exists because of the technology chosen for the implementation. These requirements are there to

serve the purposes of the technology, and are not originated by the business.

Attributes:

This is a sub type of **Atomic Requirement** and inherits its attributes.

Considerations:

The technological requirements should only be considered when you know the technological environment. They can be recorded alongside the business requirements, but it must be clear which is which.

Knowledge class: **Test**

Purpose:

The design for test is the result of a tester reviewing a requirement's fit criterion (precise measure) and designing a cost effective test to prove whether or not a solution meets the fit criterion.

Considerations:

You might consider having your testing people write the test cases as the requirements are being written. Also consider that the requirement's fit criterion is the basis of the test case.

Knowledge class: **Work Scope**

Purpose:

Defines the boundary of the investigation necessary to discover, invent, understand and identify the requirements for the product.

Attributes:

Adjacent Systems  
Input Dataflows  
Output Dataflows  
Work Context Description

Considerations:

This should be recorded publicly as our experience is that it is the most widely referenced document. A context model is an effective communication tool for defining the work context.

Suggested Implementation:

Section 7 of the Template. This is best illustrated with a context model.

## Relationships

### Relationship: **Business boundary**

#### Purpose:

To partition the work context according to the functional reality of the business.

#### Multiplicity:

For each Business Event there is one Work Context.

For each Work Context there are potentially many Business Events.

### Relationship: **Business relevancy**

#### Purpose:

To ensure that there are relevant business connections between the scope of the investigation, the project purpose and the stakeholders

#### Multiplicity:

The trinary Relationship is as follows:

For each instance of

one Work Context and

one Stakeholder there are one or more Project Purposes.

For each instance of

one Project Purpose and

one Stakeholder there is one Work Context.

For each instance of

one Project Purpose and

one Work Context there are potentially many Stakeholders.

### Relationship: **Business responding**

#### Purpose:

To reveal which business use cases are used to respond to the business event.

#### Multiplicity:

For each Business Event there is usually one, but could be more than one Business Use Cases.

For each Business Use Case there can only be one triggering Business Event.

### Relationship: **Business tracing**

#### Purpose:

To keep track of which requirements are generated by which business use cases. Note that this is a many to many Relationship because a given requirement might exist in more than one business use case.

**Multiplicity:**

For each Business Use Case there are potentially many Atomic Requirements.

For each Atomic Requirement there are potentially many Business Use Cases.

**Relationship: Implementing**

**Purpose:**

To keep track of which product use cases are implemented in which implementation units.

**Multiplicity:**

For each Product Use Case there are potentially many Implementation Units.

For each Implementation Unit there are potentially many Product Use Cases.

**Relationship: Owning**

**Purpose:**

To keep track of which stakeholders are the source of which requirements. The idea of “ownership” is to identify a person who takes the responsibility for helping to get answers to questions about the requirement.

**Multiplicity:**

For each Requirement there is one Stakeholder.

For each Stakeholder there are potentially many Requirements.

**Relationship: Product partitioning**

**Purpose:**

All the product use cases together form the complete scope of the product. The product scope is partitioned into a number of product use cases.

**Multiplicity:**

For each Product Use Case there is one Product Scope.

For each Product Scope there are potentially many Product Use Cases.

Relationship: **Product tracing**

Purpose:

To keep track of which requirements are contained in which product use cases for the purpose of traceability and dealing with change.

Multiplicity:

For each Requirement there are potentially many Product Use Cases.

For each Product Use Case there are potentially many Atomic Requirements.

Relationship: **Supporting**

Purpose:

To keep track of which systems architecture components support which implementation units for the purpose of tracking tests and assessing impact of change.

Multiplicity:

For each System Architecture Component there are potentially many Implementation Units.

For each Implementation Unit there are potentially many System Architecture Components.

Relationship: **Testing**

Purpose:

To keep track of which atomic requirements or PUC related groups of atomic requirements are covered by which tests.

Multiplicity:

For each Test there are potentially many Atomic Requirements.

## Knowledge Model Annotated with Template Section Numbers

The Volere requirements knowledge model is a formal structure for identifying and relating classes of requirements knowledge. The Volere requirements template contains many examples and guidance for content and form of the requirements knowledge. When you download the Volere package, available at <http://www.volere.co.uk> one of the components is the Volere Requirements Template.

The numbers on the classes provide you with a cross reference to the relevant section/s of the template.

