

Requirements Documentation Improvement Checklist

Confidentiality Statement

This <document title> along with all attachments hereto shall be considered <company>'s
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Documenting requirements is crucial to the success of a project. Obtaining complete and accurate requirements often depends on the success of the interactions between the analyst and the customer. This guide is designed to supplement any existing template or procedure for documenting customer requirements by improving the ability to assess completely and accurately the interactions between process customers and suppliers, the impact of parallel or competing initiatives, and organizational systems.

Use it during the scope phase or any time requirements are documented for sign-off. Consider formalizing these types of questions in requirements documentation guidance documents and templates.

Interactions and Initiatives

- What expectations/standards are there for suppliers (or inputs from suppliers)?
- What expectations/standards are there for customers/outputs (deliverables, communications, etc.)?
- Why are these expectations or standards important?
- What are initiatives or business goals that are affecting/driving these changes?
- Are there additional stakeholders, involved in the above initiatives or goals, which should be involved to ensure complete requirements?
- Are there other requirements that should be considered in light of the above initiatives or business goals?
- What are the parallel or competing initiatives or business goals that may affect this project?
- Are there additional stakeholders, involved in these parallel or competing initiatives or goals, which should be involved to ensure complete and accurate requirements?
- Are there additional requirements now clear that should be considered in light of the above parallel or competing initiatives or business goals?
- What are expectations or needs that might also be added in the future?
- Why aren't these in the initial list of expectations or needs?

Process Phases and Organizational Systems

- What are expectations or standards for the deliverables in each phase (or "stage," "step," or whatever is the appropriate set of activities where quality evaluations are formalized)? (Go into detail!)
- Why are these expectations or standards preferred?
- What are expectations or needs that might also be added in the future?

- Why aren't these in the initial list of expectations or needs?
- What is the method of change control for any of the se expectations, standards, or needs?
- What exactly is needed for sign-off on any deliverable? (What are the sign-off criteria?)
- What does each stakeholder require in each phase deliverable? Why do they need it?
- Are there benchmarks or baselines that should be considered in planning?
- Are metrics being used to monitor effectiveness? What are these?
- If there are no mandatory metrics, are there metrics that *can* be used in this instance? How will this add to the requirements?
- Are there any processes or procedures outside of the control of the information services function or the business side customer that may impact this project negatively?
- For each impact listed above, how will the impact manifest itself? What can be done to minimize the impact?

Next Steps

- How is the information supplied here documented? Is there a specific format required?
- Does the size of the project affect the document format chosen?
- Who should receive the document once it is completed?
- Who signs off on the document for it to be valid to all stakeholders? Are all key stakeholders and the customer involved?
- How will those who sign-off know what that signature means?