(Project Name)

Project Requirements

Submitted to *(Client representative's name, title, organization)*

Submitted by

Date Submitted

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Document Control

Revision	Date	Revision Description
Version 1.0		Initial setup of document

General GUIDELINES for completing the Business Requirements form:

1. *The Business Requirement form is a self-contained document used to gather the Client's needs.*
2. *Scale the sections of the Business Requirements form to the magnitude of your project. Some sections may require only a few lines for small projects; for large projects, some sections may be several pages long, a separate document, or an entire manual.*
3. *NOTE: This document is set up with a network implementation in mind and can be modified for other projects.*

Please note: Text or items in italics or in brackets are instructions for creation of the Project Plan and may be removed and substituted with relevant information. Delete items that do not apply

Key Project Contacts

List key project contacts and their information here. Information will be transferred to the Contact List.

Name/Location	Title	Contact Numbers and email

Current Environment Review

This section is designed as a guide to document and understand the client's current environment and infrastructure. Document the current input and output processes, data elements, applications being used, the relevant network infrastructure, management processes, and the processing being followed. Complete environment capture is critical to be used as a baseline and show improvement after project implementation.

Project Requirements

What process or processes need changes that require the creation of the project? Before organizing the specific requirements, review the various items that comprise requirements and organize them to maximize readability.

Business Requirements

Describe any business needs calling for the creation of the project.

Technical Requirements

Describe technical needs calling for the creation of the project.

System Requirements

Highlight what exactly the system should accomplish or what it should achieve.

Functional / Performance Requirements

The requirements should be specified as completely and thoroughly as is known at time, even this if evolutionary revisions can be foreseen. Identify any performance requirements, and if possible, associate additional cost necessary to achieve the desired performance. This may include screen response time, report response time, data timeliness etc. Specify the desired range of response time/data timeliness, particularly critical time issues to ensure project success and return on investment. Include any qualifications to clarify from what point to what point the measure and goal are to include and the load level (normal, peak, etc.). Specify the loads the system must handle. The loads are stated as numerical requirements placed on the product or on human interaction with the product as a whole. These may include the number of terminals supported, the number of simultaneous users to be supported, or amount and type of information to be handled.

Service Level Requirements

Specify the requested Service Level Requirements relating to time, performance, and availability.

Reliability and Availability Requirements

The reliability of the system must be defined here. Acceptable levels of failure should be determined so an availability matrix can be established which would indicate times of critical importance for the solution to be running. E.g.. Friday night file transfers to a remote server for price updating. In turn, this will give the designers an idea of the resilience level requirements.

Specify the prime times/days when the solution should be available for the business. This will be the period when failures will be counted against service levels. Specify the outage windows for regularly scheduled outages and/or optional outage windows for on request outages. Specify any other availability requirements. Rather than specifying the percent of the time the system is available; specify more specific measures that relates to quantifying business impact. The measurement units are usually hours or minutes and/or number of occurrences.

Specify for each service measurement point:

- *The tolerable duration of each incident of end-user down time when the system is unavailable due to a failure*
- *The tolerable frequency of incidents for failure down time*
- *Any detail scope parameters to clarify what the measure are to include or exclude.*
- *The client's business impact from a failure and their current performance objective.*
- *For each measure specified above, whether the measure is an outage (critical impact, highest priority, include only 2 to 4 measures) or impairment (important but not the highest priority). Examples of an outage are system-wide outage or departmental outage.*

Project Target Timeframe

The client's timeframe expectations should be documented. These time scales can then be translated into a project schedule where the project can be managed by the project team.

Appendix A. Definitions, Acronyms, and Abbreviations

- *Provide the definitions of all terms, acronyms, and abbreviations required for proper interpreting the Requirement Document.*
- *Reference here if this section is moved to the appendix.*