Module 3: Customer Involvement

Learning Objectives:

➡ **Understand the need for customer involvement**

➡ **Distinguish stakeholders, customers, and users**

➡ **Learn customer rights and responsibilities regarding requirements**

➡ **Understand what "sign-off" should mean**

> ➢ **Chapter 2 of *Software Requirements, 2nd Edition***

Stakeholders, Customers, and Users

Stakeholders
- anyone who is affected by, or can influence the outcome of, a project
- could be internal or external to the organization
- includes customers, regulators, managers, analysts, developers, testers, doc writers, legal staff, sales, support, manufacturing
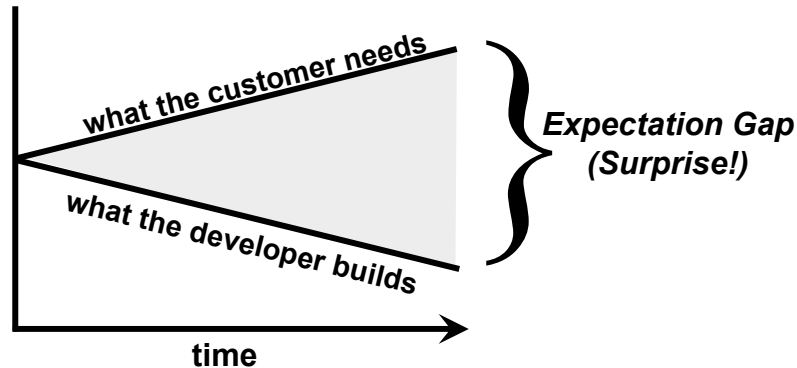
Customers
- an individual or organization who derives direct or indirect benefit from a product
- could request, pay for, select, specify, or use the product

Users
- someone who directly or indirectly interacts with the system, provides inputs to it, or receives output from it

The Need for Customer Involvement

Customer involvement is the most critical factor in software quality.

what the customer needs

what the developer builds

Expectation Gap (Surprise!)

time

Customer's Requirements Bill of Rights - 1

1. Expect analysts to speak the language of your business.

2. Expect analysts to learn about your business and your objectives for the system.

3. Expect analysts to structure information into an SRS.

4. Have analysts explain all work products created from the requirements process.

5. Expect analysts and developers to treat you with respect.

Rights

Customer's Requirements Bill of Rights - 2

6. Hear ideas and alternatives for your requirements and for implementation.

7. Describe characteristics of the product that will make it easy and enjoyable to use.

8. Be given opportunities to adjust your requirements to permit reuse of existing software components.

9. Receive good-faith estimates of the costs, impacts, and tradeoffs for requirements changes.

10. Receive a system that meets your functional and quality needs.

Rights

Customer's Requirements Bill of Responsibilities - 1

1. Educate analysts and developers about your business and define business jargon.

2. Spend the time that it takes to provide requirements, clarify them, and iteratively flesh them.

3. Be specific and precise when providing requirements input.

4. Make timely decisions about requirements when asked.

5. Respect a developer's assessment of the cost and feasibility of requirements.

Resps.

Customer's Requirements Bill of Responsibilities - 2

6. In collaboration with developers, set priorities for requirements, features, or use cases.

7. Review requirements documents and evaluate prototypes.

8. Communicate changes to the requirements as soon as you know about them.

9. Follow the development organization's requirements change process.

10. Respect the processes the analysts use for requirements engineering.

Resps.

What Does "Sign-Off" Mean?

■ Sometimes nothing!

■ A suggestion:
  ✓ "I agree that this document represents our best understanding of the requirements for this release today and that the system described will satisfy our needs as we currently understand them.
  ✓ I agree to make future changes in this baseline through the project's defined change process.
  ✓ I realize that approved changes might require us to renegotiate the cost, resource, and schedule commitments of this project."

■ Consider adding text like this to your sign-off pages.

End of Module 3, Customer Involvement

Please close the presentation window and return to the module menu