Applied Informatics

G-Cloud Service Definition

Requirements Management

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1 Service description

The aim of building a new system is to deliver a solution that meets the needs of the individuals who will use it as well as the business needs of the organisation. To achieve this requires a clear understanding and alignment of what users need to be able to achieve in their day-to-day objectives and what the organisation needs to deliver its strategic outcomes.

To be able to fully articulate these needs and help ensure the solution delivered is fit for purpose, user and system requirements must be:

- collaboratively developed and validated to create a shared, single source of truth that precisely represents the needs of users and of the organisation as a whole;
- organised in a way that is meaningful to users while providing a coherent underpinning for implementing and testing the solution; and
- accessible to project stakeholders to use and update throughout the duration of the project.

Our Requirements Management service is designed to capture, organise, understand and report on user and system requirements for cloud services. The service is underpinned by delivery and management of a catalogue of structured requirements artefacts, which are systematically organised for ease of consumption and management throughout project delivery.

1.1 Service features

- Collaborative approach to capturing and validating requirements, using a range of techniques to engage with stakeholders.
- Cataloguing and management of requirements artefacts relevant to different stages of project lifecycle, including:
    - business goals, drivers and benefits
    - Agile user stories
    - user interaction and accessibility requirements
    - functional, data and integration requirements
    - architecture, regulatory and security requirements
    - technology requirements and constraints
    - non-functional requirements
- Robust change management process to quickly adapt to changes to requirements.
- Support for ongoing management of requirements from project initiation and discovery to go-live.
- Reports and other outputs generated to meet specific project needs, including stakeholder validation, project backlog management and use case development.

1.2 Service benefits

- Necessary for delivering solution that is fit for purpose.
- Necessary for ensuring alignment of user and organisational needs.
- Defines the agreed project scope and facilitates control of changes.
- Proven methods and tools used to accelerate delivery, reducing time and cost while guaranteeing quality.

1.3 Related services

- Business Analysis & Process Design: to develop use cases and other analysis outputs.
- Solution Architecture & Design: to translate user stories into system requirements/features and to further elaborate non-functional requirements.

2 Service provision

2.1 Requesting the service

Following a request from the client, we will arrange a meeting to gain an overview of the client's project (including objectives, timelines, budget, etc.) and to understand the client's needs and types of requirement artefact that need to be produced.

A specialist Business Analyst will then be assigned to deliver the service.

2.2 Required inputs

- Project plan (or similar documentation) describing scope, objectives, stakeholders, deliverables, approach, governance processes and timelines.
- Project team roles and responsibilities.
- Any additional background information regarding the project.
- Candidate list of identified stakeholders/SMEs available to participate in requirements gathering.
- Requirements Management statement(s) of work.

2.3 Providing the service

1. We will begin by reviewing the project plan and background documentation; and setting up a shared Requirements Catalogue and providing user access.
2. We will work with the Project Manager to identify types of stakeholder who need to be engaged and agree list of individuals who are able to participate in requirement gathering sessions.
3. We will schedule, organise and undertake requirement gathering sessions. Depending on the agreed approach(es) this may involve one or more of the following:
    - One-to-one interviews
    - Group workshops
    - Emailed or online questionnaires
    - Observing users at work
    - Document analysis
4. Next, we will collate, analyse and catalogue the gathered requirements. Analysis will involve checking for duplicates, conflicts and dependencies and grouping related requirements.
5. We will publish and make requirements available for project review, validation and sign-off. Additional requirements review sessions may be organised if needed.
6. Following stakeholder feedback, we will update the requirements as needed, under change control.
7. We will then either maintain or hand over ongoing maintenance of the catalogue to the project team to enable further requirements to be added or existing requirements updated as the project progresses. This is especially likely to be the case for Agile project delivery. To support this, the catalogue will enable users to maintain traceability between existing and new requirements.

2.4 Service deliverables

- Catalogue of structured, systematically organised and validated requirements artefacts.
- Reports and other outputs generated from the catalogue to meet specific project needs such as stakeholder review, project backlog management and use case development.

3 Service operation

3.1 On-boarding process

Unless stated otherwise in the PO, we will aim to on-board the necessary specialist(s) and initiate the service within 7 working days of receiving the PO. To facilitate this, Applied Informatics will assist the client with completing the PO (if requested).

3.2 Service levels

3.2.1 Service availability

- Office hours: 09:00 – 17:00 Monday to Friday excluding national holidays.
- Specialist hours:
    - Working day: 8 hours exclusive of travel and lunch.
    - Working week: Monday to Friday excluding national holidays.

3.2.2 Service performance

- Service Account Manager will respond to all service enquiries and requests within 24 hours.
- Service Account Manager will arrange regular meetings throughout the duration of the project to monitor performance, ensure the client's needs are being met and resolve any issues.
- In the unlikely event that any part of the performance of the service is deemed unsatisfactory, Applied Informatics will:
    - agree with the client a timeframe of not more than 72 hours to resolve the issue;
    - not charge the client for the part of the service deemed unsatisfactory from the time of notification until the issue is resolved to the client's satisfaction.
- Applied Informatics will provide laptops needed for specialists to undertake their work unless use of the client's own equipment is mandated for reasons of security or because of constraints on being able to access the client's data externally.

3.2.3 Assumptions

Providing and operating this service to the client's full satisfaction is based on the following assumptions.

- Client provides a full and clear description of the required service(s) required.
- Client and Applied Informatics agree delivery timelines of requested services.
- Client responds promptly to any requests for clarification or further information.
- Service Account Manager is notified immediately the client becomes aware of any issues concerning service performance that the specialist has not been able to resolve.

3.3 Knowledge transfer

We are keen to assist clients in developing their own technical capabilities by upskilling their own staff and in-house teams where they have the capacity to do so. We will therefore be pleased to include knowledge transfer in the PO as part of the services that the specialist will provide.

If required, the Service Account Manager will work with the client to agree a knowledge transfer plan. This may range from a hand-over workshop prior to off-boarding to more comprehensive knowledge transfer such as mentoring staff throughout the specialist's period of the engagement; on-the-job training (OJT) or coaching; or assessed competency based training (CBT).

3.4 Off-boarding process

Off-boarding requirements, such as hand-over or ongoing support, may be included within the PO as part of the specified services to be provided by the specialist. If required, the Service Account Manager will work with the client to agree an exit plan, setting out the scope of the off-board requirements and timescale for meeting them in more detail.

4 Service pricing, ordering and invoicing

4.1 Service pricing

The service can be provided on time and materials basis or delivered as a fixed price package of work. See pricing document for indicative day rates of specialists.

4.2 Service ordering

Service ordering follows the G-Cloud framework contract process. The service and specialists we will provide will be detailed in the PO included within the Call-Off contract both parties will sign.

The PO will also provide the opportunity for the client to tailor the service to their specific needs and project approach, such as requesting provision of specified deliverables or additional specialist resources to support delivery.

4.3 Service invoicing

We will accurately record the time and activities undertaken by our technical specialists.

Subject to any variations of payment terms set out in the PO, clients are required to review and approve timesheets at the end of each calendar month. We will invoice and seek payment according to the terms of the call-off contract.

We can issue invoices by email, via any suitable online payments system or by post. We request payment by BACS within 30 days of the date of the invoice.

5 Service termination

Our terms and conditions provide termination by either party. Please see a copy of our Additional G-Cloud Terms and Conditions for full details.

6 Further information

For more information about this or any of our G-Cloud services, please email: enquiries@applied-informatics.com and include the following information:

- Name of service(s) in which you are interested.
- Your name, position and contact details.
- Name of your organisation.
- Brief description of your business needs.
- Indicative timescales for delivery the work.