

The following description provides an indication of the standard contents of a User Requirements report. This provides coverage of the total service requirements for implementing an e-Business scenario.

- Introduction
- Current business environment
 - Business description*
 - Existing processes*
 - Existing systems*
- Business objectives
 - New business drivers*
 - e-Business description*
 - e-Business goals*
 - Success criteria*
- Future considerations
 - Expected environmental changes*
 - Expected changes to business environment*
- Functional requirements
 - Business processes*
 - System context*
 - Staffing context*
 - Capacity expectations*
 - System service levels*
- Environmental issues
 - User interfaces*
 - Interfaces to other systems*
 - Hardware*
 - Software*
 - Network*
 - Corporate requirements*
- Implementation requirements
 - System documentation*
 - Training*
 - Maintenance and support*
 - System Administration*
 - Audit and reporting*
 - Operational compliance*
 - Commissioning*
- Risk management
 - External systems reliance*
 - Business datelines*
 - Critical performance issues*
 - Critical functional conformance*
 - Disaster recovery*
 - Training*
 - Gap analysis*

Project

Staffing

Deliverables

Checkpoints

Reporting

Training

Test and development environments