

Orig ID	Requirement description	Priority	Source	Questions from this item:	UC ID	Current fur V-Next
				What specific information is collected? What does "synchronize" mean? Synchronize with what? What specifically is done differently after "synchronizing"?		
1	can synchronize with our online applications to record all the information collected throughout the day		Territory sales manager	What specific information is really necessary and at what times during the day and week? Do you need all customer data, only data for customers assigned to you, or a subset of particular fields about each customer?		
2	retrieve the customer data and allow us to view the data in various ways	y	Territory sales manager	How do you define "best"? Revenue, percent of revenue, frequency of purchases, revenue by certain collections of products?		
3	find out who my best customers are		Territory sales manager			
4	get all my contact and product information		Territory sales manager	Do you only receive contact information during the download, or do you send updates back to the server? Same questions about the product information. What defines "top" buyers of a product?		
5	which customers are the top buyers of specific models, like our Touring 3000 model	y	Territory sales manager	What number of top buyers to you need to know about (5, 10, 15)? Do you want to present this information to customers or to foreign sales representatives? Does this include just the basic product information, or will it need to include the specification also? What are the actual sales goals for each market? What would help improve foreign sales?		
6	present our products and achieve sales in our foreign markets we need to store multilingual and multiregional information in the database rather than relying on the sales staff to translate the information		Territory sales manager	What is the difference between multilingual and multiregional? Do you need languages other than those of the regions you cover?		
7	information		Territory sales manager			
8	team needs to obtain the latest pricing information on a daily basis		Territory sales manager	Where does "latest pricing" come from? How do you define which prices have been modified? Are prices assigned to a sales representative? (Analyst suspects that they mean retrieve current product prices for specific orders in progress, but should draw out the answer, not suggest it.)		
9	[daily] identify which prices have been modified for that individual sales representative		Territory sales manager			
10	[prevent] redo orders and recalculate pricing the sales representative tracks "opportunity rules," which are statements that help the sales representative convert an opportunity into a sale. For example, a rule might be: customer C will buy product P if (a) the price of product P is reduced by 5 percent or (b) product P comes with components X, Y, and Z as options.		Territory sales manager			
11	statements that help the sales representative convert an opportunity into a sale. For example, a rule might be: customer C will buy product P if (a) the price of product P is reduced by 5 percent or (b) product P comes with components X, Y, and Z as options.		Territory sales manager			
12	want to be more mobile [than the customer management system allows]		Territory sales manager			

13	The [customer management system] information must be easy to access and meaningful for the sales representatives and the company		Territory sales manager
14	Minimize the amount of technical knowledge that sales and marketing needs to access the data, and allow the staff to obtain standard reports, generate ad hoc queries, track promotions, and view customer segmentation information		Territory sales manager
15	add third-party data sources and financial evaluation tools present a clear, unified view of customers and their relationship with us		Territory sales manager
16	[identify] where ... promotions and programs would be the most beneficial		Territory sales manager
17	sales representatives can offer discounts up to 15 percent	y	Territory sales manager
18	sales representatives can offer discounts up to 20 percent with [sales manager's] authorization	y	Territory sales manager
19	sales managers can offer discounts up to 20 percent [must be able] to capture, analyze, and share data about a customer across the company	y	Territory sales manager
20			
21			
22	get analysis that warned us earlier about problems developing	y	Territory sales manager
23	where are best customers [geographical analysis]	y	Sales representative
24	identify drops in a customer's sales	y	Sales representative
25	use forecasts to establish sales goals everyone can see all contacts, but each contact is assigned to a sales representative	y	Sales representative
26			
Starting here, phrases were gathered from a conversation with several sales representatives and managers			
27	identify best customers by product who should sales focus on [profit analysis]	y	Sales representative
28	identify best customers		Sales representative
29	identify top buyers		Sales representative
30	track, revise, cancel	y	Sales representative
31	sales representative applies discount		Sales representative
32	get latest pricing		Sales representative
33	search for information we need		Sales representative
34	view catalog	y	Sales representative
35	view catalog items, item regular information, item specification	y	Sales representative
36	update prices		Sales representative
37	add and update specification	y	Sales representative
38	to extend our product availability providing a 24 hour-a-day, seven-day-a-week solution to existing customers who would like additional information about our products		CEO
39			CEO
40	reduce our costs by lowering our production costs		CEO
41	need to address our own manufacturing and production costs		CEO

How much warning is there at present? How much warning is required? How is "problem" defined?

Is a drop defined as any numerical reduction, or is there a threshold? Are we measuring revenue, profit, or something else? What is the forecasting mechanism? Where does the forecast information come from?

track the information for each employee in addition to all the new
 42 candidates who could be hired
 we need to be able to better track employee and candidate
 information and more efficiently plan for additional headcount and
 43 changes to benefits and compensation
 44 start with a better system to manage employee reviews
 to store the reviews in our database and associate the review file
 45 with the employee's record
 when we call up a specific review, we can also access that
 46 employee's information very easily
 want to secure areas of the document so that only those who are
 allowed to look at these areas can, while others are prohibited
 47 from seeing that information
 HR department would like searching capabilities added to the new
 system so that we can search for documents based on employee
 48 information or keywords
 49 we would like to store candidate resumes in our database
 we need to expand our reporting capabilities to better perform
 50 planning and tracking
 51 need to plan for additional workforce
 we also can't easily perform analysis for compensation and
 52 benefits and forecast needs in the future
 we want that employee to go to a central search engine, enter
 search criteria, and receive related results from across all
 53 departments in the company
 it shouldn't be difficult for an employee to query the intranet, and
 54 the results that are returned should make sense
 any change to a piece of information needs to be reflected
 immediately on the Web site, and the changes need to be
 propagated to the search engine so that employees that perform
 55 searches will see this new information
 56 product information needs to be available to all departments
 the information needs to be in a single location, and accessible by
 57 everyone in the company
 allows visitors to look up basic product information, find the
 closest sales office, and request more information about our
 58 products
 increase the company's customer base, and provide additional
 59 functionality for our existing customers
 include adding online product ordering and order status checking,
 better search capabilities for product information and Help,
 60 access to portions of product specifications
 61 support international languages and currency
 data that is critical to our Manufacturing Resource Planning
 62 (MRP) system
 also want to be sure that the employees at Wide World Importers
 can access our technical specifications so that they can find ways
 63 to improve the products they create
 need to exchange work order and financial data [with Wide World
 64 Importers] in an efficient manner

Human resources manager

Human resources manager What information needs to be tracked?

Human resources manager What defines "better" here?

Human resources manager

Human resources manager

Human resources manager Which area or areas of information need to be
 secure? Are there different levels of security?

Human resources manager

Human resources manager

Human resources manager

Human resources manager

Human resources manager

Information services manager Please provide a list of the fields that can be
 searched upon.

Information services manager

Information services manager What is the acceptable delay between updating
 information and having it appear in the search
 engine?

Information services manager

Information services manager

Information services manager

Information services manager

Information services manager

Information services manager

Information services manager Which data is critical to MRP?

Information services manager

Information services manager

would like to have a central point where we can monitor the entire
65 company's technical network
66 would like to monitor everything from the IT department
we want our vendor to be able to transmit their documents to us
67 and have them stored directly in the database
we don't want to introduce any additional processes, manual or
68 otherwise, to get the documents saved in the database
we don't want to have to configure any special communications
69 and networking for this solution
we want the solution to automatically detect that there are files
ready to be retrieved from our vendor without needing a person to
70 start the document retrieval process
we would like to have an automated system that allows us to
control how the designs and specifications are reviewed,
71 approved, and released to manufacturing for their use

Network administrator
Network administrator

Does this include Wide World Importers?
Please itemize "everything," including servers, hubs, workstations, routers, and so on.

Purchasing manager

How many vendors are there?

Purchasing manager

Purchasing manager

What technologies are common across the vendor base?

Purchasing manager

Vice president of engineering
What are the roles, routes, and rules that define
the approval and release process?