

Descriptions extracted from the Microsoft Solutions Framework Whitepapers

Business Requirements

The Business Requirements document define the needs of the organization with regards to the solution. While user requirements address individual or groups of users, operations requirements address the needs of the operating environment, and system requirements address the hardware and operating system needs, the business requirements define what the solution must deliver to capitalize on a business opportunity or to manage business challenges.

Creating business requirements treats the organization as a legitimate entity that has its own set of needs for the solution. These requirements exist at the managerial decision-making level and provide “bottom-line” context for the solution.

User Requirements

User Requirements define the non-functional aspect of the user’s interaction with the solution. It provides guidance on the user interface, expectations of the solution’s performance, reliability, and accessibility, and defines what must be done in order to properly train the users on the solution.

A successful solution satisfies both the organization’s need for technology and the user’s expectations for employing that technology. Strong, explicit user requirements facilitate the development and delivery of a solution that users consider an asset to their organizational activities.

System Requirements

System Requirements define the current state of the IT infrastructure (cable, routers, bridges, etc. that provide a service) and how that current state will be impacted by the new solution. It identifies how the new solution will interact with the existing system and where critical dependencies exist that must be carefully managed.

The nature of the current infrastructure must be understood so that a solution can be developed and deployed with a minimum of negative impact.

Operations Requirements

Operations Requirements describe what the solution must deliver to maximize operability and improve service delivery with reduced downtime and risks. It addresses the key elements of operations - reliability, availability, scalability, supportability, and manageability.

Operations requirements define how the solution must behave in its operational environment. This information will influence the design, and establish measurement parameters for the solution’s success.

