

DIALOGUE BETWEEN CUSTOMER AND SUPPLIER

Group 2

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Hand Off

- Transfer requirements from customer to supplier.



- Product Management
Market needs



Development
Technological
aspects

Problems

- When is a requirement “Good Enough”?
 - Feasible
 - Mutual understanding
- When can it be handed over?
 - Requirements Quality = Moving Target
- Long Cycles between early and late phase.
 - High risk!

HANDSHAKING WITH IMPLEMENTATION PROPOSALS

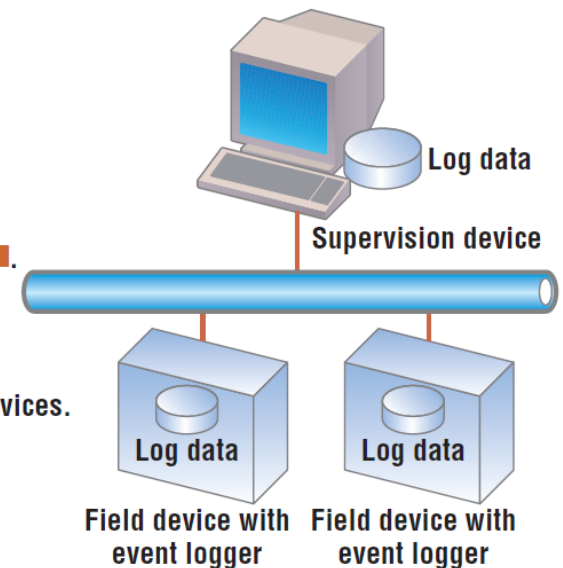
Implementation Proposal (IP)

Handshaking Process

Implementation proposal (IP)

- How will your requirement be implemented?
 - Traceability between requirements and design
- Includes Architectural decisions

Title:	Event Logging
Requirements:	RID-110 Log user activities, RID-130 Event subscription, RID-190 ■, RID-200 ■, RID-230 ■,
Assumptions:	Compliance to regulation ■ needed.
Design:	System structure (per drawing to the right). Event logger interface: Function_EL1 ■, Function_EL2 ■. Host application support functions: Function_HA1 ■, Function_HA2 ■. Event logger behavior: ■
Impact:	Minimum ■ Kbytes memory in field device. Minimum ■ Mbytes memory in supervision device. Well-defined interfaces ease source-code integration into existing devices.
Dismissed alternatives:	None investigated.
Open issues:	Evaluate impact on third-party devices. Workshops for defining integration strategy and effort estimation.
Scope:	All devices from current portfolio.



Implementation proposal (IP)

- Basic Attributes (Mandatory):
 - Title (Theme), Requirement*, Design*
- Negotiation Attributes:
 - Assumptions, Impact, Alternatives, Issues
- Planning Attributes:
 - Scope, Activities, Effort Estimate

Handshaking Process

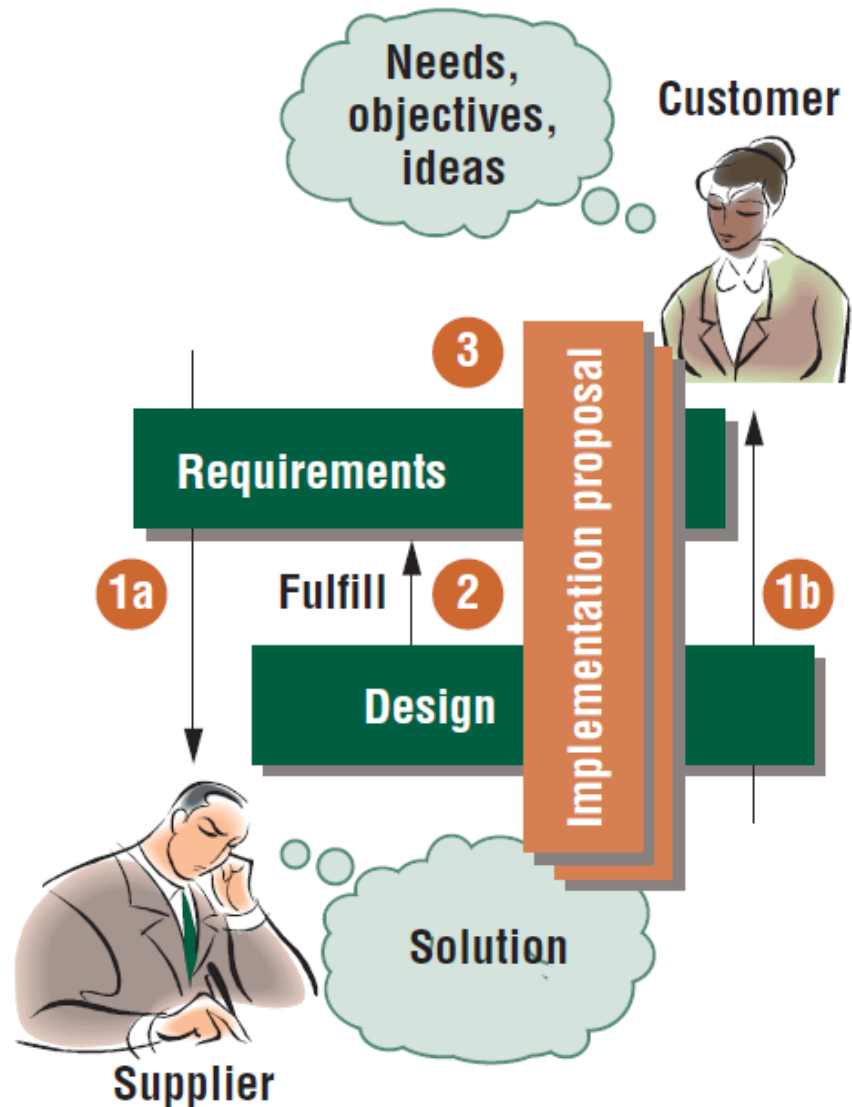
1. Taking a position

- A: Requirements
- B: IP

2. Negotiating

- Adapt IPs & Req.

3. Confirming Agreement

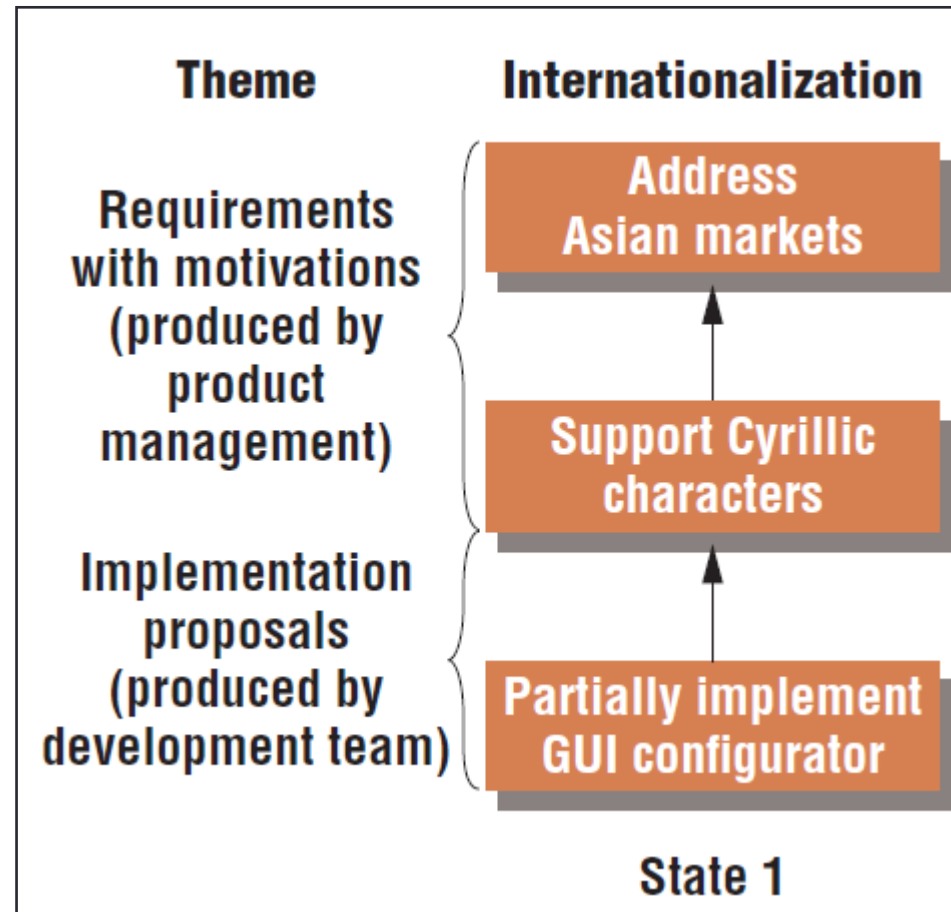


Handshaking Process (cont.)

- Implementation proposal is combined into the specification and requirement.
 - Includes Assumptions and Impacts
- Changes may require renegotiating implementation proposals.
 - Normal change management

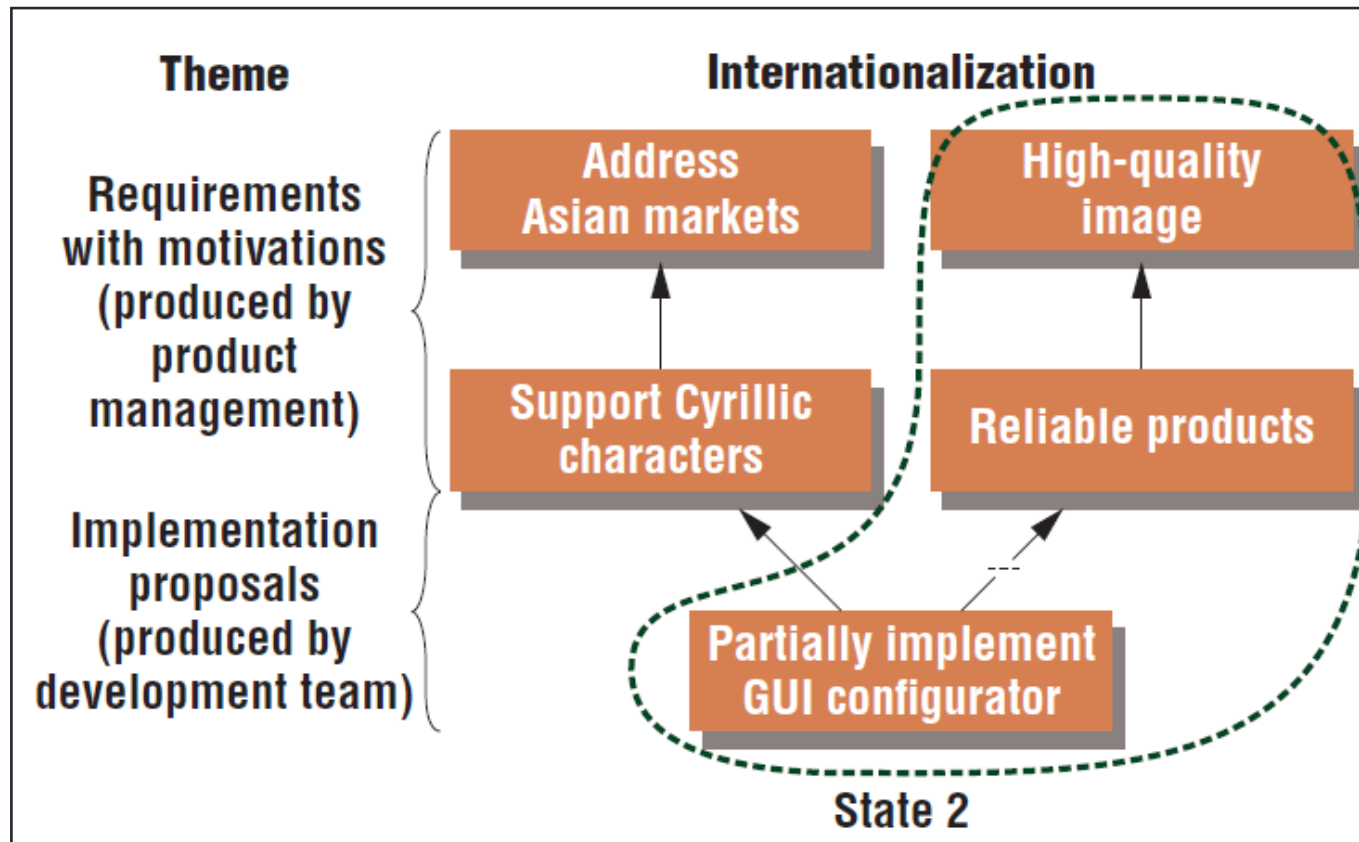
Example (1/3)

- **Requirement:**
Support Cyrillic characters
- **Proposal:**
If we partially implement the planned GUI configurator, we can support the Cyrillic characters.



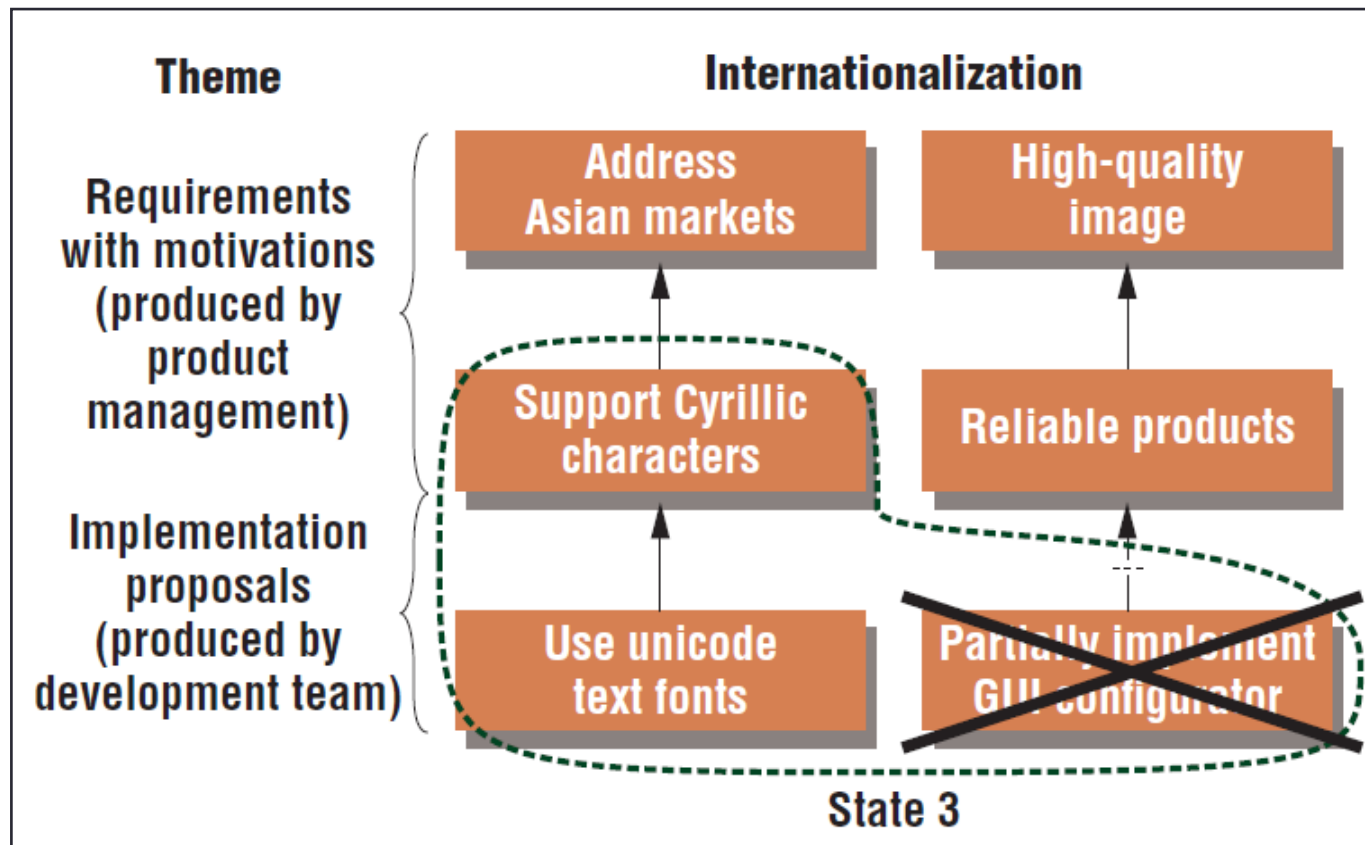
Example (2/3)

- Proposal rejected by customer:
Requirement “Reliable Product” is not satisfied.



Example (3/3)

- Development team proposes new solution



Lessons Learned

Strengths

- Improved Requirements
- Detailed Requirements Engineering
- Improved Identification, Analysis and Selection of Variants
- Achieve Deep Requirements Understanding
- Increasing the Amount and Quality of Decision-Making Information
- Reduce Projects' Duration

Lessons Learned (cont.)

Limitations

- Product Managers: Not Receive what they want
- Handshaking can't be used:
 - Improve specification quality
 - General Requirements Understandability
- Conflicting Views of Product Managers

Applying Technique on Case Study

- Implementation proposals → focus on hand over Requirements from customer to supplier
- Communication method between solution architect and product manager
 - Using IPs → shared knowledge
 - Reducing risk