Group Project

Project 2: Customer Needs & Requirements

25 points

This is the second of the three group assignments you will do during this quarter; however, this is not a continuation of the first group assignment.

Your group has been chosen to create a list of requirements for serving North Seattle Community College evening students in the following areas. Do not develop a plan for implementing the services—just the requirements that must be met.

Group 1: Academic Advising.  Group 3: Library.

As in the individual assignment, the goal is to learn and practice identifying customer requirements for a project. Requirements, as the third constraint (after budget and deadline) of the project are always the same: Specific, measurable standards the project deliverable must meet to be considered successful.

Again, it’s not the process or activities you are defining at this stage; it’s the final deliverable. The deliverable must address the customer’s needs in a specific, measurable way as defined by the customer. That makes it imperative that you have a clear, concise understanding of the customer wants in order for you to meet them.

Using the following format for your document layout, please number your answers as I’ve done below to make it easier for me to evaluate and give you feedback.

1. Customer:
   Identify and describe the primary customer for your final product. Explain why you believe that individual or group is your primary customer. List any other groups who may also be perceived as customer (either internal or external).

2. Interview:
   Make a list of questions to ask your primary customer to determine their needs in relation to your project. Then, interview your customer (the more interviews, the better) and take careful notes. Write a summary of what you learned. Small summary answers to the questions may be included to add clarity, but please do not include an entire transcript of your interviews.

3. Evaluation:
   Identify any additional information you may need…from the customer…from others. Did the customer adequately answer all your questions? Are there other issues or stakeholders to consider? Write a summary of this evaluation.

4. Customer Needs:
   Based on 1 thru 3 above, write a list of 4-6 needs your customer has for this project.

5. Requirements:
   Take each “need” from your list in #4, and write a corresponding requirement. Please review the PowerPoint for tips and an example. Requirements must be specific and measurable.

Note: View the PowerPoint provided on the class website before starting this assignment.

Your grade will be based on the following criteria:

1. **Usability/Realism (10 pts)**
   If the Vice President of Student Services read this report, would he find this report to his satisfaction? Would it be useful to him, and meet his information needs for this project?

2. **Requirements Identification (10 pts)**
   Did you show that your requirements are based directly on customer needs? Are they specific, and measurable?

3. **Communication (5 pts)**
   Did your presentation clearly communicate the work that you did and the conclusions you came to on this project?