The User Requirement (UR) template (IDA-MS-UR) provides guidance and template material for use by IDA projects in producing project-specific documents. This checklist summarises the recommended structure and contents of documents based on the template.

<table>
<thead>
<tr>
<th>Sect No</th>
<th>Section Title</th>
<th>Activities</th>
</tr>
</thead>
</table>
| 1       | Introduction  | Introduce the UR document:  
• UR purpose (1.1) – to include intended readership  
• Overview (1.2) – describe scope of IDA Project:  
  • identify all the products expected in the project  
  • explain what the products will do  
  • give an overview of the structure of the UR  
• References (1.3) – list applicable and reference documents  
• Definitions (1.4) – UR terms, acronyms and abbreviations (or refer to external glossary) |
| 2       | General description | Describe the overall factors that affect the IDA Project product(s). UR must include all topics but sequence of presentation may vary to suit each IDA Project.  
• Objective (2.1)  
  • state what IDA Project is intended to achieve  
  • describe the relevant benefits, objectives and goals  
• System concept (2.2)  
  • give a preliminary idea of what components the system is expected to have, and how they will be used  
  • describe the environment in which the system is to operate  
  • put the system into perspective with other related systems. If the system is to replace an existing system, the existing system should be described and referenced  
  • document any risk that constraints imposed by existing systems will prevent requirements for the new system to be met  
• Concept of operations (2.3)  
  • state main capabilities and why they are needed  
  • describe business processes, showing the processes that the system will support, how and to what effect  
  • describe changes to existing business processes brought about by the IDA Project, and how change will be implemented  
• Users and user interface (2.4) – general characteristics of users affecting specific requirements:  
  • user technical expertise, foreign language etc  
  • frequency of system usage  
  • where the system is expected to be used |
<table>
<thead>
<tr>
<th>Sect No</th>
<th>Section Title</th>
<th>Activities</th>
</tr>
</thead>
</table>
| 2      | General description (continued)                   | • Operational characteristics (2.5) – requirements for, e.g., performance, reliability, recovery, availability, confidentiality, security and running costs  
• Control, support and maintenance (2.6) – requirements for, e.g., system set-up, instrumentation, accounting, tuning, change management, configuration management, release control  
• System architecture and construction (2.7)  
  • items likely to limit developers’ options for building system giving reasons why these requirements/constraints exist  
  • consider using tools, applications and techniques from other IDA and OSN projects  
• Assumptions and dependencies (2.8)  
  • list assumptions that requirements are based on  
  • apply risk analysis to test assumptions  
  • specify capacity limitations, e.g. number of Member States |
| 3      | Specific requirements                              | This core section is to describe specific requirements, including capabilities (what the system has to do) and constraints (outside rules the system must follow). UR is a specification of requirements from user point of view; contents are essentially non-technical.  
**Each requirement is to have these characteristics:**  
• Identification  
  • only one requirement in each statement  
  • each must have unique identifier  
  • each must explicitly reference its source  
• Acceptance  
  • requirements must include criteria for QA & other verification processes throughout as well as for final system evaluation  
• Verifiability  
  • requirements have to be verifiable using precise and often quantifying terminology  
  • statements of verification requirements will normally be at three levels: what the user actually wants; what the user will accept and practical demonstration that requirement has been met; how the requirement will be verified  
• Qualification  
  • each requirement to be marked as essential (system must meet to be acceptable) or desirable (e.g. 1,2,3 scale)  
  • state consequences of losses of availability and breaches of security |
<table>
<thead>
<tr>
<th>Sect No</th>
<th>Section Title</th>
<th>Activities</th>
</tr>
</thead>
</table>
| 3       | Specific requirements (continued) | **Requirements to be specified under the following headings:**  
  - General (3.1)  
  - state scope, constitution and structure of overall telematics system  
  - capture the overall trans-European nature and variety of facilities and services that make up IDA Projects  
  - User facilities (3.2)  
  - specify all requirements relating to human-computer interactions (user interfaces)  
  - System interfaces (3.3)  
  - these are constraint requirements  
  - include communication, hardware and software interfaces  
  - Communication requirements (3.4)  
  - include if telecommunication capability is to be supplied by the system development  
  - pre-existing telecommunication facilities may be specified elsewhere  
  - Hardware requirements (3.5)  
  - Capability requirements (3.6)  
  - functional requirements to be met by software development  
  - capacity, speed and accuracy attributes may be required  
  - System management functions (3.7)  
  - state requirements for instrumentation and support tools  
  - Other requirements (3.8)  
  - to include, for example, phased roll-out, parallel running etc  
  - Constraint requirements (3.9)  
  - may lead to, or impact on, other requirements in this list  
  - examples are performance, adaptability, reliability, availability, capacity, expansibility, portability, security, safety, system construction and timetable |
| Document control | Document control, signoff and change record |