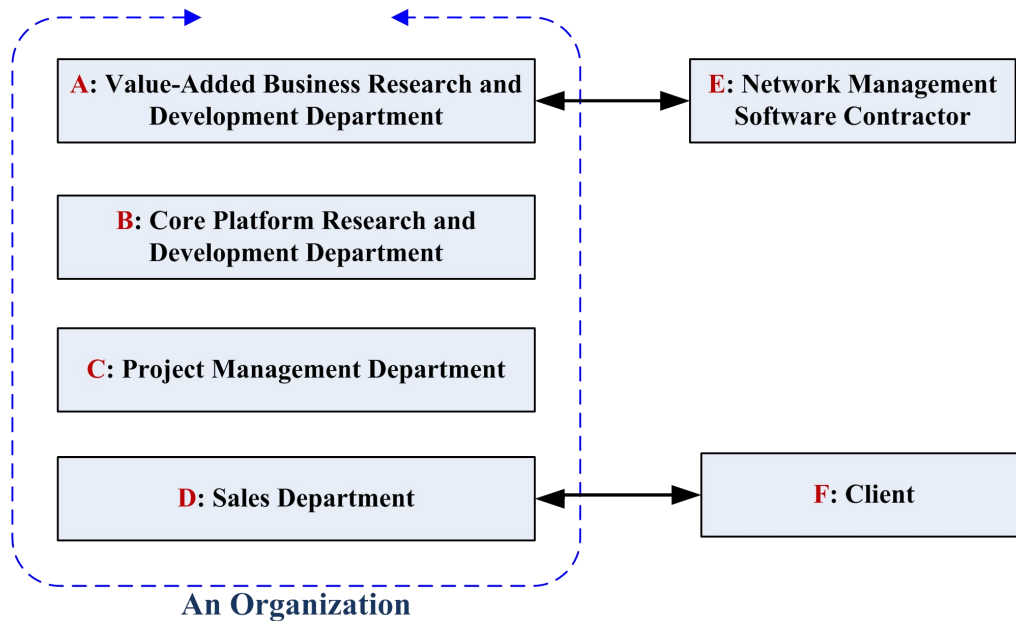


# A Requirements Case

Suppose there is domestic telecommunication equipment supplier. The organization is composed of Value-Added Business Research and Development Department (*A*), Core Platform Research and Development Department (*B*), Project Management Department (*C*), and Sales Department (*D*). A Network Management Software Contractor is notated as *E*, and a Client is notated as *F*.



One year ago, *B* achieved a prototype of data access server. *B* persuaded *A*: "My access server is very good and has good future. If you help to develop it into network management software, we can cooperate and make money together." *D* is also interested in it, he said to *A* and *B*: "If you can develop the data access server and network management software, I'll sale it to clients. Let's make money together."

*A* thought it's a great opportunity, so *A* applied the project to *C*. *C* approved it. Then, *A* outsourced the development project to software company *E*. The target software system is expected to be available in half a year. Because access server is developed by *B*, *A* and *E* sent persons to *B* to gather requirements. *B*'s access server is not mature and always changes. So *A*, *B* and *E* took one year and a lot of trouble to complete the network management software based on *B*'s access server.

*E* delivered it to *A*; and *A* paid *E*. Then, *A* forwarded it to *D*, *D* tried to sell it to client *F* (a telecommunications office). But *F* told *D*: "Your network

management software is not what we need. We would pay only after you make the software good enough."

**D** immediately told **A**: "I tried to sell it, but the client is not satisfied with it. Please try to improve it as quickly as possible; otherwise we won't make any money."

**A** is very angry and complained: "We have been working so hard for one year and spent a lot of money. But the product is not accepted by clients. It is unfair!"

What is worse, **C** laid up trouble for **A**: "Your project has delayed for more than half a year and you've spent all the fund. You must terminate the project immediately."

Manager of **A** worried about it every day.