

Specification of Competency Standards
for the Information & Communications Technology Industry
Unit of Competency

Functional Area - Generic Skills

Title	Define user requirements
Code	111162L4
Range	This UoC involves defining user requirements of IT application and communicating with stakeholders to produce a user requirement document
Level	4
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Know the stakeholders and information needed to be conveyed</p> <ul style="list-style-type: none"> • understand the relationship of business requirements, user requirements and system requirements for defining an IT application development project • identify the stakeholders who will be the users of the IT application to be developed • collect profile of stakeholders, whenever possible, to preliminarily identify what the users do with the IT application or what activities the users must be able to perform • understand any constraints on the delivery of information such as time and location etc. <p>2. Consolidate information for delivery</p> <ul style="list-style-type: none"> • collect relevant data and compose a draft appropriate to the communication assignment • explain the use of special terms and short forms • bridge the gap between technical and non-technical people by communicating technical terms in generic terms • seek recommendation or approval from management before release of information where necessary <p>3. Exhibit professionalism in the user requirement document</p> <ul style="list-style-type: none"> • follow the organisation's style and format to prepare the user requirement document • produce accurate and concise the user requirement document
Assessment Criteria	<p>The integrated outcome requirement of this UoC are the abilities to :</p> <ul style="list-style-type: none"> • understand and identify the needs of stakeholders for an IT application design project • communicate technical information to non-technical people effectively • Produce accurate and concise user requirement document
Remark	