

QA (Quality Assurance) Checklist for Checking the doneness of Requirements Models

**Reference Chapter 7, section “Define Doneness Test,” in
Requirements by Collaboration by Ellen Gottesdiener, Addison-Wesley, 2002.**

Note: This sample checklist is for a subset of the possible model you can deliver in your requirements workshop.

Stakeholder Classes

- ☐ Does the list of stakeholders include both internal and external stakeholders?
- ☐ Is there one and only one sponsor?
- ☐ If it's desirable in your situation, is there a champion for each direct and indirect user class?
- ☐ Have you defined your project's primary (direct) users?
- ☐ Have you identified multiple secondary users such as indirect users, advisers, and suppliers?
- ☐ Have you included suppliers in the list of stakeholders?

Process Map (The To-Be Business Process)

- ☐ Does each swimlane on the map correspond to one actor in the actor map?
- ☐ Is each process map triggered by a business or temporal event?
- ☐ Is the triggering event defined in the event table?
- ☐ Does each process map terminate with one or more outcomes or responses?
- ☐ Is the outcome or response defined in the event table?
- ☐ Is each step or decision in the swimlane presented in correct order?
- ☐ Are all steps in the swimlane labeled with the same level of detail?
- ☐ Is each flow labeled with the information it transmits?
- ☐ Is each step absolutely necessary to achieve the process map outcome?
- ☐ If the process map represents the assignment of new or changed responsibilities to an actor, have these been documented in the actor table?
- ☐ Has each outside organization, function, role, or department been pictured as an actor (external agent) on the context diagram?
- ☐ Are all the data elements or data groupings listed in the flows also represented on the domain model?
- ☐ Is each business term documented in the business glossary?
- ☐ Have you identified which steps will be automated and which will not be automated?

Business Glossary

- ☐ Are all nouns on the context diagram defined in the glossary?

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- ☐ Is each noun listed in the event table defined in the glossary?
- ☐ Is each noun listed in the domain model defined in the glossary?
- ☐ Are acronyms and project-specific terms listed in the glossary?
- ☐ Have all the stakeholders agreed on the meaning of these terms?
- ☐ Has any internal documentation that defines terms been referenced or consulted in building the glossary?

Business Policies

- ☐ Is the business policy stated in a way that conveys its linkage to its purpose, such as streamlining operations, reducing risk, increasing customer satisfaction, meeting regulatory requirements, or improving revenue?
- ☐ Does the policy description imply controls and actions or tests that must be undertaken by people or automated systems?
- ☐ Does each policy have one and only one policy owner?
- ☐ Can each policy be decomposed into the data and tests needed to enforce it?
- ☐ Is each policy within the scope of this project?
- ☐ Does the set of policies include those imposed by outside agencies, federal, state, or regulatory bodies?
- ☐ Does the set of policies include those imposed internally?
- ☐ Is each policy necessary to satisfy business goals and objectives?
- ☐ Are the policies consistent with one another?
- ☐ Will readers of the policy who did not participate in writing it be able to understand it?
- ☐ Is the policy worded concisely, with a minimum number of words?
- ☐ Is there at least one business policy for each use case?

Events, Event Responses, and Event Table

- ☐ Does the list of events include both business and temporal events?
- ☐ Are business events in the format *subject + verb + object*?
- ☐ Are temporal events in the format *time to...*?
- ☐ Are temporal events truly temporal—that is, can a specific time be identified when the event is fired automatically?
- ☐ Is each business event unpredictable with respect to timing and frequency, and does it originate outside the system?
- ☐ Does each event result in a response that is documented in the event table?
- ☐ Are all the expected outcomes (responses) listed as responses?
- ☐ Is each response listed separately?
- ☐ Are custodial responses (updating files, archiving old data) documented in the event table?
- ☐ Is every noun name in each event defined in the glossary?
- ☐ Have out-of-scope (indirect) events been removed from the event table?
- ☐ Have internal events (such as discrete use cases or use case steps) been removed from the event table?

Context Diagram

- ☐ Does the label in the central circle or oval describe the essential nature of the project's scope?
- ☐ Does each inflow correspond to one and only one business event?
- ☐ Is each inflow labeled with the information or product that is provided to the system?
- ☐ Is each inflow labeled at the same level of detail?
- ☐ Is each inflow labeled without verbs?
- ☐ Does each outflow correspond to one (noncustodial) response in the event table?
- ☐ If not, is that response custodial in nature (updating files, databases)?
- ☐ Is each noun listed on inflows and outflows documented in the project glossary?

Event Table and Context Diagram

- ☐ Does each inflow on the context diagram correspond to one business event in the event table?
- ☐ Does each outflow on the context diagram correspond to an event response in the event table?

Actors, Actor Map, and Actor Table

- ☐ Is each stakeholder who is classified as a direct user shown as an actor on the actor map and listed in the actor table?
- ☐ Are both human and nonhuman actors shown on the actor map?
- ☐ Have actors that have similar roles been grouped into a hierarchy on the actor map?
- ☐ Are there multiple actor maps?
- ☐ Does an actor appearing in multiple maps have distinct responsibilities on each map?
- ☐ Is each actor named in terms of the role it plays in its system interaction?
- ☐ Does the name of the highest-level actor in each actor map aptly describe the responsibility of the entire set of actors below it?

Use Case Name

- ☐ Is the use case named as an actor's goal?
- ☐ Is the use case in the format of *action verb* + *[qualified] object*?
- ☐ Does the use case name start with a strong, action verb?
- ☐ Does the name include a meaningful object?
- ☐ Is the object in the use case name defined in the glossary?
- ☐ Does the use case name describe the overall purpose of the actor's interaction rather than specific file actions?
- ☐ Does the use case name *not* begin with *create*, *update*, *delete*, *read*, *process*, *maintain*, or *get*?

- ☐ Is the use case name descriptive of a cohesive unit composed of a discrete set of tasks that accomplishes an important goal?

Use Case Header

- ☐ Is the use case header section complete?
- ☐ Is each use case number unique?
- ☐ Is the use case trigger equal to a business or temporal event in the event table?
- ☐ Are the primary actors also shown on the actor map and listed in the actor table?
- ☐ If there are more than one primary actors, have you explored abstracting your actors so that only one actor type would be needed?
- ☐ If more than one primary actors are needed, have you explored the business value of having one role handle this use case in the future process?
- ☐ Are the secondary actors documented on the actor map and actor table?
- ☐ Does the precondition list precede use cases?

Use Case Brief Description

- ☐ Is the use case brief description *essential*—devoid of any mention of technology interactions (e.g., CRUD actions), interface look-and-feel, or business rules?
- ☐ Is each sentence written at the same level of detail?
- ☐ Is the use case brief description devoid of design and implementation details?
- ☐ Is the use case brief description written from the point of view of the actor who initiates the use case?
- ☐ Is it clear from the description which actors benefit from the use case?
- ☐ Is each business term defined in the glossary?

Use Case Map

- ☐ Is each use case depicted in one location on the use case navigation diagram?
- ☐ Is the sequence of use cases correct and complete?
- ☐ Does the sequence of use cases match the order desired for the to-be business process (reference the to-be process map, if there is one)?
- ☐ Are use cases that can run concurrently depicted as such on the diagram?

Actor-Use Case Map

- ☐ Does an actor trigger each use case?
- ☐ Are there use cases for all nonhuman actors?
- ☐ If one use case is associated with different actors, can the actors be collapsed, or abstracted, to one role name?
- ☐ Does each actor initiate or participate in at least one use case?
- ☐ Does each use case have at least one initiating actor?

Business Scenarios

- ☐ Are there at least three scenarios to test each use case?
- ☐ Are there scenarios for errors, exceptions, and rare occurrences?

Use Case Relevance and Feasibility

- ☐ Is each use case necessary to achieve the business goals and objectives stated in the project charter?
- ☐ Is each use case prioritized?
- ☐ As you discover more details about a use case, are you revisiting priorities?
- ☐ Have you identified requirements attributes to capture about each use case?
- ☐ Have you captured those attributes?
- ☐ Have you identified which other requirements will be defined and linked to each use case (e.g., business rules, GUI prototypes, data or class model)?
- ☐ Are you maintaining those links as you discover your user requirements?
- ☐ Is each use case within the scope of this project?
- ☐ Does the project team have the knowledge and skills to build detailed requirements for this use case?
- ☐ Does the project team have the funding to build detailed requirements for this use case?