

Users Requirements Statement

Monday, March 29, 2004

▶ <http://www.ProjectDeveloper.com>

Contents

Agreement's Purpose	2
Application's Description	2
Application's Input/Output Summary.....	4
Business Rules.....	8
Application Development Completion Schedule	9
Limitations Of Warranties And Liability	9
Compensation and Invoicing Schedule	9
Application's Acceptance Criteria.....	9
Authorized Signatures.....	10

Agreement's Purpose

This agreement ("Agreement") is made between [customer's information removed], a national banking association, with an address of [customer's information removed] (hereinafter the "Customer") and Thomas Eklund of 80 Brook Haven Dr. Apt. 11, Attleboro, MA 02703 (hereinafter the "Developer").

This Agreement, called Users Requirements Statement, specifies the work that the Developer will perform for the Customer, completion deadlines and invoicing structure.

This Agreement complements the two documents previously signed by the Customer and the Developer, Statement Of Work and Mutual Confidentiality Agreement. In accordance with the previously signed Statement Of Work, in every instance where this Users Requirements Statement contradicts other agreements, Users Requirements Statement prevails and supersedes all other verbal and written agreements, communications and representations relating to the subject matters specified in Users Requirements Statement.

Application's Description

Using primarily MS Access and SQL Server software, the Developer will develop for the Customer an application ("Scheduling Application" or "Application") that will assist Application user with trainer and room selection in 5 different sites, taking into consideration number of different variables: length of the training, whether or not the training is trainer or manager lead or a communication session where handouts are used, trainer's availability and the number of trainers needed, trainer's area of expertise, when the training materials are available, site used, training group and classroom size compatibility, rooms' availability and re-scheduling options and room and necessary training systems compatibility (the need for the system used depends on the type of training provided). Many of the above variables are inter-dependent. Thus, the Scheduling Application will be a database-driven application that accepts the necessary input and helps to make decisions with less effort from the application user's part.

Scheduling Application will allow the user to perform the actions described below in subsections (A) and (B).

(A) Application user can print the following reports:

- InfoSession Planning Schedule report. Each report is an individual MS Excel workbook.
- 4 sites InfoSession & Training Calendar report. Hereinafter the 4 sites are [customer's information removed]. Please note that for scheduling purposes there are actually 5 sites but for reporting purposes two sites' information has to be combined together as one site. Each report is an individual MS Excel workbook.
- Trainer Information Report (Access report).
- Class Information Report (Access report).

These reports are further described in Application's Input/Output Summary section.

(B) Further, Application user can:

- Check trainer and room resource availability for site and topic for either a specific date or a consecutive date interval.
- Add information to InfoSession Planning Schedule report so that added information is on InfoSession Planning Schedule report when the next report is generated.
- Make changes to the information that is on InfoSession Planning Schedule report so that changed information is on InfoSession Planning Schedule report when the next report is generated.
- Delete information from InfoSession Planning Schedule report so that information is no longer on InfoSession Planning Schedule report when the next report is generated.
- Add information to any or all 4 sites' InfoSession & Training Calendar reports so that added information is on InfoSession & Training Calendar report(s) when the report(s) are printed out.

- Make changes to the information that is on any or all 4 sites' InfoSession & Training Calendar reports so that changed information is on InfoSession & Training Calendar report(s) when the next report is generated.
- Delete information from any or all 4 sites' InfoSession & Training Calendar reports so that information is no longer on InfoSession & Training Calendar report(s) when the report(s) are printed out.
- Tentatively schedule trainer and/or room resource usage for site and topic for either a specific date or a consecutive date interval. Trainer and room resource usage can be scheduled separately in half an hour intervals. In each instance where Application user schedules trainer and/or room resource usage the Application makes recommendations but Application user makes the final decision and can override any Application's recommendations.
- Schedule and confirm trainer and/or room resource usage for site and topic for either a specific date or a consecutive date interval. Trainer and room resource usage can be scheduled separately in half an hour intervals. In each instance where Application user schedules trainer and/or room resource usage the Application makes recommendations but Application user makes the final decision and can override any Application's recommendations.
- As part of scheduling and confirming trainer and room resource usage for site and topic indicate whether or not training materials need to be developed or have been developed.
- Cancel trainer and room resource usage either for a specific class or classes that have the same topic and are scheduled in the same site.
- Mark trainer and room resource usage per site and initiative as "to be rescheduled" that is, for rescheduling.
- Reschedule trainer and room resource usage per site and initiative.
- Find classed that
 - have been marked for rescheduling
 - have been marked as cancelled
 - have been scheduled tentatively
 - have been scheduled and confirmed
- Find classes by topic
- Add, change or delete the rooms that are part of any of the sites.
- Add, change or delete the following information for all the rooms: room name, room size, lines of business (hereinafter "LOB") that can be taught in that room.
- Add, change or delete the following information for all the trainers: first name, last name, phone, email, mailstop, sites where the trainer trains, LOBs that the trainer trains, time off (in hourly intervals).
- Add, change or delete LOBs.
- Enter holiday dates into the Application so that the Application takes holiday dates into consideration when room and trainer resource availability is checked or booked.
- Calculate how long it takes to complete training that is delivered to all associates across all LOB across all sites so that the associates are divided between different LOB and the user specifies the number of associates for each LOB, if
 - (a) current trainer and room availability has been taken into consideration, or
 - (b) disregarding current trainer and room availability information.
- Calculate how many rooms and trainers are needed to complete training within user-specified period of time.

Most of the above functionality is further described in Application's Input/Output Summary section.

Application's Input/Output Summary

Application's Input/Output Summary section describes what output the Application generates in response to user input for the functionality described in Application's Description section.

Scheduling Application will allow the user to perform the actions described below in subsections (A) and (B).

(A) Application user can print the following reports (each report is an individual MS Excel workbook):

- **InfoSession Planning Schedule report.**

Input: Either Start Date and End Date or Week Of (Monday's date). In the latter case InfoSession Planning Schedule will be printed for a fixed period of time. (Default will be 6 months with a clickable option of 3 months also added on the form.)

Output: Excel workbook with the following header:

[customer's information removed]

[current year] InfoSession Planning Schedule

Month, year

and the following fields: Week Of (Monday's date), Time (that is, Length), Topic, LOB, Requestor, Facilitator, Owner, Comments, Systems Y or N

- **4 sites InfoSession & Training Calendar report.**

Input:

- all sites + Date information
- or
- specific site + Date information.

Date information: Start Date and End Date or Week Of (Monday's date). In the latter case InfoSession Planning Schedule will be printed for a fixed period of time. (Default will be 6 months with a clickable option of 3 months also added on the form.)

Output: Room, Course Length, Topic, LOB, Headcount, Facilitator, TS/SC, Comments.

Second line: Week of (Monday's date)

Comment: Because Course Length is not calculated based on start and end dates and times, it must be filled in manually for each topic involved. That is, Course Length is just another text-based comment field.

- **Trainer Information Report (Access report).**

Input: for assembling the report the user can choose among the following characteristics:

Trainer or trainers first and last name, trainer's primary site of training, trainer's phone number, trainer's email address, trainer's mailstop.

Output: Access report with the fields the user chose for input.

- **Class Information Report (Access report).**

Input: for assembling the report the user can choose among the following characteristics:

Trainer or trainers first and last name, training site, topic, time interval consisting of start and end date and time, Classes that have taken place in and are associated with one or more of the above variables

Output: Access report with the fields the user chose for input.

(B) Further, Application user can:

- **Check trainer and room resource availability for site and topic for either a specific date or a consecutive date interval.**

Input: date or dates as a consecutive interval + (LOB and/or systems requirements and/or site and/or classroom size)

Output: trainer and room availability for the given criteria.

Comment: *this output will be used for both tentative and confirmed scheduling as indicated below.*

- **Add information to InfoSession Planning Schedule report so that added information is on InfoSession Planning Schedule report when the next report is generated.**

Input: from trainer and room availability for the given criteria the user selects specific room and trainer combination. In addition, the user can input

Time (that is, Length), Topic, LOB, Requestor, Facilitator, Owner, Comments

Output: information is added to the database and is included in the updated InfoSession Planning Schedule (Excel workbook) when it will be generated the next time

- **Make changes to the information that's on InfoSession Planning Schedule report so that changed information is on InfoSession Planning Schedule report when the next report is generated.**

Input: user finds the correct class (see Find Classes below), and can change information on the following fields: Topic, LOB, Requestor, Facilitator, Owner, Comments

Output: information in the database is updated and is included in the updated InfoSession Planning Schedule (Excel workbook) when it will be generated the next time

- **Add information to any or all 4 sites' InfoSession & Training Calendar reports so that added information is on InfoSession & Training Calendar report(s) when the report(s) are printed out.**

Input: from trainer and room availability for the given criteria the user selects specific room and trainer combination. In addition, the user can input

Topic, LOB, Headcount, Owner, Comments.

Output: information is added to the database and is included in the updated InfoSession & Training Calendar (Excel workbook) when it will be generated the next time

- **Make changes to the information that is on any or all 4 sites' InfoSession & Training Calendar reports so that changed information is on InfoSession & Training Calendar report(s) when the next report is generated.**

Input: user finds the correct class (see Find Classes below), and can change information on the following fields: Course Length (which is a text field), Topic, Comments. The rest of the fields are grayed out and can be accessed only through scheduling process.

Output: information in the database is updated and is included in the updated InfoSession & Training Calendar (Excel workbook) when it will be generated the next time

- **Tentatively schedule trainer and/or room resource usage for site and topic for either a specific date or a consecutive date interval. Trainer and room resource usage can be scheduled separately in half**

an hour intervals. In each instance where Application user schedules trainer and/or room resource usage the Application makes recommendations but Application user makes the final decision and can override any Application's recommendations.

Input: trainer and room availability for the given criteria.

Output: information is added to the database and is included in the updated InfoSession Planning Schedule and InfoSession & Training Calendar (Excel workbook) when it will be generated the next time. Tentatively scheduled classes will show up on specific sites' InfoSession & Training Calendar with TS, that is, Tentatively Scheduled, in TS/CS column.

Comment: Tentatively scheduled classes will also have to be scheduled by reserving specific rooms and trainer's availability for specific sites, dates and times. However, tentatively scheduled classes will show up on InfoSession & Training Calendar on weekly bases (the specific date will be translated into that week's Monday's date).

- **Schedule and confirm trainer and/or room resource usage for site and topic for either a specific date or a consecutive date interval. Trainer and room resource usage can be scheduled separately in half an hour intervals. In each instance where Application user schedules trainer and/or room resource usage the Application makes recommendations but Application user makes the final decision and can override any Application's recommendations.**

Input: trainer and room availability for the given criteria.

Output: information is added to the database and is included in the updated InfoSession & Training Calendar (Excel workbook) when it will be generated the next time.

- **As part of scheduling and confirming trainer and room resource usage for site and topic indicate whether or not training materials need to be developed or have been developed.**

Input: checking checkbox "Training Materials Needed" (default will be "Yes")

Output: 2 weeks prior to class' scheduled date the application will ask the user whether or not training materials have been developed.

- **Cancel trainer and room resource usage either for a specific class or block of classes. Hereinafter block of classes are classes that have the same topic, take place at the same specific time on more than one date but during a consecutive date interval, in the same site, in the same room, and have the same trainer or trainers training associates from the same line or lines of business.**

Input:

- user clicks Cancel Classes link,
 - finds the correct class (see Find Classes below),
 - marks class as cancelled or clicks on Cancel Classes button
- or
- user clicks Find Class button and proceeds from there (see Find Classes below)

Canceling is done one class at the time or one block of classes at the time.

Output: class has been marked as cancelled in the database and will not show up on Calendars.

- **Mark trainer and room resource usage per site and initiative as "To Be Rescheduled" that is, for rescheduling**

Input:

- user clicks Reschedule button,
 - finds the correct class (see Find Classes below),
 - marks class for rescheduling
- or
- user clicks Find Class button and proceeds from there (see Find Classes below)

Output: class has been marked for rescheduling in the database *and will not show up on Calendars until it has been rescheduled.*

- **Reschedule trainer and room resource usage per site and initiative**

Input:

- user clicks Reschedule button,
 - finds the correct class (see Find Classes below),
 - proceeds the same way as he or she would proceed with scheduling a new class
- or
- user clicks Find Class button and proceeds from there (see Find Classes below)

Output: rescheduled class

- **Find classes**

In Find Classes section user checks whether he or she wants to find a class or classes that

- have been marked for rescheduling
- have been marked as cancelled
- have been scheduled tentatively
- have been scheduled and confirmed

then enters

Start Date + (LOB and/or Location and/or Room) finds either one or more classes

OR

Date interval + (LOB and/or Location and/or Room) finds either one or more classes;

then can (depending on the previously chosen option) choose between 4 options from the following 5 alternatives:

- mark class for rescheduling
- reschedule class (the same way new class is scheduled)
- cancel class or classes
- change class status to "Scheduled Tentatively"
- change class status to "Scheduled and Confirmed"

- **Find classes by topic**

Application users can find classes by topic by specifying Topic and, optionally, one or more of the following: Site, Start Date, End Date.

- **Calculate how long it takes to complete training that is delivered to all associates across all LOB across all sites so that the associates are divided between different LOB and the user specifies the number of associates for each LOB, if either (a) current trainer and room availability has been taken into consideration, or (b) disregarding current trainer and room availability information.**

Input: site, LOBs involved, total number of associates trained for each LOB involved, total number of hours each associate has to be trained (for example, 5-hour training – 5 hours), total number of hours a group of associates can be trained in a day, total number of hours this LOBs training room(s) can be used in a day, total number of hours a trainer training this LOB can train in a day, checking off either “Evaluate using current trainer and room availability” or “Evaluate without using current trainer and room availability” radio button.

Output: number of training days needed

- **Calculate how many rooms and trainers are needed to complete training within user-specified period of time.**

Input: site, LOBs involved, total number of associates trained for each LOB involved, total number of hours each associate has to be trained (for example, 5-hour training – 5 hours), total number of hours a group of associates can be trained in a day, total number of hours this LOBs training room(s) can be used in a day, total number of hours a trainer training this LOB can train in a day, total number of training days allowed (most months have 20 to 22 work days).

Output: number of trainers needed for each LOB involved, number of rooms needed for each site involved for each LOB involved.

Comment: in each instance one trainer is assumed to be needed per training session. If the actual number of trainers is higher, multiply the output for trainers with the actual number of trainers needed per training session.

- **Calculate how many rooms and trainers are needed to complete training within user-specified period of time when LOB-specific training systems are not needed.**

Input: site, total number of associates trained at that site, total number of hours each associate has to be trained (for example, 5-hour training – 5 hours), total number of hours a group of associates can be trained in a day, total number of hours the training rooms can be used in a day, total number of hours a trainer training this initiative can train in a day, total number of training days allowed (most months have 20 to 22 work days).

Output: number of (a) trainers and (b) rooms needed for the initiative (that is, the topic).

Comment: in each instance one trainer is assumed to be needed per training session. If the actual number of trainers is higher, multiply the output for trainers with the actual number of trainers needed per training session.

Business Rules

InfoSession Planning Schedule and InfoSession & Training Calendar scheduling takes place for up to 4 sites ([customer’s information removed]) one site at the time. LOB (line of business) that needs to be trained dictates which rooms can be used for training in each site involved in scheduling. Further, trainers qualifications dictate who trains which LOB training courses.

Specific relationships between sites (that is, which rooms are in what sites), what LOB can be trained in which rooms, trainers’ names and who can train what LOB, are not listed here because the users can change that information in the Scheduling Application.

Application Development Completion Schedule

Given that the Developer will be granted timely access to the Customer's facilities for testing purposes (as is specified in Statement Of Work), the Developer will complete the Application's development described in this Agreement by June 30, 2004.

Limitations Of Warranties And Liability

The Developer warrants to the Customer that the Scheduling Application will perform substantially in accordance with the features listed in this Agreement for the thirty (30) day period ("Warranty Period") following the installation of the Scheduling Application.

This Limited Warranty is void if anybody except the Developer or a person who the Developer has authorized in writing modifies the Application during the Warranty Period.

To make a warranty claim, the Customer must contact the Developer within thirty (30) day period following the installation of the Scheduling Application. If the Software does not perform substantially in accordance with this Agreement, the entire and exclusive liability and remedy shall be limited to either, at the Developer's option, the replacement of the Scheduling Application or partial or full refund of the fee the Customer paid the Developer for the Scheduling Application.

The Developer does not and cannot warrant the performance or results the Customer may obtain by using the Scheduling Application. Except for the foregoing limited warranty, the Developer makes no warranties.

The Developer will make every effort possible to ensure that the Scheduling Application is free of any bugs or errors, however in no way is neither Scheduling Application nor the software used to develop this Application to be considered error or bug free. By using the software the Customer assumes all responsibility for any damages or lost data that may result from any errors or bugs in the software. Regardless of whether any remedy set forth herein fails of its essential purpose, in no event will the Developer be liable to the Customer for any special, consequential, indirect, incidental or special damages, including any lost profits or lost data arising out of the use or inability to use the software, regardless of whether the claim arises from breach of warranty, contract, tort (including negligence), strict liability or otherwise.

Notwithstanding anything else contained in this agreement, in no event will the Developer's total liability for all damages, losses and causes of action, whether in contract, tort (including negligence), strict liability or otherwise, exceed the amount paid by the Customer to the Developer for the Scheduling Application.

The disclaimers and limitations set forth above will apply regardless of whether the Customer accepts to use the software.

Compensation and Invoicing Schedule

The Developer will submit 3 (three) invoices so that the third invoice is submitted no later than upon acceptance of the Application.

The rest of the compensation criteria are covered in the previously signed Statement of Work's Compensation/Fees and Fee/Invoice Schedule section.

Application's Acceptance Criteria

Application's Input/Output Summary forms Application's acceptance criteria. So,

- the application must perform substantially in accordance with the input and output features listed in Application's Input/Output Summary section in order to be acceptable, or

- substantial number of input and output features listed in Application's Input/Output Summary section must be either absent or not functioning the way described in Application's Input/Output Summary section in order for the Customer to reject the Application during the installation process.

The Developer may make changes to Application's input parts, that is, how the user generates the outcome. However, the output, that is, what end result is generated, should stay the same for most of the functionality described here.

Authorized Signatures

By signing this Agreement the Developer and the Customer agree to be bound by the terms of this Agreement. ***Please sign this portion prior to Application's development and programming.***

[customer's information removed]

(the Customer)

Thomas Eklund (the Developer)

By: _____

By: _____

Title: _____

Title: _____

Date: _____

Date: _____

If the Customer accepts the Application please sign the portion below immediately after installation process.

In accordance with the previously signed Statement of Work, during the installation process Customer's representative and the Developer are required to verify the Application's functionality listed in this Agreement.

By signing the portion below I certify that the Application was installed for the Customer and the Customer accepted it.

[customer's information removed]

(the Customer)

Thomas Eklund (the Developer)

By: _____

By: _____

Title: _____

Title: _____

Date: _____

Date: _____