

UNIVERSITI TEKNOLOGI MARA

**SOFTWARE REQUIREMENT ANALYSIS
EFFICIENCY:
A CASE STUDY OF TELEKOM MALAYSIA HSBB
PROJECT**

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ABSTRACT

Requirement study is one of the most important stages of a software development cycle. Telekom Malaysia Bhd (TM) have undergone a major software development project known as the The HSBB (High Speed Broadband) project whereby TM is implementing and customizing a new of the shelf CRM (Customer Relationship Management) system to operate HSBB thus an integrated NOVA (Next Opportunity Vibrant Ambition) CRM system was developed and implemented by elected vendors. This study is focusing on the efficiency of software requirement study done on the project due the high volume of software requirement changes occurring throughout the project. This study also seeks user's understandings on the software requirements elicited. The approach taken for this study is by reviewing project documents which are the functional design documents and software change request forms. This study also interviews key system users in seeking information. The findings of this study indicates that the billing and revenue portion of the entire HSBB system is the application that meets user requirements most due to the lesser software requirement changes made on this portion of the system. This study also shows that the software requirement analysis efficiency for TM HSBB project is questionable due to high volume of software requirement changes made and system users do not entirely comprehend the functional design documents produced by the vendor. Finally a recommendation is made to ensure software requirements are correctly captured and translated into system design.

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CHAPTER ONE

INTRODUCTION

Software requirements analysis or sometimes referred to as software requirements engineering is regarded as the most important phases in the software development process. Any problems at this early stage of the process can result in more serious consequences later on throughout the later stages of development. This can add cost and development time to the final product as Brooks stated “The Hardest single part of building a software system is deciding what to build. No other part of the work so cripples the resulting system if done wrong. No other part is more difficult to rectify later” (Brooks, 1975; Campbell, 2005).

A solid definition of a software requirement is the description of how a system should behave. Requirements are also knowledge of application domain and constraints on operation of a system (Ali, 2006).

Software requirements are what the customers, users and project management of a software implementation project must determine and agree on before the software can be built. The requirements will define the ‘what’ of a software product. What the software must do to add values to the stakeholders, these functional requirements define the capabilities of the software product. What the software must be to add meaning to the stakeholders, these are nonfunctional requirements that defines characteristics and qualities of the software product determining how well the product performs its function.

Most software practitioners are too focused on ‘the requirements’, there are various types and levels of requirements to be recognized to better understand what information