Requirements Specifications

Mobile Number Portability

**Version 0.3**

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# Revision History Table

Table 1

|  |  |  |  |
| --- | --- | --- | --- |
| Version Number | Version Date | Added By: | Revision Description |
| 0.1 | 02-Apr-2011 | JM | Document created |
| 0.2 | 15- Apr-2011 | JM | Added the detailed descriptions for Features 1.0-4.0 |
| 0.3 | 18- Apr-2011 | JM | Added the detailed descriptions for Features 5.0-10.0 |

# Sign-Off Matrix

Table

|  |  |  |  |
| --- | --- | --- | --- |
| Name & Title | Project Role | Date | Signature |
| Mathew Shontz | President and CEO |  |  |
| Roslyn Nardone | Director, IT |  |  |
| Kelly Oathout | Director, VAS |  |  |
| Kurt Vaz | Director, Customer Care |  |  |
| Cody Mcgonigle | Director, HR |  |  |
| Jessie Bennetts | Director, Sales and Marketing |  |  |
| Jerri Nagata | Project manager |  |  |

# Introduction

## Document Purpose

This document is the Requirements Specification for the "Mobile Number Portability" project. It addresses intended audiences, scope, user classes and detailed requirements of the future product. The RS document is a configuration item and must be placed under change control once agreed. Updates to the RS must be reviewed and approved by the Project Manager and any relevant stakeholders for the section that is changed.

## Intended Audience

This document is intended for the following audiences:

* Project manager
* Project team
* IT Team
* Networks team
* Value Added Services team
* Sales and Marketing tem
* Customer Care team
* Executive management

The rest of the Requirements Specification document contains the overview of the project scope and any relevant reference documents. The next section describes key product features, user classes and the product environment. Finally, the document focuses on the detailed requirements of the "Mobile Number Portability" project.

## Project Scope

The scope of the project is enabling the wireless company customers to freely switch mobile providers and keep their phone numbers with company-unique prefixes has been mandated by the Ministry of Communications.

## References

Table

|  |  |
| --- | --- |
| Document Title | URL Link |
| Ministry of Communications Decree # 2011-034 | Click here to access the document |

# Product Description

## Product Features

Table

|  |  |
| --- | --- |
| Feature ID | Feature Description |
| F 1.0 | Infrastructure upgrades - IT |
| F 2.0 | Infrastructure upgrades - Networks |
| F 3.0 | Infrastructure upgrades - Value Added Services |
| F 4.0 | Changes to Contract Management |
| F 5.0 | Tariff Changes and Risk Analysis |
| F 6.0 | Changes to Standard Operating Procedures |
| F 7.0 | Training of Personnel |
| F 8.0 | Call Center Capacity Extension |
| F 9.0 | Market Research and Campaigns |
| F 10.0 | Software Changes - IT |

## User Classes and Characteristics

Table

|  |  |  |
| --- | --- | --- |
| User Class | Characteristics | Favored? |
| Customers | Both individuals and corporate | Yes |
| VAS | Internal department |  |
| IT | Internal department |  |
| Networks | Internal department |  |
| Customer Care | Internal department |  |
| Sales and Marketing | Internal department | Yes |

## Product Environment

* Expected changes to the internal corporate standards, processes and environments
* Expected changes to the external market environment - stiffer competition, decreased consumer loyalty, etc.

# Product Features and Requirements

## F 1.0 - Infrastructure upgrades - IT

|  |  |  |  |
| --- | --- | --- | --- |
| Feature ID | Req ID | Requirement Description | Priority |
| F1.0 | R 1.1 | New Intel Server for IT | Must Have |

## F 2.0 - Infrastructure upgrades - Networks

|  |  |  |  |
| --- | --- | --- | --- |
| Feature ID | Req ID | Requirement Description | Priority |
| F2.0 | R 2.1 | New Ericsson Server for Networks | Must Have |
|  | R 2.2 | Upgrades to Existing Equipment | Should Have |
|  | R 2.3 | Modifications to Signaling Protocols | Must Have |

## F 3.0 - Infrastructure upgrades - Value Added Services

|  |  |  |  |
| --- | --- | --- | --- |
| Feature ID | Req ID | Requirement Description | Priority |
| F3.0 | R 3.1 | New Intel Server for VAS | Should Have |
|  | R 3.2 | New VAS Services and Products - see also R 9.1 | Must Have |

## F 4.0 - Changes to Contract Management

|  |  |  |  |
| --- | --- | --- | --- |
| Feature ID | Req ID | Requirement Description | Priority |
| F4.0 | R 4.1 | Contract Updates - Corporate Contracts | Must Have |
|  | R 4.2 | Contract Updates - Personal Contracts | Must Have |

## F 5.0 - Tariff Changes and Risk Analysis

|  |  |  |  |
| --- | --- | --- | --- |
| Feature ID | Req ID | Requirement Description | Priority |
| F5.0 | R 5.1 | Tariff Changes - Corporate Accounts | Must Have |
|  | R 5.2 | Tariff Changes - Personal Accounts | Must Have |
|  | R 5.3 | Risk Analysis of New Tariffs - see also R 9.1 |  |

## F 6.0 - Changes to Standard Operating Procedures

|  |  |  |  |
| --- | --- | --- | --- |
| Feature ID | Req ID | Requirement Description | Priority |
| F6.0 | R 6.1 | SOP - CR | Must Have |
|  | R 6.2 | SOP - IT | Must Have |
|  | R 6.3 | SOP - VAS | Must Have |
|  | R 6.4 | SOP - Marketing - see also R 9.1 | Must Have |
|  | R 6.5 | SOP - Sales - Corporate - see also R 9.1 | Must Have |
|  | R 6.6 | SOP - Sales - Personal - see also R 9.1 | Must Have |

## F 7.0 - Training of Personnel

|  |  |  |  |
| --- | --- | --- | --- |
| Feature ID | Req ID | Requirement Description | Priority |
| F7.0 | R 7.1 | Training - CR | Must Have |
|  | R 7.2 | Training - IT | Must Have |
|  | R 7.3 | Training - VAS | Must Have |
|  | R 7.4 | Training - Marketing | Must Have |
|  | R 7.5 | Training - Sales - Corporate | Must Have |
|  | R 7.6 | Training - Sales - Personal | Must Have |

## F 8.0 - Call Center Capacity Extension

|  |  |  |  |
| --- | --- | --- | --- |
| Feature ID | Req ID | Requirement Description | Priority |
| F8.0 | R 8.1 | Capacity increase - Temporary | Must Have |
|  | R 8.2 | Capacity increase - Permanent | Must Have |

## F 9.0 - Market Research and Campaigns

|  |  |  |  |
| --- | --- | --- | --- |
| Feature ID | Req ID | Requirement Description | Priority |
| F9.0 | R 9.1 | Strategic Marketing Plan | Must Have |

## F 10.0 - Software Changes - IT

|  |  |  |  |
| --- | --- | --- | --- |
| Feature ID | Req ID | Requirement Description | Priority |
| F10.0 | R 10.1 | Exchange of porting data between operators and the central database | Must Have |
|  | R 10.2 | Solution architecture: MNP databases, their localization and role | Must Have |
|  | R 10.3 | Routing schemes for voice, SMS and MMS | Must Have |

# Appendix

N/A