

User Requirements

2.2 Translating raw data into **interpreted user requirements**

➔ Raw needs → *“in any vernacular spoken by the users”*

➔ Requirements → in a formal language, a.k.a. *“shall-statements”*

➔ **“Shall”** indicates **mandatory** or **binding** requirements strictly to be followed in order to conform and from which no deviation is permitted
(“shall” equals “is required to”)

➔ **“Should”** indicates that among several possibilities one is **recommended** as particularly suitable, without mentioning or excluding others; or that a certain course of action is preferred but not necessarily required
(“should” equals “is recommended that”)