

User Requirements

22 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”)