

Corrections and Updates: Off-The-Shelf IT Solutions

What you can learn from this document

This document contains corrections ('errata') and new information for:
Tate, M (2015) [*Off-The-Shelf IT Solutions: A practitioner's guide to selection and procurement*](#).
BCS, The Chartered Institute for IT: Swindon.



1 Change log for Extras

23 March 2015

Original [pages](#) created and documents uploaded.

27 May 2015

Updated documents: [Sizing questionnaire.xlsx](#); [Checklist – detailed method steps.xlsx](#); [Checklist – detailed method steps.mpx](#).

Added documents: [TheUsualSuspects-ArticleSupportingBook-OT SIS.pdf](#); [CorrectionsAndUpdates-Off-The-Shelf-IT-Solutions.pdf](#).

Added links: [Convince the boss](#); [Sample of book](#).

Minor cosmetic format improvements.

2 Corrections

Note at *Formats Affected* the ePub or Kindle editions may have been refreshed by their distributors, so the correction may have been applied before you downloaded your copy, but BCS do not control the update schedules at eBook distributors.

PAGE	ENTRY	CURRENT	UPDATE	FORMATS AFFECTED
xii	List of executive perspectives: <i>A US general manager's analysis of the experience</i>	Index shows page 179	Correction to page: 180	Paperback
241	15.3.2 Useful websites: <i>BCS support for Business and IT Skills</i>	http://shop.bcs.org/business .	http://shop.bcs.org/business	Paperback
243	Appendix 1: Sizing questionnaire: <i>Entry 2070</i> Note: corrected in XLSX download file at: Extras (templates) for Chapter 3	Local of solution vs Head Office	Locale [or Location] of solution vs Head Office	All
248	Appendix 3: Checklist: Detailed method steps: <i>Entry 2.1</i> Note: corrected in XLSX and MPX download files at: Extras (checklists)	Confirm interviewees list, with groupings to workshop	Confirm interviewees list, with groupings to workshops	All

3 Updates, additional information or clarification

CURRENT ENTRY	UPDATE, ADDITIONAL INFORMATION, CLARIFICATION
Page xix – Links to external glossaries.	Additional external website reference. A Glossary of Requirements Engineering Terminology (Glinz, 2014).
Page xxiii – Abbreviations and glossary: <i>Seat belt requirement.</i>	Note the 'seat belt requirement' is similar to that described as a Must-be Quality in the Kano Model (en.wikipedia.org/wiki/Kano_model) See table of Satisfaction drivers terminology and column at Driver type 1 for its set of alternative terms for this type of requirement.
I.3 – Figure I.1 <i>Overview of approach with mapping to chapters.</i>	Clarifying note on box label. At <i>Review evaluation + demos</i> this means review the need for demonstrations, not their output , which is later.
I.3.1, 7.15, 9.15, 12.12.1 – Alternative terminology.	The Project Board can also be known as the Steering Committee , especially on public sector projects.
1.6.4, 1.9, 2.9.1 – Collaborations.	Additional book reference: Chapter 3, Partnering for Success in (Young, 2006).
3.4.2, 4.5 – Reverse engineering of criteria or requirements from software product documentation.	The reverse engineering technique is mentioned in scoping. It can also be applied during requirements definition as a source of requirements.
4.11.1 – Further reading: Books and articles.	Additional book reference: (Pohl and Rupp, 2015).
5.3 – Cataloguing requirements: Consolidation techniques including resolving conflict.	Additional book reference: Section 7.6, Requirements Negotiation in (Rupp, 2015).

CURRENT ENTRY	UPDATE, ADDITIONAL INFORMATION, CLARIFICATION
5.5, 5.7. Requirements could be written in natural language, while embedding the 'liability' (must, may) into the wording.	An alternative way is to write requirements with neutral language and embed the indication of importance into separate requirement attributes , (Pohl, 2015). In this case, the attribute of requirement weight . This technique is more effective for documenting requirements intended to measure candidate off-the-shelf solutions.
10.6.2 – Demonstration outline.	Additional analogy: the outline is like the waypoints on an orienteering course – you want the demonstration to pass through them, but there are still choices about the route.
12.7.5, 12.11.4 – Negotiation: Concessions you should not expect to win during negotiation.	Do not expect to start contractual negotiations from the base of your standard terms. For instance, they will not offer adequate protection for the supplier's Intellectual Property. This means one single contact (yours) could jeopardise the supplier's entire turnover, forever.
15.3.2 Additional wider reading.	See less conventional titles with explanation of <i>Why it's relevant for BAs</i> at (Reed, 2015).

4 Usage of BCS marginal icons

The standard set of BCS marginal icons appears consistently in the book:

- the black captions below show the standard BCS meaning
- the red captions show the specific use for *Off-The-Shelf IT Solutions: A practitioner's guide to selection and procurement*.



Danger
Selection Pitfall



Golden Rule
**Key Method Point
& Take-Away Points**



Definition
Method Term



Anecdote
Exec Viewpoint



Hints/Tips
Industry Insider



Ideas
**Controversy
& Chapter Learning**

5 References

- Glinz, M. (2014)** *A Glossary of Requirements Engineering Terminology Version 1.6*. Requirements Engineering Research Group, Zurich. ireb.org/content/downloads/1-cpre-glossary/ireb_cpre_glossary_16_en.pdf (26 May 2015).
- Pohl, K. (2015)** Documenting Requirements in Natural Language. In: Pohl, K. and Rupp, C. (eds). *Requirements Engineering Fundamentals: A Study Guide for the Certified Professional for Requirements Engineering Exam*. Santa Barbara: Rocky Nook. Chapter 5.
- Reed, A. (2015)** *Reading List and BA Books*. Adrian Reed's blog. adrianreed.co.uk/reading-list (26 May 2015).
- Rupp, C. (2015)** Requirements Negotiation. In: Pohl, K. and Rupp, C. (eds). *Requirements Engineering Fundamentals: A Study Guide for the Certified Professional for Requirements Engineering Exam*. Santa Barbara: Rocky Nook. Section 7.6.
- Young, R. (2006)** Partnering for Success. In: Young, R. *Project Requirements: A Guide to Best Practice*. London: Kogan Page. Chapter 3.

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