Market Requirements Document

Feature Name: Web Based Training

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Description of the Problem

We currently only offer conventional classroom training. This is not as appropriate in a volume market and tends to discourage existing users from sending new project members on courses, mainly because of the perceived costs. We need a tiered, online solution.

Description of the Requested Features

The external web site should be include a Web Based Training area where users can:

- Evaluate and signup for Web Based Training.
- Receive Web Based Training tightly coupled to our standard downloadable tutorials for free.
- Pay for (or arrange payment for) and receive mentored Web Based Training.
- Attain Objectivity Certification.

The Web Based Training site must be:

- Easy to navigate
- Reliable and Fast
- Useful
- Focused

- Comprehensive
- Secure
- Attractive
- Memorable

Essential features:

- There should be a quiz or a verifiable exercise at the end of each class.
- Scores should be maintained for each quiz/exercise and the overall course.
- It should not be possible to simply copy another student's quiz/exercise results.
- The student must be able to bookmark their current location in the training so that they can easily restart from that, or an earlier, location.
- It should be possible to revise any part of the course and retake the corresponding test in order to improve scores and attain a level that justifies a pass grade.

Part of an existing feature or does it require another feature, if so, which one?

- Supplements existing material (tutorials).

How is this problem being solved now, and why isn't that acceptable?

- We don't have an online solution. We hold conventional classes, which are expensive and inconvenient.

Which platforms must be supported?

- Standard web browsers (Netscape Communicator/Navigator, Internet Explorer and Opera).
- The same platforms as the downloadable tutorials.

Do any competitors already have this feature?

- IBM, Microsoft, Oracle and Sybase.

Customers who require this feature

- Web Based Training would be a benefit to our customers, prospects, partners and associates.

Revenue at risk, or which could be won

- Web Based Training potentially loses revenue that we obtain from conventional training. This is not a major issue outside of North America. Sales will still be motivated to encourage new customers to take regular training.

When is this required?

- Release 9 (without a central database)

- Release 10, with a central student/course database and online payment.