

Document: Completeness and Correctness Criteria

At various points in a project, you are going to go to your customer and ask them if they are happy with a deliverable that you have produced. If they are, then you will proceed to the next steps in the workplan. If they are not, you will discuss what else needs to be done before they are satisfied. This might be the case for the business requirements report, as well as for the entire solution your project is putting together.

The purpose of the Completeness and Correctness Criteria document is to work with the customer up-front to define what it means for a deliverable to be considered complete and correct. Then, when you meet those terms, you would expect that the customer would indeed be happy. If you define the criteria and expectations up front, you will be much better able to meet the customer's expectations. In other words, there should be no surprises.

The Completeness and Correctness Criteria vary depending on the actual deliverable being produced. The templates give some examples of areas to consider, but each team will need to fill in the details based on their project. There should be one document for every major deliverable that needs approval, and one document that defines the acceptance criteria for the entire solution.

The form contains a column for each acceptance criteria, a column for the expectations, and a column for the actual results. When the deliverable meets the stated criteria, the customer would sign off on the last page, signifying that they accept the deliverable as is.

Completeness and Correctness Criteria	Target	Actual
Examples for an IT Application		
Major Features and Functions in Place	All high-priority requirements are met. At least 80% of the medium-priority requirements are met.	
Response Time	The users must not have to wait for normal response. Average response time less than one second, with peak times not more than five seconds.	
Well Documented	User documentation created and accepted. System documented within each program.	
Secure	All security requirements met.	
Minimal Defects	No more than five minor errors during user acceptance tests. No major errors during user acceptance test.	
Overall Appearance	At least a four out of five rating from the system test/usability test.	
Accurate	All reports and online screens are consistent and balance.	
Ease of Use	At least a four out of five rating from the system test/usability test.	
Available	Must be up for a two-week trial run before going live. The system can be down for no more than 30 minutes during that timeframe.	
Examples for Project Document		
Table of Contents	Complete TOC must exist.	
All Major Sections	All major sections must exist, consistent with the standard document template.	

No Grammar or Spelling Errors	Run spell check and syntax check.	
Easy to Read	Subjective, based on reader verbal feedback.	
Conclusion Supported by the Facts	Subjective, based on reader verbal feedback.	
Attachment for Financial Details	The financial details are included in a separate attachment.	
Attachment for Workplan Details	The workplan is included as a separate attachment.	

