Annex 2: KCOM new services product development – Statement of Requirements (SoR)

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*This SoR template should be used for the submission of both the Draft SoR and the Final SoR for all regulated processes.*

*Please ensure that all mandatory information is supplied (indicated by an \* in the free text fields) and be as specific as possible. A lack of clarity in the SoR, incomplete forms, or ill-specified requirements will lead to delays in processing the SoR. (Note, where a regulated (non-SMP) request is being made on that information specific to the relevant regulation needs to be provided)*

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*Please remove all guidance notes (provided in italics) from the completed form.*

* *Essential items marked* ***\**** *that are missing will lead either to the SoR being placed ‘on hold’ while that information is sought or otherwise rejected for clarification.*
* *Information that is considered Commercially Confidential Information (‘CCI’) commercial information including volumes and pricing info.*
* *Information requested will feed into the business case for that requirement*

**KCOM Statement of Requirements (SoR)**

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| --- | --- |
| **Submitted by:** |  |
| **Date:** |  |
| **Submitted to:** |  |

1. **SoR title**

*Please assign a title that appropriately described the substance of the request being made*

1. **Outline of Description & Aim**

*Provide a clear and concise summary of:*

* *What wholesale product development you are seeking*
* *Summary of volume forecast (note that these should be consider CCI and submitted separately to KCOM by the individual CPs.)*
* *Other benefits –business driven (e.g. improving operational performance)*
* *Key risks or considerations*

*Define the regulatory or legal driver for the requirement (e.g. which regulated market does this apply, or under which regulatory provision is the request being made)*

1. **User Story**

*Please complete the user story scenarios, placing the focus on requirements, not solutions. They should include sufficient information for the Product Lead to understand the drivers and importance of the developments. They should always include details of: the person using the service (the actor); what the user needs the service for (the narrative); and why the user needs it (the goal).*

*As an* ***end user****, I would like to be able to….*

* *Please insert description (be clear who the end user is and what the end user wants to be able to do with the new product)*

*So that…*

* *Please insert description (amongst other things, think about why the end user wants to do the thing that you have described and when they might want them)*

*As a* ***Communications Provider****, I want to…*

* *Please insert description (be clear what you as a CP want to be able to do e.g. make available new innovative products)*

*So that…*

* *Please insert description (amongst other things, think about why you as a CP want to be able to do this thing you have described and when you want to deliver it.)*

*As a* ***Supplier****, I want to…*

* *Please insert description (be clear what KCOM wants to be able to do e.g. make available new wholesale products)*

*So that…*

* *Please insert description (amongst other things, think about what KCOM want to be able to do this thing you have described and when we want to deliver it.)*
1. **Market Context**

*State specifically what the market for the proposition is. Include details such as:*

* *What market analysis/research has been completed*
* *Market sectors & customer segmentation*
* *Total market size/volume*
* *Current and expected growth rate of the market and expected market share*
* *Market adoption stage, and growth drivers*
* *Number of calls/call minutes/channels/circuits etc, individuals, households, number of organisations and value (£ revenue)*
* *What are the efficiencies and cost savings associated by year or quarter*
* *Does this change positively impact on the following areas, and if so, how?*
* *CO2 and energy use, reduction of Waste, or positively affect our combined end users and their environment*
1. **Required by date**
* *Desired launch date*
1. **Target Price & Volumes**
* *Please indicate what volumes you expect to purchase and at what price. Please include as much information as possible.*
* *Where CPs provide this information as CCI they should provide that information to their KCOM Account Manager where this is a Draft SoR, or to the KCOM Product Lead where a Final SoR is submitted. In the latter case, this information should be submitted as soon as possible after the KCOM Product Lead has been assigned and no later than three working days after they have emailed you to confirm that assignment.*
* *If volume consumption depends on the price then defined the ranges of volume to price e.g. at £20 per unit estimated volumes would be 400; at £35 per unit estimated volumes would be 330.*

*Please include:*

* *Volumes forecasts by quarters over a three years period with the associated target price (or range) for the product*
* *Are there any timing considerations and dependencies, e.g. seasonal variations?*
1. **Requirement Category**
* *Revenue Growth*
* *Customer Satisfaction*
* *Cost Reduction / Commercial enhancement*
* *Product feature / Service enhancement*
1. **Priority to Your Business**

*Please indicate how high a priority it is for your business*

* *C1 – Critical Business Imperative*
* *C2 – High Priority commercial development with significant revenue potential*
* *C3 – Normal commercial development*

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| --- | --- | --- |
| **Area** | **Company name / Lead CP** | **Contact Details** |
| Submitting CP – standalone submission |  |  |
| Submitting to JDWG (Title) |   |   |
| Agreed Lead CP  |   |   |
| Supporting CP – 1  |   |   |
| Supporting CP – 2  |   |   |
| Supporting CP – 3 |   |   |
| Supporting CP – 4 |   |   |
| **Date / Issue ref** | **Comments** | **Updated By** |
| Date / Issue number | *Any key comments of changes* | *[Product Lead (or other assigned project manager)]* |