Applying PReP Model to a Service Development Process

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1. Introduction

Before trying the PReP-based RD process, we only had a basic framework for process definition for service developing process as shown on the left side of Fig.1. The lack of a more comprehensive framework resulted in dependency upon the competence of the person in charge of the project, causing inconsistency in the quality of requirement definition and risking traceability between service contents and system requirements. In order to win an entry into a new business in the EU market, we decided to implement the PReP-based RD process to improve the issues in both the service requirement and the system development processes.

2. Applied method

The PReP model[1]-based RD process is a business process modeling method with a products-based process modeling approach. The model provides business process analyzing and designing procedures and problem-cause and risk analyses.

As shown on the right side of Fig.1, the RD process using this method enables the user to design its customer's business process. Furthermore, by using dedicated modeling tools, system requirements will be automatically generated from the designed business process model.

3. Target project

We decided to develop a new service for shipping business in Europe as a target project. We set the following three points as objectives:

- Improve our service development processes
- Develop a new service to solve the customer's shipping business issues and obtain a contract
- Ensure traceability between service contents and system requirements to improve the quality of service and service development process

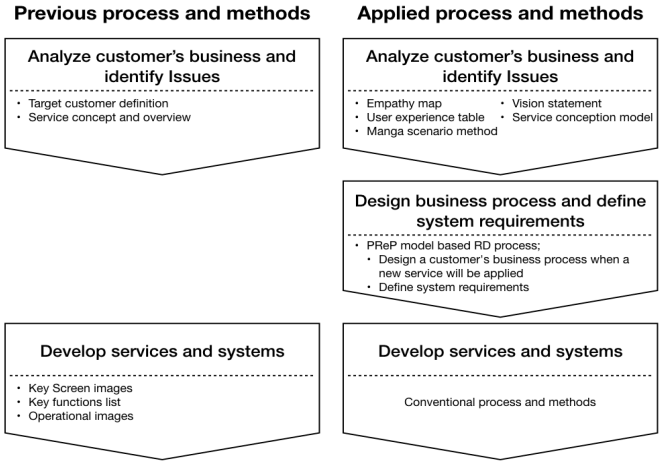

Fig.1 Difference between the previous method and the applied new method.

4. Result

By introducing the new PReP-based RD method, we saw the following improvements in the service development process:

- Comprehensiveness of requirements
- More reliable feasibility study for building the service
- Better communication with system developers
- Broader participation from relevant business personnel

As a result, we were able to win a contract with the new service we developed.

On the other hand, because our organization still relied on the competence of people in charge, managing RD process and applying the method after this case were difficult.

References

[1] Yasushi Tanaka, Yoshiki Goko, Kunio Mitsui: Appling PReP model to requirement development process, SS 2015, pp.162－171, 2015.