

OPERATIONAL REQUIREMENTS DOCUMENT

[Name of System or Product]

**to be developed by the
[Name of Acquisition Program]**

**[Name of Program Manager]
Program Manager, [Name of Acquisition Program]
[Name of PM's Organization]**

**[Name of Sponsor]
Sponsor, [Name of Acquisition Program]
[Name of Sponsor's Organization]**

**[Name of S&T Project Manager]
Project Manager, [Name of S&T Project]
[Name of S&T Division]
Science and Technology Directorate**

**Date
Version X.X**

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1. General Description of Operational Capability

In this section, summarize the capability gap which the product or system¹ is intended to address, describe the overall mission area, describe the proposed system solution, and provide a summary of any supporting analyses. Additionally, briefly describe the operational and support concepts.

1.1. Capability Gap

Describe the analysis and rationale for acquiring a new product or system, and identify the DHS Component which contains or represents the end users. Also name the Capstone IPT, if any, which identified the capability gap.

1.2. Overall Mission Area Description

Define and describe the overall mission area to which the capability gap pertains, including its users and its scope

1.3. Description of the Proposed Product or System

Describe the proposed product or system. Describe how the product or system will provide the capabilities and functional improvements needed to address the capability gap. Do not describe a specific technology or system solution. Instead, describe a conceptual solution for illustrative purposes.

1.4. Supporting Analysis

Describe the analysis that supports the proposed system. If a formal study was performed, identify the study and briefly provide a summary of results.

1.5. Mission the Proposed System Will Accomplish

Define the missions that the proposed system will be tasked to accomplish.

1.6. Operational and Support Concept

1.6.1. Concept of Operations

Briefly describe the concept of operations for the system. How will the system be used, and what is its organizational setting? It's appropriate to include a graphic which depicts the system and its operation. Also describe the system's interoperability requirements with other systems.

1.6.2. Support Concept

Briefly describe the support concept for the system. How will the system (hardware and software) be maintained? Who will maintain it? How, where, and by whom will spare parts be provisioned? How, where, and by whom will operators be trained?

2. Threat

If the system is intended as a countermeasure to a threat, summarize the threat to be countered and the projected threat environment.

¹ In this document, the terms "product" and "system" are synonymous. The word "system" is used to refer to either.

3. Existing System Shortfalls

Describe why existing systems cannot meet current or projected requirements. Describe what new capabilities are needed to address the gap between current capabilities and required capabilities.

4. Capabilities Required

4.1. Operational Performance Parameters

Identify operational performance parameters (capabilities and characteristics) required for the proposed system. Articulate the requirements in output-oriented and measurable terms. Use Threshold/Objective² format and provide criteria and rationale for each requirement.

4.2. Key Performance Parameters (KPPs)

The KPPs are those attributes or characteristics of a system which are considered critical or essential. Failure to meet a KPP threshold value could be the basis to reject a system solution.

4.3 System Performance.

4.3.1 Mission Scenarios

Describe mission scenarios in terms of mission profiles, employment tactics, and environmental conditions.

4.3.2 System Performance Parameters

Identify system performance parameters. Identify KPPs by placing an asterisk in front of the parameter description.

4.3.3 Interoperability

Identify all requirements for the system to provide data, information, materiel, and services to and accept the same from other systems, and to use the data, information, materiel, and services so exchanged to enable them to operate effectively together.

4.3.4 Human Interface Requirements

Discuss broad cognitive, physical, and sensory requirements for the operators, maintainers, or support personnel that contribute to, or constrain, total system performance. Provide broad staffing constraints for operators, maintainers, and support personnel.

4.3.5 Logistics and Readiness

Describe the requirements for the system to be supportable and available for operations. Provide performance parameters for availability, reliability, system maintainability, and software maintainability.

4.3.6 Other System Characteristics

Characteristics that tend to be design, cost, and risk drivers.

² The threshold value for a requirement is the minimum acceptable performance. The objective value is the desired performance.

5. System Support

Establish support objectives for initial and full operational capability. Discuss interfacing systems, transportation and facilities, and standardization and interoperability. Describe the support approach including configuration management, repair, scheduled maintenance, support operations, software support, and user support (such as training and help desk).

5.1 Maintenance

Identify the types of maintenance to be performed and who will perform the maintenance. Describe methods for upgrades and technology insertions. Also address post-development software support requirements.

5.2 Supply

Describe the approach to supplying field operators and maintenance technicians with necessary tools, spares, diagnostic equipment, and manuals.

5.3 Support Equipment

Define the standard support equipment to be used by the system. Discuss any need for special test equipment or software development environment

5.4 Training

Describe how the training will ensure that users are certified as capable of operating and using the proposed system.

5.5 Transportation and Facilities

Describe how the system will be transported to the field, identifying any lift constraints. Identify facilities needed for staging and training.

6. Force Structure

Estimate the number of systems or subsystems needed, including spares and training units. Identify organizations and units that will employ the systems being developed and procured, estimating the number of users in each organization or unit.

7. Schedule

To the degree that schedule is a requirement, define target dates for system availability. If a distinction is made between Initial Capability and Full Operational Capability, clarify the difference between the two in terms of system capability and/or numbers of fielded systems.

8. System Affordability

Identify a threshold/objective target price to the user at full-rate production. If price is a KPP, include it in the section on KPPs above.

Signatures

Sponsor's Acquisition Program Manager [print and sign] Date

Sponsor's Representative [print and sign] Date

S&T Project Manager [print and sign] Date

S&T Division Head [print and sign] Date

Appendixes

Glossary