

GOVERNED TEMPLATE RENDERING REFERENCE: NFR CATALOG DEFAULT V2 (DRAFT)

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NFR CATALOG · PROJECT ARTIFACT

SPECIRA

Non-Functional Requirements: Dispatch Modernization

Meridian Field Services: instructional example, not project evidence

DRAFT · WATERMARK POLICY: DRAFT_ONLY

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the catalog states the required WHAT; the architecture commits the HOW

§1 Performance Requirements

mandatory

1 decision

1 evidence rule

validators: every_nfr_uses_scenario_form_stimulus_response · every_nfr_has_fit_criterion_naming_method · nfr_cites_architecture_quality_scenario_or_flags_gap · no_adjective_only_nfr

Every row is a scenario (stimulus, environment, response, numeric measure) with a fit criterion naming the method that proves it. "Fast" is rejected at authoring.

Omitted categories, noted once: portability and compatibility carry no requirements (single-platform pilot, no co-existence constraint); maintainability carries one row (NFR-P3).

Id	Scenario (stimulus → response)	Measure	Fit criterion	Driver	Stage
NFR-P1	A job reaches ready during peak dispatch (pilot load: Toronto, 1,500 jobs/day) → the job is visible on the board	≤ 5 s p95	The board-liveness run on the perf harness (PS-1 ^[1])	The dispatcher decision cadence the value case rests on (objectives ^[2])	pilot

Id	Scenario (stimulus → response)	Measure	Fit criterion	Driver	Stage
NFR-P2	A dispatcher opens a job's suggestions → ranked candidates render	≤ 1 s p95	PS-1's suggestion series	Suggestion-first only works if it is faster than memory	pilot
NFR-P3	A sixth hub onboards → configuration only, no code change (maintainability's one row)	0 deployments required	The hub-six onboarding drill	Rollout economics (BD-2 ^[5])	scale

§2 Availability & Recovery

mandatory

1 decision

1 evidence rule

validators: availability_percentages_carry_windows · degradation_rows_cite_designed_fallbacks · recovery_objectives_numeric_with_method

A percentage without its window is theater. Degradation rows cite the designed fallback; invented behavior appears nowhere.

Id	Scenario	Measure (windowed)
NFR-A1	The board is available during operations	99.5% over dispatch hours (06:00 to 22:00 local); a continuous
NFR-A2	The position feed stops → positions mark stale and manual assignment proceeds	0 blocked assignments through a 30-min gap

Id	Scenario	Measure (windowed)
NFR-A3	A restore is required	Assignment records: zero loss (recovery point) · 4 h (recovery)

§3 Scalability Requirements

mandatory

1 decision

1 evidence rule

validators: pilot_and_scale_targets_distinct_rows · stage_promotion_triggers_are_events

Pilot and scale are distinct rows; one number retrofitted across stages is the anti-pattern these rows exist to prevent.

Id	Stage	Frame	Promotion trigger
NFR-S1	pilot	400 positions/min · 1,500 jobs/day	none (active)

NFR-S2	scale (future)	5 hubs · 2,000 positions/min, same latency rows	The hub two go decision an event not a data (BD-2 [5])
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§4 Security NFRs

mandatory

1 decision

1 evidence rule

validator: security_rows_point_at_sr_ids_never_restate

Pointer rows only: the security requirements artifact owns every word; a row restating an SR is a defect.

Quality	Points at
Confidentiality: technician location	SR-033 , SR-034 ^[9]
Integrity: position feed	SR-021 ^[9]
Accountability: overrides	SR-009 , SR-031 ^[9]
Authenticity: staff sessions	SR-001 ^[9] + the assurance table (assurance levels ^[10])

Non-repudiation carries no requirement beyond SR-009's audit row; omitted with note.

§5 Usability NFRs

mandatory

2 decisions

1 evidence rule

validators: usability_rows_cite_persona_and_method · conflicting_nfrs_have_logged_priority_decision

"Intuitive" is not a requirement. Conflicts are decided, not discovered in code.

Id	Scenario	Measure	Fit criterion
NFR-U1	A first-shift dispatcher (Dana ^[11]) completes an assignment through suggestions without help	≤ 90 s by her third shift	Observed pilot sessions, weeks one and two (observations ^[12])
NFR-U2	Override entry during assignment	≤ 1 added step	Click count on the board (SCR-001 ^[13])
NFR-U3	The board serves assistive technology	WCAG 2.1 AA	The accessibility audit at pilot exit

Conflict, decided: NFR-U2 vs the override-reason constraint [BR-03](#)^[8] requires a reason; usability wants zero friction. **The reason field wins:** accountability outranks one click. Decided by M. Chen with N. Duval, logged ([decision index](#)^[5]); the row carries the decision chip. Silent resolution in code is the anti-pattern this callout prevents.

§6 Open Questions

mandatory

1 decision

Question	Owner	Answer by	Blocks
NFR-P3's hub-onboarding scenario has no committed architecture answer. Does hub onboarding become a quality scenario at the next architecture regeneration?	E. Sandoval	Sep 30, 2026	The maintainability row's reconciliation only

Refs

References & Package Contents

In the Specira workspace

specira	[1] Performance test scenarios: PS-1, PS-3 results (tests instantiate committed targets) app.specira.ai/projects/dispatch-modernization/artifacts/performance-test-scenarios
specira	[2] BRD: objectives (the drivers' home) app.specira.ai/projects/dispatch-modernization/artifacts/brd#objectives
specira	[3] Architecture: board liveness, feed-loss resilience, scale frame (the committed HOW) app.specira.ai/projects/dispatch-modernization/artifacts/architecture
specira	[4] Process flows: FLW-01 degradation boundary app.specira.ai/projects/dispatch-modernization/artifacts/process-flows#flw-01
specira	[5] Decision log: BD-2, the U2/BR-03 priority decision app.specira.ai/projects/dispatch-modernization/artifacts/decision-log
specira	[6] Deployment verification: DV-5 feed-loss drill, restore checks app.specira.ai/projects/dispatch-modernization/artifacts/deployment-verification
specira	[7] API contracts: suggestions_unavailable degradation contract app.specira.ai/projects/dispatch-modernization/artifacts/api-contracts#errors
specira	[8] Business rules: BR-03 override reason, BR-06 retention app.specira.ai/projects/dispatch-modernization/artifacts/business-rules
specira	[9] Security requirements: SR-001, SR-009, SR-021, SR-031, SR-033, SR-034 app.specira.ai/projects/dispatch-modernization/artifacts/security-requirements
specira	[10] Auth & authz policy: assurance levels app.specira.ai/projects/dispatch-modernization/artifacts/auth-authz-policy#assurance
specira	[11] Personas: Dana app.specira.ai/projects/dispatch-modernization/artifacts/persona-profiles#dana

specira [12] Journey maps: pilot observations app.specira.ai/projects/dispatch-modernization/artifacts/journey-maps

specira [13] Wireframes: SCR-001 board app.specira.ai/projects/dispatch-modernization/artifacts/wireframes#scr-001

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