

1. ABSTRACT

The role of customer and cross-functional project stakeholder groups is becoming increasingly significant during software requirement engineering (RE) activities. The increasing globalization of software industry demands an investigation of requirements engineering in distributed software projects.

Requirement engineering is a crucial process in software engineering. Acceptable requirements means, the conformance to the customer's requirements. The requirement engineering must be market driven allowing product organization to capture the voice of customer. It must describe the requirements in understandable and measurable terms to be analyzed in order to identify solutions for the requirements. Thus, it is very important to use structured methods and processes in requirement engineering to collect requirements, controlling the versions of single requirement, tracking the issues and providing test reports.

Controlling the versions of the requirements is very important since no matter how thorough the requirements document has been set up, the requirements will change. Evolution of requirements is the key thing here. The requirements may change after the system has been built, but also during the process of implementing the system.

This thesis focuses on current requirement engineering problems faced in the case study project having stakeholders distributed across several continents. The goal is to examine requirement engineering practises in global software development. It formulates recommendations for improvement related to requirement processes, especially in the outsourcing context. Based on the empirical evidences and the published literature of requirements engineering, a model to list is constructed all possible research problems and embodied them using study questions. In the end, this thesis try to find answer to those questions and provide a discussion of the observations and lessons learned.