

## Problem Definition Worksheet (Problem Definition)

*After careful analysis of the RFP, write the different needs of the client in the spaces below.*

**Client Business Need:** What business need is behind this RFP? (i.e. reduce costs, increase productivity, increase market share, increase profit, government regulations, etc.) Be careful, there can be two types of needs; those expressed by the client and those implied. Record both expressed and implied needs.

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**Client Educational/Training Need:** What educational needs are being addressed by the RFP? Are the employees not learning under the current system? Is the current delivery of the training too cost prohibitive? Is the current training out-of-date? Are the trainee records too hard to manage?

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**Client Administrative Need:** Does the client have a large number of trainees to track? Multiple courses running at the same time? Is the client looking for a way to ensure that an employee took a certain class and passed the required performance assessment?

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**Client Technical Need:** Describe the technical need(s) of the client in layperson terminology. Include implied and expressed needs.

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**Overview of Problem:** Describe the client's problem in two or three sentences encompassing all of the above identified needs.

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