

Mastering the Requirements Process

By mastering the project requirements process, business analysts and project managers can better manage customers' expectations and satisfy their needs. Requirements discovery is the first step to a successful project. This workshop focuses on the skills necessary to thoroughly gather requirements from stakeholders, procedures, system components, and various business documents. Quality requirements statements are the next step in a successful project. This workshop provides the best practices to write specific, measurable, achievable, realistic, and traceable, requirements statements. Finally, requirements must be properly communicated, validated and signed off to achieve a successful project outcome. By the end of this course, participants will have accomplished all three. Overall the workshop is designed to give participants the skills, hands on application and confidence they need to tackle any project by producing and gaining approval for a quality requirements document.

Audience Those who need an advanced and detailed approach to defining business/technical requirements and implementing new processes or methodologies.

Prerequisites: Previous professional experience in business analysis is required.

Number of Days: 3 days

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| <p>1. Introduction
 What is a Requirement?
 Workshop Objectives
 Analysis Work
 Business Analysis Body of Knowledge (BABOK) Companies
 Workshop Agenda
 The Cost of Bad Requirements
 The System Development Life Cycle
 Workshop Logistics</p> | <p>Planning on Requirements Work</p> |
| <p>2. Requirements Process
 Requirements
 Types of Requirements
 Developing Requirements Where do We Begin?
 Current State vs. Future State
 Discovery
 Performing Enterprise Analysis
 Requirements Documentation
 The Requirements Attributes for Traceability to the Source
 Requirement Identification
 Organizing Requirements
 Requirements Exclusions—Out of Scope
 The Phased or Iterative Approach
 Dictionary of Terms</p> | <p>3. Requirement Essentials
 How Shall We Write Requirements?
 SMART Requirements
 Guidelines for Documenting Requirements
 Quality Requirements?
 The Grammar of Requirements
 Ambiguous Words
 Pronouns
 Synonyms
 Negative Words
 Adverbs
 Adjectives
 Measuring Success (Testing Requirements)
 Requirements Statements vs. Design Statements
 Turning Design Statements into Requirements</p> |
| | <p>4. The Business Case
 Documenting the Business Case
 Building the Business Case
 Project Context
 Actors and External Entities
 The Context Diagram</p> |

5. Stakeholder Requirements

The People Side of Requirements
Best Practices for Stakeholder Interactions
Working with People
Requirements Elicitation Techniques
Identifying Stakeholder Requirements
Facilitating a Requirements Discovery Session
Structure of a Facilitated Session

6. Functional Requirements

Functional Requirements
Level of Detail for Functional Requirements
So What Are Functions?
Words to Avoid
Where Can We Find Functional Requirements?
Writing Functional Requirements from Stakeholder Requirements
Writing Functional Requirements from a Use Case
Use Case
Writing into Functional Requirements from Artifacts

7. Non-Functional Requirements

Reliability Requirement Statements
Performance Efficiency Requirement Statements
Operability & Usability Requirement Statement
Security Requirement Statements
Compatibility Requirement Statements
Maintainability and Supportability Requirements
Transferability and Portability
Where Can We Find Quality of Service Requirements?
Other Places to Look for Non-Functional Requirements
Writing Non-Functional Requirements from Stakeholder Requirements
Writing Non-Functional Requirements from Use Cases
Writing Non-Functional Requirements from Functional Requirements

Writing Non-Functional Requirements from Artifacts

Transition Requirements

8. The Requirements Communication

Purpose of Requirements Communication

Requirement Document

Levels of Requirements Communication
Peer Review

Stakeholder Walkthrough

Requirements Inspection

Sign-Off Approval

The Requirements Baseline