



Course Content

Course Description:

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 users, procedures, system components, and various business documents. Quality requirements statements are the next step in a successful project. In this course participants will learn best practice techniques 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 course 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.

Prerequisites:

Previous professional experience in business analysis is required

Topics:

The Requirements Process

- Developing Requirements—Where Do We Begin?
- The Cost of Bad Requirements
- System Development Life Cycle
- Current State Versus Future State
- Discovery
- Project Size and Requirements Work
- Performing Enterprise Analysis
- Dictionary of Terms
- Real-World Application

- Requirements Documentation
- Requirements Attributes for Traceability to the Source

The Business Case

- Documenting the Business Case
- Building the Business Case
- Actors and External Entities
- The Concept Diagram

User Requirements

- User Requirements
- Pitfalls When Working with Users
- Best Practices for User Interactions
- The People Side of Requirements
- Requirements Input People
- Requirements Output People
- Working with People
- Requirements Elicitation Techniques
- Identifying User Requirements
- Eliciting User Requirements
- Facilitating a Requirements Discovery Session
- Structure of a Facilitated Session

Requirements Essentials

- Requirements
- Types of Requirements
- Planning Requirements Work
- SMART Requirements
- Quality Requirements
- How Shall We Write Requirements?

Functional Requirements

- Functional Requirements
- Level of Detail for Functional Requirements
- So what are Functions?



Mastering the Requirements Process

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21 Hrs

- Operational Requirement Statements
- Performance Requirement Statements
- Privacy Requirement Statements
- Quality Requirement Statements
- Safety Requirement Statements
- Security Requirement Statements
- Training Requirement Statements
- Where Can We Find Quality of Service Requirements?
- Words to Avoid
- Where Can We Find Functional Requirements?
- Writing Functional Requirements From User Requirements
- Writing Functional Requirements from a Use Case
- Use Case
- Writing into Functional Requirements from Artifacts
- Real World Application

Quality of Service Requirements

- Quality of Service Requirements
- Environmental Requirements Statements
- Interface Requirement Statements
- 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
- Other Places to Look for Quality of Service Requirements
- Writing Quality of Service Requirements from User Requirements
- Writing Quality of Service Requirements from Use Cases
- Writing Quality of Service Requirements from Functional Requirements
- Writing Quality of Service Requirements from Artifacts

The Requirements Documentation

- Requirements Document
- Requirements Identification
- Organizing Requirements
- Requirements Exclusions
- The Phased or Iterative Approach
- Ensuring Quality Statements of Requirements
- Guidelines for Documenting Requirements
- Requirements Document

Requirements Communication

- Purpose of Requirements Communication
- Levels of Requirements Communication
- Peer Review
- User and Stakeholder Walkthrough
- Requirements Inspection
- Requirements Checklist
- Sign-Off Approval
- The Requirements Baseline