

Mastering the Requirements Process



MASTERING THE REQUIREMENTS PROCESS

Auckland

24 – 26 November 2008

Wellington

17 – 19 November 2008

Christchurch

10 – 12 December 2008

MASTERING THE REQUIREMENTS PROCESS – Part 2

Auckland

19 – 20 June 2008

Wellington

27 – 28 November 2008

“James and Suzanne are fantastic presenters – their knowledge is current and their continued involvement in the BA world is engaging and relevant”

David Abbott, June 2007 WLG




This Masterclass presented by Suzanne and/or James Robertson from The Atlantic Systems Guild (UK and USA)

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– first time

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 **software**
EDUCATION

Mastering the Requirements Process – 3 Days

AUCKLAND AND WELLINGTON

Requirements are the most misunderstood part of systems development – and yet the most crucial. Requirements have to be correct for the rest of the development effort to succeed. This course presents a complete process for eliciting the users' requirements, testing for correctness, and recording them clearly, comprehensibly and unambiguously.

Software development today has more demands on it than ever, and fewer resources to meet those demands. Getting the software right – the first time – is the only way to succeed under these circumstances. Today's requirements process is incremental with quick cycle times. It uses prototypes and scenarios, and it ensures that your developers know precisely what you mean when you write a fit criterion – a concise test case for the requirement.

This course shows you how to precisely define the scope of the project, to discover and involve the appropriate stakeholders, to use techniques such as apprenticing to learn what the users really need, to write testable requirements, and to phase the requirements to allow incremental delivery of the product.

HOW CAN THIS COURSE HELP YOU?

- Determine your customer's needs – exactly
- Write requirements that are complete, traceable, and testable
- Precisely define the scope of the project
- Discover the stakeholders and keep them involved
- Get the requirements quickly, and incrementally



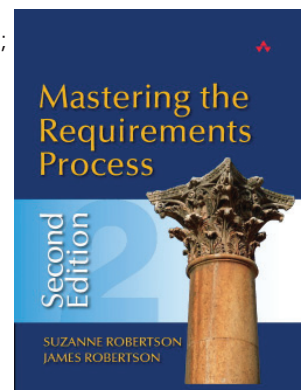
SUZANNE AND JAMES ROBERTSON

YOUR INSTRUCTORS

James and Suzanne Robertson are founding partners of the Atlantic Systems Guild. The Guild is a New York and London based think-tank producing some of the most innovative ideas for today's systems. Together with their fellow Guild partners, Tom De Marco, Peter Hruschka, Tim Lister, Steve McMenamin and John Palmer, Suzanne and James have produced books and seminars that are among the most successful in the history of systems development.

Suzanne and James are co-authors of *Complete Systems Analysis: the Workbook, the Textbook, the Answers* (Dorset House, 1994); *Requirements-Led Project Management* (Addison Wesley, 2005); *Mastering the Requirements Process – Second Edition* (Addison Wesley, 2006). Their broad experience with a diverse worldwide client base, has resulted in the development of the Volere process and tools for effective gathering, presenting and managing requirements.

Each participant receives a copy of this book.



“Really good opportunity to get some structure into my approach to requirements gathering – plenty of tools to get started and tailor appropriately.”

Janine Morrison, June 2007 WLG

Come to the source of Volere

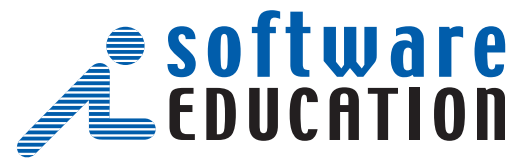
The Robertsons are the originators of the acclaimed Volere requirements techniques. In this course they give you:

- The Volere requirements process – a complete description of the process is included in the materials
- The Volere requirements specification template – understand the template in use by tens of thousands of people around the world
- Stakeholder analysis, snow cards, and more

Requirement #:	Requirement Type:	Event/Use Case #:
Description:		
Rationale:		
Origination: Fit Criterion:		
Customer Satisfaction: Priority: Supporting Materials: History:	Customer Dissatisfaction: Conflicts:	

Volere
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What will I learn?



Invest in skills



Project blastoff

This builds a foundation for the requirements project by establishing its Scope-Stakeholder-Goals. This gives you the precise scope of the work to be studied, a testable goal for the project, and using stakeholder maps, you can identify all the sources of requirements. The blastoff ensures the project is viable and worthwhile.

Trawling for requirements

At the core of any requirements process is the ability to get people to tell you what they really need, rather than what they think you might be able to deliver. We show you how to use apprenticeship, Use Case workshops, interviewing and other strategies to discover exactly what the users need, and want.

Functional requirements

Functional requirements are those things the product must do. You discover them by inspecting the work the user does, and determining what part of that work the automated product should do. The resulting interaction between user and product is modeled with scenarios. From these, you derive the functional requirements.

Non-functional requirements

Non-functional requirements are properties the product must have, such as the desired look and feel, usability, performance and cultural aspects. This section discusses the types of non-functional requirements, and shows you how to use the template, and other methods, to find the qualitative requirements for your product.

Managing your requirements

Requirements are the lynchpin of any development effort, and so have to be written correctly and managed effectively. This section demonstrates the use of a template to help you write requirements. We look at requirements management issues like traceability, prioritisation and conflicting requirements. We also look at tools to help manage requirements specifications.

The quality gateway

Testing is most effective when it is done early in the development cycle. Here we demonstrate how to test requirements before they become part of the Requirements Specification. The Quality Gateway rejects out-of-scope, gold-plated, non-viable, incorrect and incomplete requirements. We show how you can attach an unambiguous fit criterion to a requirement. This makes the requirement testable, as well as ensuring the implemented solution precisely matches the customer's expectations.

Prototyping and scenarios

Some requirements are not properly understood until the user has the opportunity to "use" the product. Prototyping is a way of discovering requirements by testing mock-up products for the user's work. Here we discuss the merits of both low and high fidelity prototypes, and how they and scenarios are used to discover additional requirements.

Your requirements process

In this section we look at how to make your own requirements process as effective and efficient as possible. We look at accelerating the requirements gathering by establishing the scope, then building an early throwaway prototype, before moving on to incremental delivery. Each part of the process is then examined so that participants can discuss problems and ideas related to their processes, and how they can use this to improve their existing requirements process.

“I enjoyed the course as it provided me with a lot of very valuable concepts, terminology, processes and techniques that I will definitely use when I return to work.”

Melissa Love, June 2007 WLG

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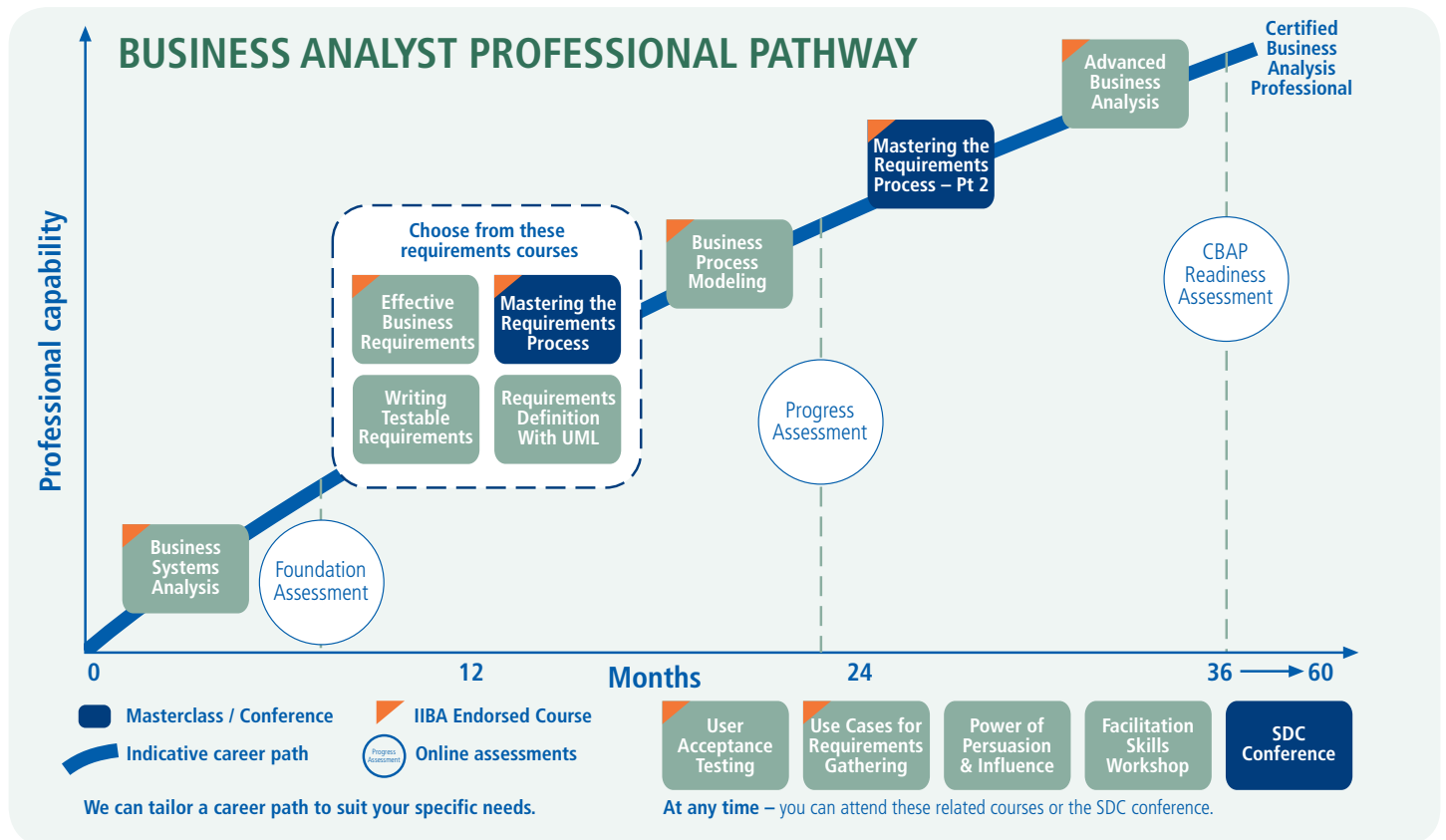
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Build your career path

Mastering the Requirements Process is a key component of our professional career pathway illustrated below. This provides a range of courses and skills assessments, culminating in the Advanced Business Analysis course. This approach also gives you the option to pursue professional certification.



Complementary Courses

OTHER COURSES FROM JAMES AND SUZANNE ROBERTSON

Mastering Requirements Process – Part 2

This course will take your requirements to the next level. It shows you how to build on your existing expertise and integrate requirements into project management for the maximum effect. This course is intended for experienced business/systems analysts, systems managers, project leaders, consultants and planners.

Mastering Innovation

Change happens, and innovation is your way of keeping abreast of it. Your customers and clients have become accustomed to better, more innovative services and products. Your choice is simple: you provide them, or let an innovative competitor do it. Keeping your business processes and systems appropriate for today's changing business environment means regular doses of innovation. Innovation is not restricted to rich and high-tech companies, it is a fundamental activity for any organisation wishing to remain relevant.

RELATED COURSES FROM SOFTWARE EDUCATION

Business Process Modeling

This course focuses on using a structured, disciplined approach to understanding business process models through eliciting, analysing, documenting and validating business processes. Particular emphasis is placed on identifying measurable end-to-end business processes, and ensuring alignment to the business in meeting defined goals and objectives. The course uses industry recognised standards to depict business process models. It draws upon both local and international good practice to provide a range of techniques and methods for conducting business process analysis.

Advanced Business Analysis

This new course emphasises communication, facilitation and change leadership, and equips the participants with the skills and techniques to creatively influence and lead the delivery of new systems. We cover aspects such as financial justification and feasibility studies where the analyst's input is key to delivering strategic value to the organisation for the money spent on systems implementations. BABOK™ Knowledge Area: Enterprise Analysis.

BA Assess – Online Assessments

We now offer online knowledge assessments to test knowledge of business analysis terms, concepts and processes as defined by the IIBA™. Contact us to learn more about these assessments.



Eight of our courses are endorsed by the IIBA.



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