

The most popular
requirements course
in Australasia

Mastering the Requirements Process

The MasterClass from Suzanne & James Robertson,
creators of the Volere requirements techniques.

"This is by far the best training I've attended. It presented a
balanced view of the theory and actual work experience in
requirement specification." Benito Agbulos, Business Analyst, HBOS Australia



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 **software**
EDUCATION

Mastering the Requirements Process

Requirements are the most misunderstood part of systems development and yet the most crucial. Good requirements are vital if the people who build the software are to have the same appreciation of needs as the people who use it.

This workshop presents you with a **complete process** for understanding the business, eliciting the real requirements and recording them clearly, comprehensibly and unambiguously.

Accurate requirements produce **maximum value** for your IT development effort and money. By building the right software the first time, and so avoiding expensive rework and customer frustration, your development process will be as effective as it can be. *Mastering the Requirements Process* teaches you how to gather accurate requirements.

We know that our courses have to be both **practical and useful**. This course is acknowledged as one of the most understandable courses on requirements. Business analysts have told us – repeatedly – that they found it both easy to follow and instructive. Their feedback consistently shows that they are able to use what they have learned to make themselves more effective at their work.

We also understand that this is a serious investment of your time and money and that you have to take something useful away with you. Not only will you learn from one of the **best-qualified requirements instructors**, you will also come away understanding the Volere requirements process — you get a copy of the Volere Requirements Specification Template and worked examples from this template. All this means that, after the course, you hit the ground running.

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

This is for you . . .

. . . if you are involved in delivering the right systems – the ones that get used. Your title is probably **business analyst, systems analyst, project leader or manager, requirements engineer, consultant** or similar. Or if you are a **user** or **software customer** and want to ensure the requirements process delivers what you need.

How can this course help you?

You will learn how to:

- Determine your client's needs – exactly
- Discover the real business and how to improve it
- Write requirements that are complete, traceable and testable
- Precisely define the scope of the project
- Discover all the stakeholders – and keep them involved
- Use up-to-date techniques such as storyboarding, prototyping and wikis
- Get the right requirements quickly

What will you learn?

• Project Blastoff

This builds a foundation for the requirements project by establishing its Scope-Stakeholder-Goals. This gives you the precise scope of the business area to be studied, a testable goal for the project, and using stakeholder maps, you can identify all the sources of requirements. Additionally, 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 their perceived solution, or what they think you might be able to deliver. We show you how to use apprenticing, use case workshops, interviewing, brainstorming, mind maps and other techniques to discover exactly what the customers need – and want.

• Functional Requirements

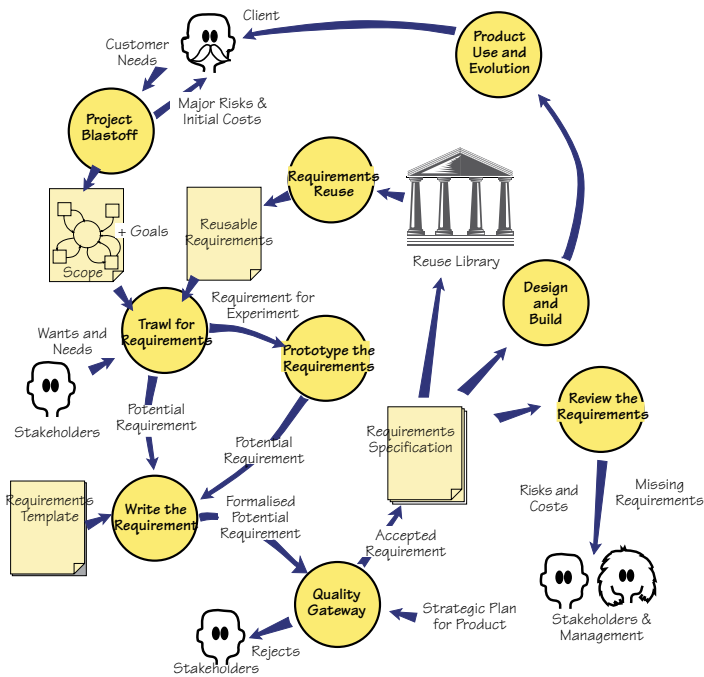
Functional requirements are those things the product must do. You discover them by understanding the work the user does and determining what part of that work the automated product can best do. The resulting interaction between user and product is usually modelled with scenarios, and from these, you can readily 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, cultural aspects and so on. This section discusses the types of non-functional requirements, and shows you how to use the template, and other methods, to find the all-important 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. It looks 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 discovered until the user has had 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 look at the merits of both low and high-fidelity prototypes, and how they and scenarios are used to discover previously-hidden requirements.

• Your Requirements Process

We look at how to make your own requirements process as effective and efficient as possible; for example, accelerating the requirements gathering by establishing the scope then building an early throwaway prototype before moving on to incremental delivery. Each part of the requirements process is examined so that you and your fellow participants can discuss problems and ideas related to your own situation, and use the lessons from this course to improve your existing requirements process.

Learning from Experience

Suzanne Robertson and **James Robertson** are co-authors of *Mastering the Requirements Process, Second Edition* (Addison-Wesley 2006) the book that distils their experience at finding requirements and writing them so that all the stakeholders can understand them. They both have over a quarter of a century's real-world experience in consulting, training and practicing requirements discovery, systems design and problem solving, and are known for their innovative workshops and practical applicability.

Suzanne and James are founding partners of The Atlantic Systems Guild, a think tank known for its significant advances in the systems engineering field. They have also written several popular books on related topics. They recently won the Jolt Award for the book written with fellow Guild principals *Adrenaline Junkies* and *Template Zombies*. Suzanne is founding editor of the Requirements section in *IEEE Software* magazine.

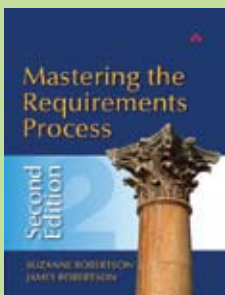


Come to the source of Volere

Suzanne and James Robertson are the creators of the Volere requirements techniques. Their years of experience mean that you get the benefit of lessons learned from their impressive list of worldwide clients. You get to discover a better way to do requirements from the best possible authority – the people who wrote the book.

Additional Features:

- Your instructor has real-world experience, and is able (and willing) to call on years of experience when discussing your particular requirements issues.
- Your own copy of the acclaimed *Mastering the Requirements Process, Second Edition* by Suzanne and James Robertson, published by Addison Wesley.
- A copy of the Volere Requirements Specification Template. This complete template provides the foundation for your own requirements specifications.
- A complete version of the Volere Requirements Process. This guides you through the intricacies of requirements gathering.
- Guidance on tools currently available to assist requirements capture and recording.
- References to books and sources of up-to-date requirements engineering techniques.
- A final session where, through discussion, interaction and demonstration, you can ensure you have a requirements process suitable for your organisation.



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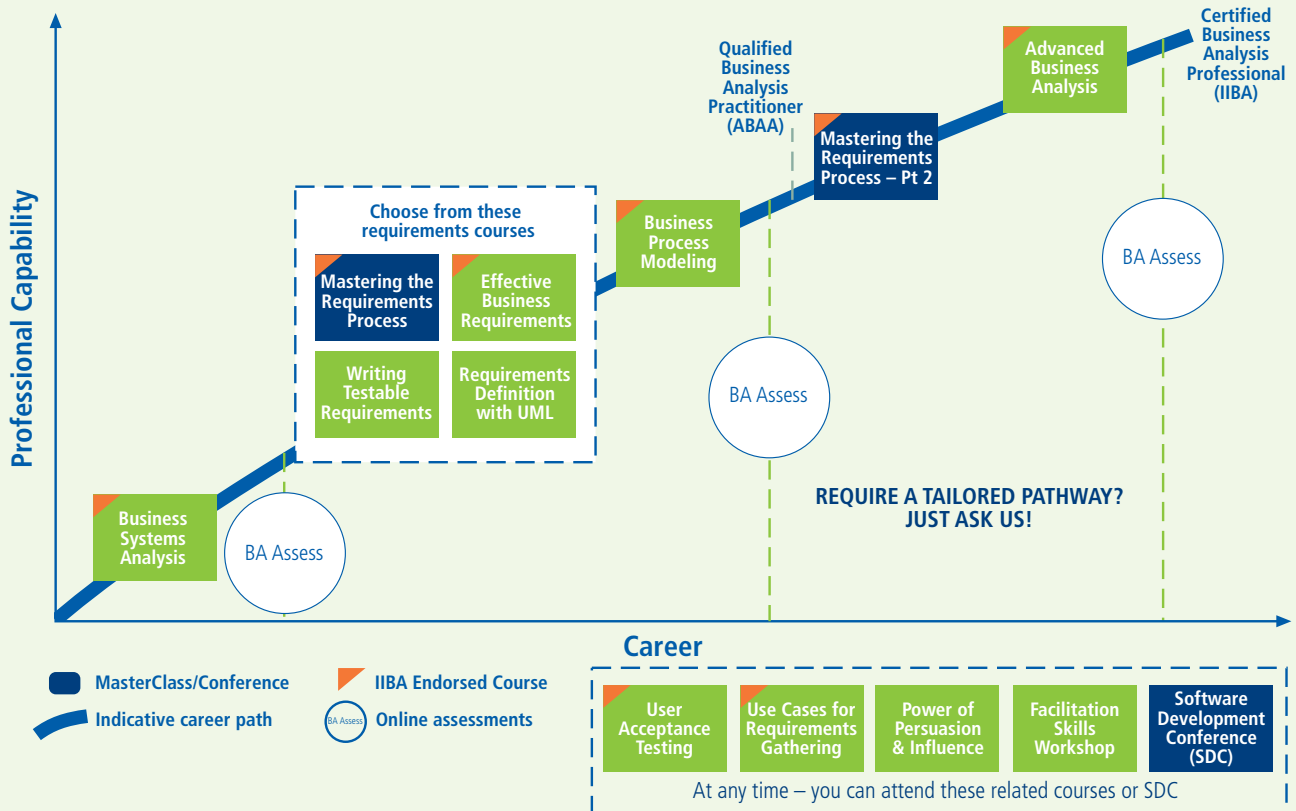
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Mastering the Requirements Process – Part 2

PRESENTED BY SUZANNE ROBERTSON

WELLINGTON \$1950 pp (plus GST)
 27-28 May 2010
 18-19 Nov 2010

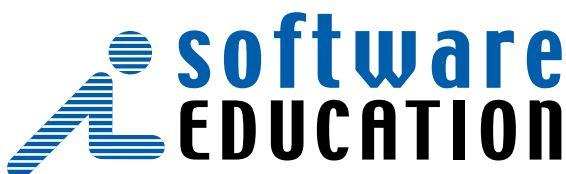
This course will take your requirements to the next level. It shows you how to build on your existing expertise and integrate requirements into project management for the maximum effect. This is an advanced course, and is intended for experienced business/systems analysts, systems managers, project leaders,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

What will you learn?

- Build a requirements knowledge model for communication and traceability
- Use requirements deliverables as input to project management
- Work in a more Agile manner – by choosing the level of requirements needed for faster results
- Assess commercial off the shelf (COTS) software using requirements techniques
- Exploit requirements deliverables for risk management and cost estimation
- Integrate creative requirements practices for innovative products
- Maximise the value of requirements investment
- Take advantage of requirements practices to enable change
- Match project success indicators and good requirements practices.

See www.softed.com for full course description.

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