

## Requirements – just the basics

presented by Andrew Kendall



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## A bit about us...



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Senior Manager, Professional Services  
Software Education



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Trainer/Consultant Software Education  
Director, ThinkAnalyse Consulting

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## A bit about you...

- Time for a quick poll...

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## Requirements – just the basics



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## Requirements – is it just me or is it the work?



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## Welcome to the requirements couch...



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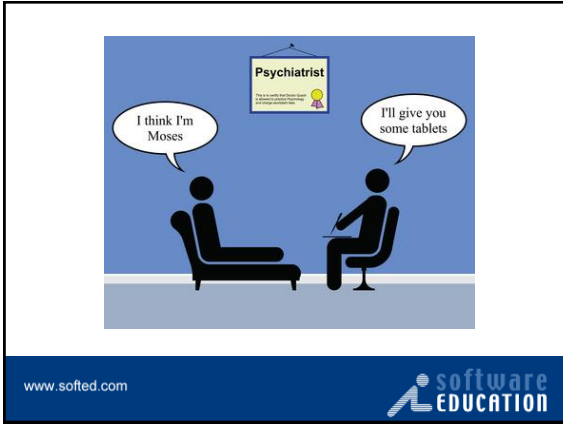
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### What is a BA..?

A Business Analyst (BA) is an organiser, listener, investigator, facilitator, communicator, collaborator, innovator, and much more...

Source: IIBA 2010  
[http://www.theiiba.org/AM/Template.cfm?Section=What\\_s\\_a\\_BA\\_](http://www.theiiba.org/AM/Template.cfm?Section=What_s_a_BA_)

IIBA International Institute of Business Analysis

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### What is a BA..? *cont'd.*

A business analyst works as a liaison among stakeholders in order to elicit, analyse, communicate and validate requirements for changes to business processes, policies and information systems.

Source: IIBA 2010  
[http://www.theiiba.org/AM/Template.cfm?Section=What\\_s\\_a\\_BA\\_](http://www.theiiba.org/AM/Template.cfm?Section=What_s_a_BA_)



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### What is a BA..? *cont'd.*

The business analyst understands business problems and opportunities in the context of the requirements and recommends solutions that enable the organisation to achieve its goals.

Source: IIBA 2010  
[http://www.theiiba.org/AM/Template.cfm?Section=What\\_s\\_a\\_BA\\_](http://www.theiiba.org/AM/Template.cfm?Section=What_s_a_BA_)



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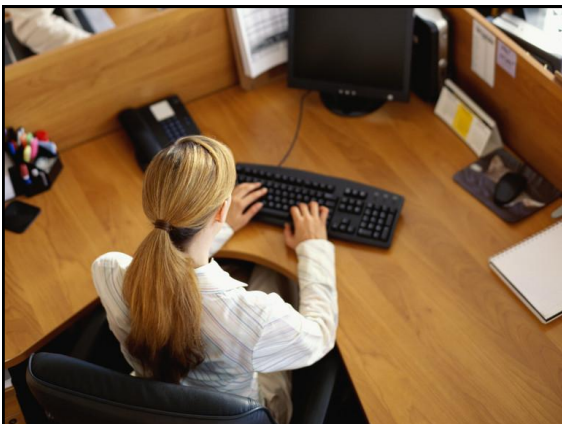
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**Question...**

In software development, what is the biggest cause of software errors?

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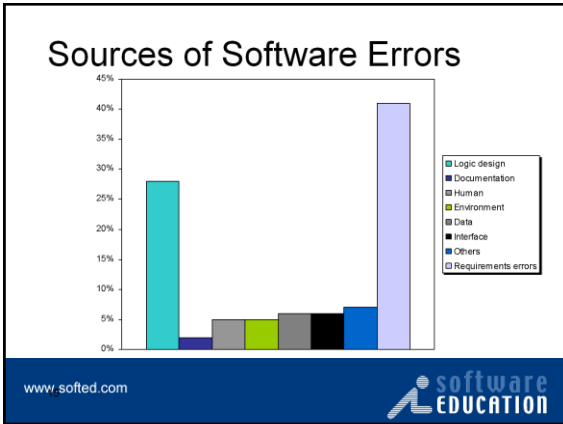
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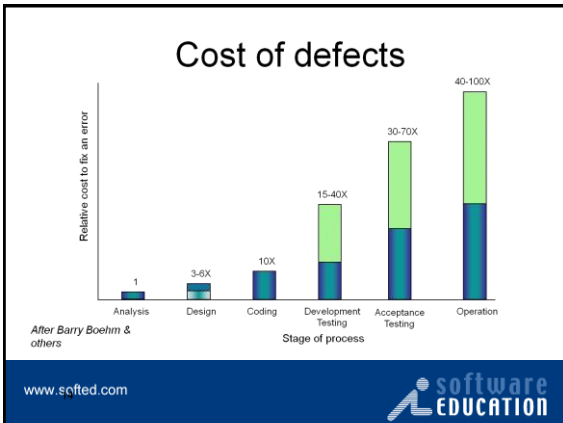
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## Who, what, why...

To understand the work

- Stakeholders
- Scope
- Goals

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## Stakeholders, Scope, Goals

- **Stakeholders** – who to talk to about the work
- **Scope** – What is the work?
- **Goals** – how does this work support the business and why?

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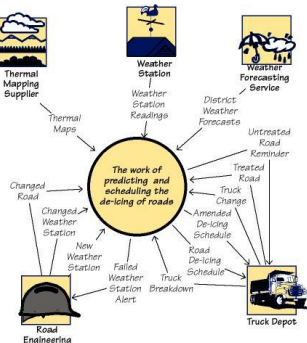
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## Scope



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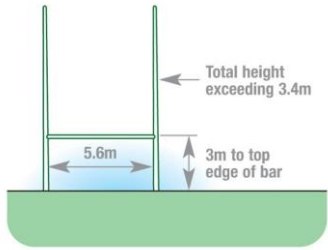
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## Goals



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## Requirements...

- Once the scope boundary is set
- Speak with the stakeholders responsible
- To understand the goals of the project

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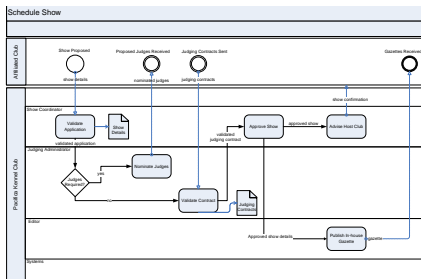
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## Process flows or Use Cases?



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## Requirements...

- Document the as-is processes
- Stakeholders will have different views
- Keep the goal in mind...

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## Requirements...

- Put the “as-is” alongside the likely “to be” process and note the difference.
- Requirements will exist for each step in the new or changed process

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## Requirements...

Requirement #:	Requirement Type:	Event/BUC/PUC #:
Description: <b>Whatever the person says they want</b>		
Rationale: <b>A justification for the requirement</b>		
Originator: <b>The person giving you the requirement</b>		
Fit Criteria:		
Customer Satisfaction:	Customer Dissatisfaction:	Conflicts:
Priority:		
Supporting Materials:		
History:		

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## Atomic Requirements...

- What are atomic requirements?
- Atomic requirements describe a single function
- Single things can be tested

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## Requirements...

- Rationale

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## Requirements...

- Rationale
- Originator = Who told you

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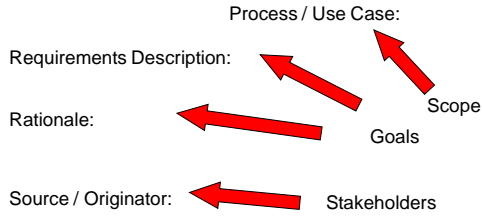
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## In summary...



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## Further Reading

<http://volere.co.uk/books.htm>



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## Any questions?

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## Upcoming Courses

### Mastering the Requirements Process:

(Part 1)

- Auckland 15-17 Nov
- Melbourne 29 Nov-1 Dec
- Sydney 22-24 Nov
- Wellington 15-17 Nov (**Sold out!**)

(Part 2)

- Melbourne 2-3 Dec
- Sydney 25-26 Nov
- Wellington 18-19 Nov

In-house dates available on request.

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## Learn with the experts

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### A requirement is..

Requirement #: 157	Requirement Type: FN	Event/DUC/UC #/a: 9
Description: The product shall verify all credit card transactions with the issuer.		
Rationale: To prevent fraudulent credit card use.		
Originator: Sarah Maitland, Finance Department.		
Fit Criterion: At completion, all credit transactions shall have the card issuer's authorization number.		
Customer Satisfaction: 4	Customer Dissatisfaction: 5	
Priority: 1	Conflicts:	
Supporting Materials: Maitland interview notes.		
History: v 14		

- Some aspect of a product's content or behaviour, which is needed to support the business
- Functional requirements are things the product must do
- Non-functional requirements are properties that the product must have
- A constraint is a restriction on the design or scope of the product
- Technological requirements are introduced at design time

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