

Series: *Business Analyst Certificate Program (formalizing mid-2010)*

## How to Elicit (Gather), Write, and Analyze Business Requirements

This course, delivered by Data Analysis & Results, Inc. (DA&R) experienced consultants and trainers, gives you a proven set of core techniques, methods, and tips to elicit (gather), capture, write (express), and analyze business, stakeholder, solution, and transition requirements. Requirements written in human language can be subjective, ambiguous, and subject to interpretation. To create "good" requirements, you need to become proficient in the "language and techniques" of requirements definition. The course covers how to write effective business requirements and includes business analysis techniques to identify and analyze business problems.

The International Institute of Business Analysis (IIBA<sup>®</sup>) in their *Business Analysis Body of Knowledge<sup>®</sup> (BABOK<sup>®</sup> v2.0)* define four major categories of requirements that are common to information technology projects:

- **Business requirements** - define the goals and objectives to support
- **Stakeholder requirements** - specify the needs of individuals or groups
- **Solution requirements** - describe functions, information, and specific qualities that the delivered technology has to enable
- **Transition requirements** - define behaviors that facilitate moving from the as-is state of the enterprise to the to-be state

*NOTE: The techniques taught in this course are methodology-neutral, meaning they are relevant to traditional, UML, Agile, or blended development environments.*

### **Logistics – 21 PDUs; 2.1 CEUs; 21 Formal Training Hours for PMI & IIBA.**

This instructor-led course can be delivered as a three-day course or split into 1-day and 2-day sessions.

### **Who Should Attend**

This course is designed for Business Analysts, Project Managers, Requirement Managers, System Analysts, Business Process Users, Business Process Managers, Project Teams, Product managers, Business or Functional unit staff, Subject Matter Experts, User Liaison Personnel, and anyone involved in defining or deciphering business system requirements.

### **Why You Should Attend - Best Practices Methodology**

DA&R's requirements training is for professionals who provide information and experience for, or create software and any other type of technical or business requirements. Our Public Sector, Fortune 500, and Nonprofit customers have adopted our Best Practices as their standard for defining and managing requirements.



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## Mentor Instructors

DA&R Senior consultants teach every course, ensuring that attendees get personal attention and a wealth of experience. DA&R affiliated consultants actively participate in the IIBA, PMI, IEEE, and other professional organization standards work. We stand ready to tailor, customize, coach, mentor, and consult with you on your Business Analysis, Requirements, Project Management, and related professional endeavors.

## Improved Retention Means Adoption

DA&R courses are designed to be engaging, participatory, and to help develop behavior changes that lead directly to performance improvement. Attendees take back with them best practice and tailored templates, processes, and contacts for further development.

## Upon completion, successful participants will be able to:

- Manage questions and open items lists
- Identify value of good requirements
- Evaluate management vision statements
- Write business requirements that solve business problems
- Creates requirements during “analysis by walking around”
- Develop and process surveys
- Prepare, perform and follow up requirements interviews
- Use 10 critical requirements questions to guide the requirements capture process
- Contrast the pros and cons of prototyping for requirements
- Describe what business events are and how they interact with technology
- Define the evolving role of business systems analysts
- Apply 5 methods for discovering use cases
- Present the transition from business events to use cases
- Illustrate the major components of the use case
- Document proposed user interaction in use cases and use case diagrams
- Structure basic use case information in a use case document
- Use *Use Case* diagrams as a scoping tool
- Document scenarios to discover Use Cases
- Detail the sequence of interaction steps for the most common situations
- Determine how to handle alternate and exception situations
- Write audience-focused use cases
- Apply the five rules of a “good” requirement
- Translate business needs into well-structured business requirement statements
- Write business requirements that express the ‘what’ and avoid the ‘how’
- Discuss the problem with language based requirements
- Decompose requirements into the major types of requirements and subtypes
- Further clarify business rules, performance, and constraining requirements
- Use a standard readability index to improve understanding
- Discuss the difficulties in writing quality, “-ability” requirements (ex: reliability, testability, etc.)
- Distinguish qualitative from quantitative performance factors
- Classify 7 major components of business systems that need analysis
- Apply the four rules for managing a group of requirements



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