

23-25 February 2010, 13-15
September 2010, London

Fee £1445 + VAT
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Discounts Available

Business & Systems Analysis Series

Mastering the Requirements
Process

23-25 February 2010,
13-15 September 2010, London

Enterprise Level Business
Process Management

22-23 March 2010, London

Business Process Modelling,
Analysis and Design

24-26 March 2010,

1-3 December 2010, London

Mastering Business Analysis

26-27 April 2010, London

Business Rules and Decisioning
Masterclass

24-25 May 2010, London

Group Booking Discounts

If 5 delegates from the same
organisation register at the same
time for the same or various
seminars, then the 5th delegate
is free. We regret that this offer
cannot be used in conjunction
with the Series Discount.

*'The seminar was a mind opener
for me. I started to use some of
the seminar teachings the day
after and I keep wondering at the
enormous difference it makes in
my daily job. For the first time in
20 years, I feel in control of client
requirements and from there the
full project lifecycle!'*

Francois-Pierre Moriceau, IT
Solutions Architect, Orange
Business Services

*'Lively, knowledgeable, articulate –
absolutely excellent.'*

Steve Coe, Requirements
& Testing Manager, Department
of Work & Pensions

'One of the best!'

Helena Bone, Senior Business
Analyst, HBOS General Insurance

*'Very informative, lots of relevant
stories, very knowledgeable'*
Emma Temple, Business Change
Analyst, Capstone Mortgage
Services

*'The flow followed that of the
requirements process, was easy to
relate to and follow'*

Tom Jacobs, Business Analyst,
Lloyds TSB

Presenter



Suzanne Robertson is
a leading consultant,
teacher and
researcher in the
world of systems
analysis, requirements
engineering and management.
Suzanne is co-author of
Mastering the Requirements
Process, 2nd Edition.

In-House Training

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Mastering the Requirements Process is an
endorsed course by the IIBA
v2.0 of the BABOK as registered under
The Atlantic Systems Guild.

Mastering the Requirements Process

Suzanne Robertson

Overview

Requirements are the most misunderstood part of systems development, and yet the most crucial. Requirements must be correct if the rest of the development effort is to succeed. This workshop presents a complete process for eliciting the real requirements, testing them for correctness, and recording them clearly, comprehensibly and unambiguously.

Learning Objectives

- 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 the stakeholders and keep them involved
- Get the requirements quickly, and incrementally
- Learn state of the art requirements techniques

Seminar & Workshop Outline

The Requirements Process

- An overview of the process for gathering and verifying requirements

Project Blast-Off

- The Scope-Stakeholder-Goals trinity
- Use a precise scope to prevent requirements creep

Trawling for Requirements

- Using business events and use cases
- Apprenticing and other elicitation techniques
- Innovative requirements

Functional Requirements

- Use case scenarios
- Writing requirements, not solutions

Non-functional Requirements

- Usability, look and feel, performance, security etc.
- How to find the non-functional requirements

Managing Your Requirements

- Using the Requirements Knowledge Model
- Prioritising requirements
- Dealing with conflicting requirements

The Quality Gateway

- Testing requirements
- How fit criteria make requirements testable

Prototyping and scenarios

- Using simulations to discover requirements
- Exception and alternative scenarios

Your Requirements Process

- How to use an incremental requirements approach
- How to make your own process more effective

Audience

- Business Analysts
- Systems Analysts
- Requirements Engineers
- Requirements Managers
- Systems Developers
- Software Developers
- Software Engineers
- Project Leaders/Managers
- Programme Managers
- Product Managers
- Consultants
- Users and Software Customers

Special Features

- The teaching chapters are reinforced with hands-on workshops.
- Discuss issues with an instructor who has real-world experience.
- Learn industry-proven requirements techniques.
- In the final session, through discussions, interaction and demonstrations, you ensure that you have the requirements process that is suitable for your organization.
- Receive the Volere Requirements Specification Template with advice on how to make this your own template.
- Receive a copy of Suzanne and James Robertson's book Mastering the Requirements Process - Second Edition.

IIBA Accreditation

This course has been endorsed by The International Institute of Business Analysts. As such, this course has been approved as being aligned to the Business Analysis Body of Knowledge (BABOK) and hence are recommended training for business analysts who wish to sit the exam to become Certified Business Analysis Professionals (CBAP). For further information on how to register for the CBAP examination please refer to certification at www.theiiba.org Mastering the Requirements Process is an IIBA endorsed course. The IIBA's endorsement is registered by The Atlantic Systems Guild.

