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Mastering the Requirements Process  
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*'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



James Robertson is a consultant, teacher and author whose area of expertise is the determination of the requirements

that best support the business process, and the contribution that requirements make to successful projects. He is co-author of the books Mastering the Requirements Process and Requirements-Led Project Management.

#### In-House Training

For an in-house presentation of this or any other IRM UK seminar, please contact us on:  
T: +44 (0)20 8866 8366  
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# Mastering the Requirements Process

James 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, comprehensively 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

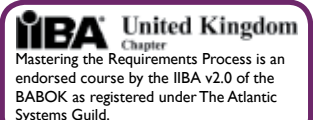
- Business Analysts
- Systems Analysts
- Requirements Engineers
- Requirements Managers
- Systems Developers
- Software Developers
- Software Engineers
- Project Leaders/Managers
- Programme Managers
- Product Managers
- Consultants
- Users and Software Customers

## 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

Mastering the Requirements Process 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](http://www.theiiba.org). The IIBA®'s endorsement is registered by The Atlantic Systems Guild.



## Registration Information

### Registration Fees:

**Full payment or a purchase order is due prior to the event.**

Payment may be made in Sterling (£) or Euros (€). If paying in Euros the prevailing exchange rate of the country of the delegate or delegates' company is to be used. The total Euros remitted should be the amount required to purchase the sterling pound cost of the event on the day of payment. All delegates must add VAT\* (17.5%) to their total event fees. VAT may be reclaimed by delegates from the tax authorities after the event.

\*As from 1st January 2011 VAT rate increase to 20%

**GROUP DISCOUNTS:** 20% discount for 5 or more registrations made at the same time. We regret that this offer cannot be used in conjunction with the Series Discount or any other discount.

**The registration fee includes** the lectures, documentation, refreshment breaks and lunch on each day of the event. The cost of hotel accommodation is not included in the event fee.

**UK Delegates:** Expenses of travel, accommodation and subsistence incurred whilst attending any IRM UK event will be fully tax deductible by the employer company if attendance is undertaken to maintain professional skills of the employee attending.

**Non-UK Delegates:** Please check with your local tax authorities.

**Cancellation Liability:** In the event of cancellation of an event for any reason, IRM UK's liability is limited to the return of the registration fee only. IRM UK will not reimburse delegates for any travel or hotel cancellation fees or penalties.

**Cancellation Policy:** Cancellations must be received in writing at least two weeks before the commencement of the event and will be subject to a 10% administration fee. It is regretted that cancellations received within two weeks of the event date will be liable for the full fee. Substitutions can be made at any time.

### Hotel Accommodation and Seminar Venue Details

**IRM UK** in association with JP Events, have arranged special discounted hotel rates at our various seminar venues and at other hotels nearby. Seminar venues will be confirmed upon registration. Alternatively, please visit our website.

**Email:** info@jpetem.com **www.jpetem.com**

**Tel:** +44 (0)84 5680 1138 **Fax:** +44 (0)84 5680 1139

Alternatively, you may book directly at the relevant hotels

### Seminar Timetables

08.30 – 09.00 Registration (first day only) 09.00 – 12.30 Event  
12.30 – 13.30 Lunch 13.30 – 17.00 Event

### Mailing Information

As we are using multiple mailing lists, there is the possibility that you may receive more than one brochure. If this is the case or if there is an error in your address details, please forward the incorrect mailing labels to us so we can update our database immediately.

Please tick here if you are unable to attend a seminar but would like your name added to our mailing list.


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## Registration Form

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Booking made by .....

Approving Manager ..... Position .....

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### Delegate details

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First Name ..... Direct tel: .....

Job Title ..... e-mail: .....

Event name & date .....

2. Surname ..... Mr/Ms/Mrs/Dr .....

First Name ..... Direct tel: .....

Job Title ..... e-mail: .....

Event name & date .....

3. Surname ..... Mr/Ms/Mrs/Dr .....

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