

Developing User Requirements: The Key to Project Success

Length: 4 Days

COURSE CONTENT

INTRODUCTION

- The requirements development process: elicit, analyze, specify, validate and manage
- Challenges to developing effective requirements

PLANNING A REQUIREMENTS PROJECT

INTERPRETING EXISTING DOCUMENTATION

- Requirements throughout the organization
- Analyzing business cases and project history
- Identifying stakeholders
- Determining scope

CREATING A PROJECT ACTION PLAN

- Identifying and managing requirements
- Elements of an action plan
- Writing a plan for a simulated project

ELICITING REQUIREMENTS FROM STAKEHOLDERS

PLANNING ELICITATION MEETINGS

- Choosing the right people to interview
- Selecting the best interview methodology
- Constructing questions that deliver results

FACILITATING ELICITATION MEETINGS

- One-on-one meetings
- Group meetings
- Dysfunctional meetings
- Meetings with executives

ANALYZING REQUIREMENTS WITH PROCESS MAPS

PROCESS-MAPPING METHODOLOGIES

- Process-mapping procedure and materials
- Creating process maps

OTHER ANALYSIS METHODOLOGIES

- Applying alternative graphical models
- Performing gap analyses

COMPLETING THE ANALYSIS

- Prioritizing requirements with creative techniques
- Completing a requirements analysis worksheet

WRITING AND ASSEMBLING THE REQUIREMENTS DOCUMENT

GATHERING THE PIECES

- Extracting requirements from an analysis worksheet
- Utilizing templates

KEY WRITING SKILLS

- Principles of well-formed requirements
- Word sensitivity, syntax and active voice
- Well-formed vs. ill-formed requirements
- Editing and rewriting requirements
- The top five challenges to creating well-formed requirements

ORGANIZATIONAL SKILLS AND TRACEABILITY

- Organizing requirements into a readable document
- Sequencing and numbering strategies
- Linking requirements to business needs and test cases
- Creating a traceability strategy for the organization

VALIDATING REQUIREMENTS

APPLYING VALIDATION SKILLS

- Selecting the best validation methods
- Validation checklists
- Methods for conducting a walk-through

WRITING TESTABLE REQUIREMENTS

- Checking the testability of requirements
- Test cases for requirements
- User Acceptance Testing (UAT)

MANAGING CHANGES TO UPDATE YOUR DOCUMENT

WHAT YOU CAN EXPECT

- Types of changes
- Frequency, magnitude of changes

NAVIGATING THE CHANGE PROCESS

- Conducting a change meeting
- Managing change requests
- Accepting and rejecting changes

INTEGRATING REQUIREMENTS INTO YOUR ORGANIZATION

- Choosing the right requirements-management tools
- Selecting appropriate requirements standards
- Defining an ideal requirements process