

# 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, 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

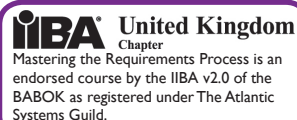
- Business Analysts
- Systems Analysts
- Requirements Engineers
- Requirements Managers
- Systems Developers
- Software Developers
- Software Engineers
- Project Leaders/Managers
- Programme Managers
- Product Managers
- Consultants
- Users and Software Customers

## 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.



20-22 February 2012,  
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*"Suzanne's experience and enthusiasm was infectious!"*

Eve Finney, Business Analyst, ING Direct

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

Tom Jacobs, Business Analyst, Lloyds TSB

*"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

*"Good theory, loaded up with solid practical experience. Excellently communicated and paced."*

Ian James, Principal Consultant, Ordnance Survey

## Presenter



### Suzanne Robertson

is a principal and founder of the Atlantic Systems Guild. Suzanne is co-author

of 5 books including Mastering the Requirements Process and Requirements-Led Project Management. She has more than 30 years experience in systems specification and building. Her courses on requirements, systems analysis, design and problem solving are well known for their innovative workshops.

### In-House Training

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### 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

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