SUZANNE ROBERTSON

MASTERING THE REQUIREMENTS PROCESS

GETTING REQUIREMENTS RIGHT

AGILE • TRADITIONAL • OUTSOURCING

ONLINE LIVE STREAMING

OCTOBER 13-15, 2021

ABOUT THIS SEMINAR

Requirements. The most crucial part of development. You can overcome poor planning; you can overcome poor coding. But nobody has ever succeeded with poor requirements. Requirements are the underpinnings for whatever you intend to build, whether it be software, hardware, consumer product, service or anything else. Simply put, only the right requirements will get you the right solution.

Requirements discovery is no longer about producing large, unreadable (and often unread) specifications. Requirements today is about uncovering the real needs of the problem space, understanding the needs of the people who use your solution, recognising the environment for the solution, then, in a timely manner, delivering requirements that are concise, clear and testable.
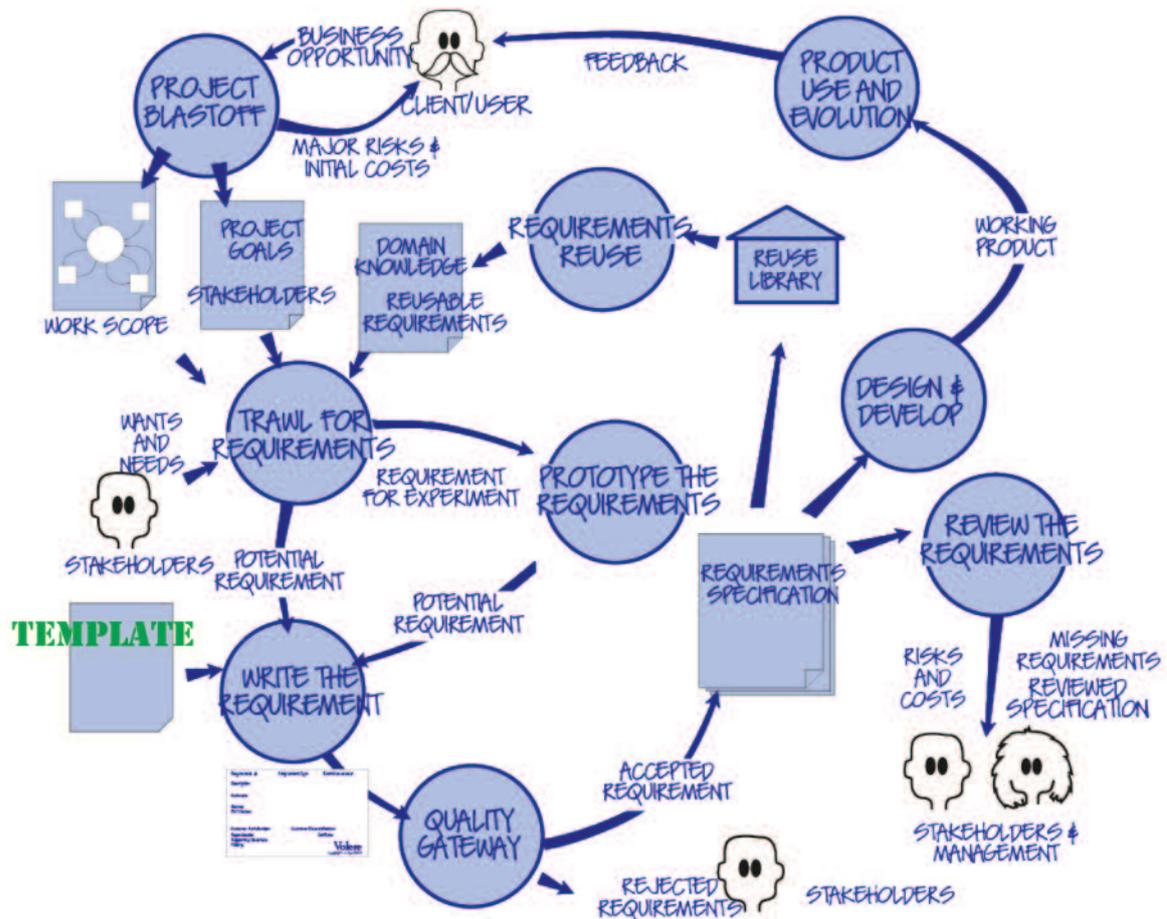
YOU WILL LEARN HOW TO

• Determine the real needs of your stakeholders
• Understand the role of the business analyst in agile projects
• Write agile stories that are more effective and accurate
• Write requirements that are complete, traceable, and testable
• Learn diverse elicitation techniques to uncover the real requirements
• Use the Volere Knowledge Model to ensure you have all the needed information, and nothing that is not need
  ed
• Understand the need for, and how to write, functional and non-functional requirements.
• Precisely define the scope of the problem
• Discover all the stakeholders and keep them involved
• Uncover the essence of the business
• Use prototypes, sketches and storyboards to discover hidden needs
• Use state of the art requirements techniques
• Get the requirements quickly, and incrementally
• Write the right requirements and stories

Is This for Me?

Yes, if you want to be involved in delivering the right systems—the ones that get used. Your title is probably **business analyst**, **systems analyst**, **product owner**, **project leader or manager**, **requirements engineer**, **consultant, product or program manager** or similar. Team members on agile projects benefit from understanding how requirements are done in agile projects.

Users, **software customers and business stakeholders** have found that this course equips them to participate more effectively in the requirements process, and so ensure that the end solution matches what they really need.

DOCUMENTATION

Along with the seminar materials, delegates will receive a free copy of the Suzanne Roberston **Mastering the Requirements Process** in ebook format.
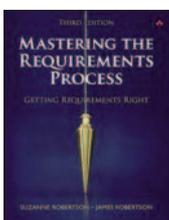
1. The Requirements Process

The course begins with an overview of the process. It looks at how agile and traditional projects both need requirements but are done differently, the requirements food chain, and the topics to be covered by the course. Students discuss with the instructor their particular problems and objectives for the course.

2. Project Blastoff

The blastoff builds a foundation for your requirements project by establishing its scope, its stakeholders and the goal. The scope is the problem space or the business area to be studied. The stakeholders are the people with an interest in the outcome. The goal is testable, and ensures that the project will deliver stakeholder value. The Blastoff is also there to ensure that the project is viable and worthwhile.

3. Trawling for Requirements

At the core of any requirements process is the ability to get people to tell you what they really need, rather than their perceived solution, or what they think you might be able to deliver. We show you how to use business events, apprenticing, use case workshops, interviewing, brainstorming, personas and other techniques to discover exactly what your stakeholders do, and what they need to do it.

This section introduces the brown cow model that gives the business analyst different ways of thinking about the problem, and allows the essence, the real problem to emerge. We also look at innovation – fresh thinking about the problem – and how it is a necessary component of any requirements process.

4. Functional Requirements

Functional requirements are the things the product must do. You discover them by understanding the real work of the organisation, and determining what part of that work your solution can best do.
The solution is usually established using scenarios –

these are great if you need a sign-off – and then specified by well-formed requirements or stories.

5. Non-functional Requirements

Non-functional requirements are properties the product must have. These include the desired look & feel, usability, performance, cultural, conformance, and so on. Non-functional requirements often determine the success or failure of solutions, so this section demonstrates their importance, and how to find and then precisely specify the qualitative requirements for your solution.

6. Requirements for Agile Projects

Requirements are equally important for agile projects if your solution is to match the real business needs. Effective agile projects understand that there are two parts: Discovery and Delivery. Discovery involves understanding the real work and the real problem to be solved if you are to deliver the value proposition. It uses business stories to communicate the Discovery findings. Delivery focuses on iterative development and how a story map provides the best guide to the product under development. We also teach you how to write better, more effective stories.

7. Prototyping and Deviations

Prototyping is a way of discovering requirements by sketching wireframe solutions. Here you assess the merits of low and high-fidelity prototypes, and how scenarios can be used to discover previously-hidden requirements. You also look at the wanted alternatives, unwanted exceptions and potential misuses of the product.

8. Writing Requirements

There is a need to communicate requirements – how to formulate them and how to include an unambi-

guous fit criterion. The fit criterion makes the requirement measurable and testable, as well as ensuring the implemented solution precisely matches the client's expectations.

9. The Quality Gateway

Testing is most effective when it is done early in the development cycle. Here we demonstrate how to test requirements so that the developers receive the correct requirements. The Quality Gateway assesses the requirements and rejects any that are out-of-scope, gold-plated, non-viable, incorrect or incomplete.

10. Managing your Requirements

Requirements are the lynchpin of any development effort, and so must be managed effectively. You are given strategies for your requirements management, the requirements knowledge model, how to prioritise requirements, and how to resolve conflicting requirements. We take a look at tools to help manage requirements.

11. Your Requirements Process

You discuss and determine how to make your own requirements process as effective and efficient as possible. This involves incorporating your own organisational processes into the requirements activity. You build a demonstration of how you will use what you have learned when you return to your own work place.

Workshops

We want you to be able to use this right away. Each of the teaching chapters is reinforced with a workshop where you apply the concepts presented in the seminar. You work in a small team to scope the problem space and then discover, specify and evaluate requirements for the solution.

There's More . . .

- Your instructor is not an "announcer". He or she is a practicing business analyst who is also an excellent instructor.
- The course is written to show real-world situations and provide real-world solutions. You will be able to relate your own work situation to the course
- You can discuss your own requirements issues with your instructor
- You learn that requirements come from understanding the business and its internal processes, and how the business interacts with its external customers.
- The course provides a realistic framework for requirements discovery, not a strict methodology. The framework provides the freedom and encouragement to adapt to your own organizational needs.
- The techniques are applicable regardless of your development method – agile, traditional or anything else.
- The Brown Cow model to give you different and beneficial ways to look at the problem.
- The Volere requirements knowledge model which ensures you collect the right information, and the right amount of it.
- You receive the Volere Requirements Specification Template (downloaded over 20,000 times) with advice on how to make this your own template
- A free copy of Suzanne and James Robertson's acclaimed book **Mastering the Requirements Process** – 3rd Edition, Getting Requirements Right

INFORMATION

PARTICIPATION FEE

€ 1400

The fee includes all seminar documentation.

SEMINAR TIMETABLE

9.30 am - 1.00 pm
2.00 pm - 5.00 pm

HOW TO REGISTER

You must send the registration form with the receipt of the payment to:
info@technologytransfer.it
TECHNOLOGY TRANSFER S.r.l.
Piazza Cavour, 3 - 00193 Rome (Italy)

PAYMENT

Wire transfer to:
Technology Transfer S.r.l.
Banca: Cariparma
Agenzia 1 di Roma
IBAN Code:
IT 03 W 06230 03202 000057031348
BIC/SWIFT: CRPPIT2P546

GENERAL CONDITIONS

DISCOUNT

The participants who will register 30 days before the seminar are entitled to a 5% discount.

If a company registers 5 participants to the same seminar, it will pay only for 4.

Those who benefit of this discount are not entitled to other discounts for the same seminar.

CANCELLATION POLICY

A full refund is given for any cancellation received more than 15 days before the seminar starts. Cancellations less than 15 days prior the event are liable for 50% of the fee. Cancellations less than one week prior to the event date will be liable for the full fee.

CANCELLATION LIABILITY

In the case of cancellation of an event for any reason, Technology Transfer's liability is limited to the return of the registration fee only.

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October 13-15, 2021

Registration fee:
€ 1400

If registered participants are unable to attend, or in case of cancellation of the seminar, the general conditions mentioned before are applicable.

first name ....

surname ....

job title ....

organisation ....

address ....

postcode ....

city ....

country ....

telephone ....

fax ....

e-mail ....

Stamp and signature

*Send your registration form
with the receipt of the payment to:*
Technology Transfer S.r.l.
*Piazza Cavour, 3 - 00193 Rome (Italy)
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info@technologytransfer.it
www.technologytransfer.it*

SPEAKER

Suzanne Robertson has had extensive experience in managing varied, multi-cultural projects. She is a principal of The Atlantic Systems Guild. Current work includes research and consulting on stakeholders rights and responsibilities, the specification and reuse of requirements and techniques for assessing requirements specifications. The product of this research is Volere, a complete requirements process and template for assessing requirements quality, and for specifying Business requirements, along with the books: "**Requirements-Led Project Management: Discovering David's Slingshot**" by Suzanne and James Robertson (Addison Wesley, 2004) and "**Mastering the Requirements Process**" (Addison-Wesley, 2012). Mrs. Robertson is also co-author of "**Complete Systems Analysis: the Workbook, the Textbook, the Answers**" (Dorset House, 1994), a textbook and case study that teaches the core skills necessary for systems analysis.