1. COURSE OBJECTIVES

- Improve your requirements meetings and interviews
- Learn to understand stakeholders and their requirements
- Learn how to identify requirement gaps in business processes
- Learn how to analyze and specify requirements

2. AUDIENCE

- Business Analysts interested in improving their requirements gathering capabilities
- Project Managers seeking to improve their Business Analysis skills
- Other specialists involved in requirements elicitation

3. COURSE DECSRIPTION

When do the real requirements usually come? Early in the project with the initial requirements effort? Or late when deadlines are approaching? This course helps learn how to draw out the right requirements from the right people. Then it moves to basic analysis techniques used to structure requirements and find requirement gaps based on the business process.

Course content expands the BABOK® framework with practical advice and techniques for improving a Business Analyst's day-to-day requirements elicitation work. Participants will not only gain deeper knowledge in the relevant Knowledge Areas but will learn different approaches for solving communication issues.

4. DURATION
2 Days

5. AGENDA

Day 1
- Business Analysis Overview
- Elicitation process
- Improving your interviews
- Improving your meetings

Day 2
- Specifying Business Requirements
- Business Process Analysis
- Specifying System Requirements
- Requirements-related issues

6. COVERED TOPICS

Business Analysis Overview
- Meet the Business Analyst
- Purpose of Business Analysis
- Business Analysis Knowledge Areas
- Stakeholder Types

Elicitation Process
- Elicitation process overview
- Understanding team responsibilities
- Understanding stakeholder interest/influence
- Adopting the right approach to stakeholders
- Elicitation fundamental skills
- Elicitation techniques

Improving your interviews
- Interviewing basics
- Interview preparation
- Interview execution
- Handling problematic interviews
- Ensuring result quality

Improving your meetings
- Common meeting problems
- Meeting roles and participant attitude
- Meeting preparation
- Meeting execution
- Ensuring quality meeting results
- The Six hats technique for quality meetings

Specifying Business Requirements
- Problem identification
- Root cause analysis
- Requirements Traceability

Business Process Analysis
- Identifying processes in scope (a.k.a Business use cases)
- Basics of process modeling
- Mapping requirements to processes

Specifying System Requirements
- Identifying main system functionalities
- Interface Analysis
- Specifying system use cases
- Specifying functional requirements

- Specifying non-functional requirements
- Data analysis
- Navigational diagrams and screen prototypes

Requirements-related issues
- Prioritization and workaround solutions
- Baselining and approval of specifications
- Testing basics

7. EXERCISES AND HANDOUTS

Exercises
- Communication exercises focused on assessing and improving communication skills
- Interview exercises focused on practicing interview preparation and execution techniques
- Analysis exercises developing skills to use business processes and use cases