



Requirements Elicitation Course Outline

CDU=16, PDH=16

Objectives

- Elicit better requirements from the right stakeholders
- Learn advanced interviewing & facilitation techniques
- Develop confidence with new skills and concepts

Audience

- Business Analysts interested in improving their interaction with stakeholders interested in Process Architecture & Modeling
- Project Managers seeking to improve their Business Analysis skills
- Other Specialists involved in Requirements Elicitation

Prerequisites

- None

Course Description

When do the real requirements usually come? Early in the project during 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. It helps the business analyst identify the right stakeholders, focus on their needs and apply the relevant techniques to elicit information.

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. They will also develop the underlying competences necessary to ensure more effective requirements elicitation sessions.

Duration

2 Days

Agenda

Day 1

- UML Overview
 - What is UML, What is a Model & Benefits of UML
 - Overview of all the 13 UML diagrams
 - Elaborate on UML diagrams recommended for Business Analyst

- Business Analysis and Elicitation
 - Meet the Business Analyst
 - Purpose of Business Analysis
 - Business Analysis Knowledge Areas
 - Stakeholder Types
 - The detail/frequency/effort dependency

- 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

- Situational elicitation techniques
 - Preparing and distributing questionnaires
 - Conducting document analysis
 - Directly observing stakeholders

Day 2

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

- Supporting Elicitation techniques
 - Prototyping basics
 - Screen prototypes
 - Navigational diagrams
 - Interface Analysis – usage and limitations

- Requirements Specification
 - Requirements analysis and specification process
 - Secondary requirements analysis activities
 - Communication activities

- Elicitation in Agile Business Analysis
 - Business analysis approach overview
 - Frequency and detail of communication
 - Plan-driven approach – ideas and usage
 - Change-driven approach – ideas and usage
 - Choosing the right approach