

Mai 2008
en anglais

"Mastering The Requirements Process" animé par Suzanne et James Robertson

This workshop shows you how to precisely define the scope of the business problem, to discover and involve the appropriate stakeholders, to use techniques such as apprenticing and use case workshops to learn what the users really need, to write testable requirements, and to phase the requirements to allow incremental delivery of the product.



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**Conseil et ingénierie
en test et qualité
logiciel**

You will learn How to :

- Determine your client's needs—exactly
- Write requirements that are complete, traceable, and testable
- Precisely define the scope of the project
- Discover the stakeholders and keep them involved
- Use up-to-date techniques such as storyboarding and e-collaboration
- Get the requirements quickly, and incrementally

What will I learn ? What will I be better at ?

➤ Project Blastoff

This builds a foundation for the requirements project by establishing its Scope-Stakeholder-Goals. This gives you the precise scope of the business area to be studied; a testable goal for the project; and using stakeholder maps, you can identify all the sources of requirements. Additionally, the blastoff ensures the project is viable and worthwhile.

➤ 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 apprenticing, use case workshops, interviewing, brainstorming, mind maps and other techniques to discover exactly what the customers need—and want.

➤ Functional Requirements

Functional requirements are those things the product must do. You discover them by understanding the work the user does, and determining what part of that work the automated product can best do. The resulting interaction between user and product is usually modeled with scenarios, and from these, you can readily derive the functional requirements.

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➤ Non-functional Requirements

Non-functional requirements are properties the product must have, such as the desired look and feel, usability, performance, cultural aspects and so on. This section discusses the types of non-functional requirements, and shows you how to use the template, and other methods, to find the all-important qualitative requirements for your product.

➤ Managing Your Requirements

Requirements are the lynchpin of any development effort, and so have to be written correctly and managed effectively. This section demonstrates the use of a template to help you write requirements. It looks at requirements management issues like traceability, prioritization and conflicting requirements. We also look at tools to help manage requirements specifications.

➤ The Quality Gateway

Testing is most effective when it is done early in the development cycle. Here we demonstrate how to test requirements before they become part of the requirements specification. The Quality Gateway rejects out-of-scope, gold-plated, non-viable, incorrect and incomplete requirements. We show how you can attach an unambiguous *fit criterion* to a requirement. This makes the requirement testable, as well as ensuring the implemented solution precisely matches the customer's expectations.

➤ Prototyping and Scenarios

Some requirements are not discovered until the user has the opportunity to use the product. Prototyping is a way of discovering requirements by testing mock-up products for the user's work. Here we look at the merits of both low and high-fidelity prototypes, and how they and scenarios are used to discover previously-hidden requirements.

➤ Your Requirements Process

We look at how to make your own requirements process as effective and efficient as possible. For example, accelerating the requirements gathering by establishing the scope then building an early throwaway prototype before moving on to incremental delivery. Each part of the requirements process is examined so that participants can discuss problems and ideas related to their own situation, and how they can use the lessons from this course to improve their existing requirements process.

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, project leader or manager, requirements engineer, consultant** or similar. Or if you are a user or software customer and want to ensure the requirements process delivers what you need.

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