

## BA04 – Eliciting and Writing Effective Requirements

**Length:** 3 Day Workshop

### Course Description:

Why do more than 50% of the IT implementation projects fail to achieve the original objectives for which the project had started? Why are there so many projects “re-starts”? There is several key challenges organizations face in translating user needs into systems specifications. Any of these challenges can ultimately lead to project failure. How do you address this? The options and solutions available can be overwhelming. Successful projects are built on the foundation of well-written requirements. This course provides the skills to write well-formed, testable, verifiable user requirements so that you can translate client needs into clear and measurable metrics. These metrics provides a means to track success throughout your development cycle to ensure that business and user requirements are implemented in your final product. You will learn to identify your audience, determine their requirements, and provide them with adequate and appropriate information.

You'll learn the technical writing techniques that apply directly to writing requirements documents and you'll learn to apply the five Cs of writing-correct, clear, concise, comprehensive, and cohesive-to writing requirements. You will use lists, tables, and graphs to structure requirements information for clarity. And you will use white space, information chunking, and headings to improve readability.

### Audience:

This course is intended for Business analysts, requirements analysts, technical writers, systems analysts, developers, software engineers, IT project managers, project managers, project analysts, project leaders, senior project managers, team leaders, program managers, testers, and QA specialists.

**Prerequisites:** None

### Topics:

#### Section 1: Introduction

- Requirements and types of requirements
- Requirements in the product life cycle
- Project roles and requirements
- The role of the Business Analyst (BA)
- Attributes of effective requirements
- Audiences of the requirements and the audiences' needs
- Level of detail
- Business vs. technical point of view
- Need for formality

#### Section 2: Writing Effective requirements

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### Section 3: Knowing your audience and their needs

- Specific needs of business stakeholders and management
- Specific needs of Subject Matter Experts (SME)
- Specific needs of the technical team (developers, testers, etc.)
- Establishing a roles and responsibilities matrix

### Section 4: Preparing to Gather Effective Requirements

- Functional requirements
- Quality of Service (QoS) requirements
- Assumptions and constraints
- General techniques used

### Section 5: Conducting Requirements Elicitation Activities

- Tracing requirements
- Metrics used
- Capturing requirements attributes
- General techniques used

### Section 6: Confirming Elicitation Results

- Managing scope and stakeholder expectations
- Managing requirements that conflict
- How to structure requirements for review
- General techniques used

### Section 7: Capturing and Communicating Requirements

- The 5 Cs
- Bulleted and numbered lists

- Tables and graphs
- Models and other graphics
- Using white space and fonts
- Chunking requirements information and the use of headings

### Section 8: Assessing Requirements have been met

- Validation vs. verification
- Goals and participants in verification activities
- Goals and participants in validation activities
- Holding formal review sessions

### Section 9: Additional Information

- Useful books and links on writing effective requirements