

# How to Gather and Document User Requirements

## Class Information:

- Location: Southfield, Michigan
- Length: 4 days
- Hours: 8:30 AM – 4:30 PM
- Cost: \$2,295.00
- Dates: TBD
- To register, call (248) 352-9917

Incomplete requirements are often cited as the number-one reason projects or systems fail. Accurately identifying requirements and staying on course from the beginning is key to success in today's business world.

This "how-to" course introduces the roles of the business analyst as they relate to the elicitation, analysis and documentation of requirements. It familiarizes participants with the core knowledge and skills required to identify and document user requirements. It also addresses how these requirements are managed throughout the project life cycle.

**Recommendation:** The material presented in this course provides the detail needed to begin eliciting and documenting requirements. If you plan to take additional courses in the Business Analysis Professional Development Program, you will need this foundation.

## Course Topics

- 1. Introduction to Requirements Elicitation**
  - a. Describing the business analysis process
  - b. Requirements elicitation and the project life cycle
  - c. Establishing the documentation to manage requirements
- 2. Establishing Vision, Scope and Quality**
  - a. Capturing solution vision and defining solution scope
  - b. Creating high level quality targets for a solution
  - c. Explaining the relationship of vision and scope to quality
- 3. Modeling at the Enterprise Level**
  - a. Describing the function of modeling
  - b. Explaining how business rules drive requirements
  - c. Creating basic business models for enterprise analysis
- 4. Developing the Requirements Work Plan**
  - a. Building and executing a plan for requirements
  - b. Building a work breakdown structure for the business analysis activities
  - c. Identifying stakeholders and classifying users
  - d. Identifying risks and planning risk responses
- 5. Requirements Elicitation**
  - a. Explaining the iterative nature of requirements elicitation process
  - b. Selecting and practicing requirements elicitation techniques
- 6. Developing the Business Requirements Document (BRD)**
  - a. Writing a comprehensive BRD
  - b. Describing how the requirements analysis process completes the BRD sections
  - c. Applying technical writing techniques to requirements documentation
  - d. Documenting requirements using use case models and activity diagrams
- 7. Validating Requirements**
  - a. Validating requirements documented in the BRD
  - b. Selecting and applying consensus building techniques
  - c. Obtaining formal approval to proceed
  - d. Understanding the project's change control process

## Learn how to:

- Explain the critical role of the business analyst with respect to requirements elicitation and project management
- Develop and validate a solution vision and scope
- Use appropriate modeling techniques
- Planning the requirements elicitation and analysis to maximize efficiency and estimate the required effort
- Determine the most appropriate technique(s) for eliciting requirements at different points in the analysis cycle
- Analyze various kinds of requirements into a complete, coherent and organized requirements document
- Build consensus to validate and finalize the requirements in the business requirements document

## PMBOK® Guide knowledge areas:

Project Integration Management  
Project Scope Management  
Project Quality Management  
Project Communications Management

## ACE CREDIT recommendation:

Undergraduate: 2 credit hours

PDU: 28.0

CEU: 2.8

CDU: 22.5

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