Strategic Business Analysis
Enabling Breakthrough Performance

Positioning and Learning Outcomes

How many times have you been faced with having to repeatedly revisit requirements before everyone agrees they have something usable? Who has the luxury of this kind of time?

Projects exist to solve business problems. Without effective requirements documentation, everything falls apart.

Business professionals ask "what does the technical team want from us?". Developers ask "why can't the business tell us what they need so we can give them some options and build or buy something?". Business analysts ask "how can I get maximum value from everyone's very limited available time?". Back and forth over the wall goes the documentation.

This course provides best practice technical writing principles that can be applied to all requirements documentation, as well as model and requirements type specific communication formats.

Establishing Clarity and Precision in Project Requirements
Course BA704 – 1 day

Unit 1: The Basics of Technical Writing in English

- How technical writing differs from other types of writing
- The parts of speech and their place in technical writing
- The importance and application of voice, person and tense
- Foundation principles of document information architecture
- Applying the rules of structured English to technical writing
- How to adjust your technical writing for different situations: information transfer, action by the reader, discussion, decision point
- Diagnosing and correcting twenty five common requirements documentation errors

Unit 2: Documenting Requirements

- Categorizing requirements according to a taxonomy built from the perspective of business
- The enterprise perspective: how senior management views requirements
- What different people need to know: scope, granularity, inclusion and exclusion
- The importance of quantifying quality in all requirements, including the application of precision, tolerances, acceptable variance, targets and thresholds
- The importance of defining all business relationships in terms of specific, visible and measurable deliverables
- How to establish solution lifecycle traceability with requirements
- Special case documentation tips and traps: formal and informal, diagram level documentation, presentations, meeting agendas as working briefs
- How to evaluate and choose from options for packaging requirements based on business needs, stakeholder demographics and the nature of your solution provider

Unit 3: Taxonomy and Model Specific Documentation

- The business case: starting from why, benefit accrual stream
- Documentation for: problem / opportunity analysis, scoping, real world and automated process, data, messages, business rules, decision tables, functional and non-functional requirements, project and application level documentation
- Documenting models: use cases, workflow diagrams (ANSI, UML Activity Diagrams, BPMN), UML protocol state machines.

For more information call us at 416-236-3005

SOLUTIONS ALIGNED TO STRATEGY