3-Day Workshop:

MASTERING THE REQUIREMENTS PROCESS

Good requirements lead to products that do exactly what customers want, which leads to happier customers, more market share and better communication between product users and product developers. This generally results in less change requests, higher quality products, so more joy, creativity and innovation in product development ☺

Presented by *James Robertson*, co-author of the "Mastering the Requirements Process" handbook

Organised on 10-12 June 2014 (10-18h)

in Golden Tulip Brussels Airport Hotel (Diegem)

INTRODUCTION:

Requirements are *the most misunderstood part of systems development, and yet the most crucial.* Requirements must be correct if the rest of the development effort is to succeed. *This workshop presents a complete process for eliciting the real requirements, testing them for correctness, and recording them clearly, comprehensibly and unambiguously.*

Software development today has more demands on it than ever; and fewer resources to meet those demands. *Getting the software right ASAP is the most effective way to succeed under these circumstances.* Today's requirements process is incremental with quick cycle times. It uses prototypes and scenarios, and it ensures that your developers know precisely what you—and your customer—mean when you write a fit criterion – a concise test case for the requirement.

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.

PRESENTED BY:

James and Suzanne Robertson are the authors of the "Mastering the Requirements Process" book, a guide for practitioners on finding requirements and writing them so that all stakeholders can understand them. This book is based on many years of work as a practitioner, consultant, coach and teacher.

As well as teaching seminars, they advise companies on how to adapt modern software development techniques to fit specific projects, and how to effectively apply innovative techniques and fresh thinking in all of their systems development activities.

James has formed a solid partnership with his wife Suzanne to consult on numerous large-scale projects in Europe and the United States.

There is more info about James, Suzanne, Volere and the requirements management process at *www.systemsguild.com*. and at *www.volere.co.uk*.

PRICE OF THIS 3-DAY WORKSHOP:

The price of this 3-day workshop is *2350 EUR (+ 21% VAT)*. This includes participation in the workshop, lunch, coffee/tea, and a copy of the book. For *simultaneous registrations* (one invoice), the 2nd participant of the same company receives *10 %*, the 3rd *20 %* and all further participants *30 %* discount.

Cancellation is possible up to 2 weeks before the seminar, if received in writing. In this case, 20 % of the total amount is charged for administration. Otherwise, the full registration fee is due, regardless of the reason of cancellation. Of course, *replacement of a participant* is possible at no extra charge.

FULL PROGRAMME OF THIS 3-DAY WORKSHOP:

9h30: *Registration (only first day) and Coffee/Tea (every day)*

10h00: *Start of the Workshop - The following topics will be discussed during the 3 days:*
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.

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.
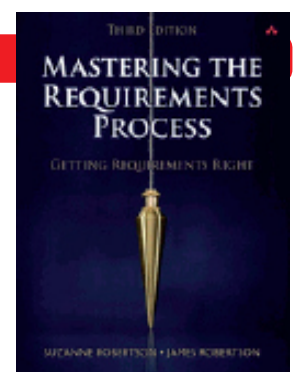
18h00: *End of the Workshop*

FREE BOOK FOR EVERY PARTICIPANT ----->

Get the book "*Mastering the Requirements Process, Third Edition*", written by Suzanne and James Robertson (Addison-Wesley, 2012, ISBN: 9780321815743) *free with your workshop participation*.

QUESTIONS ANSWERED:

During this workshop, you will learn how to:

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

HOW TO REGISTER:

On-line: *www.itworks.be/workshops.php*

or by sending an email to *register@itworks.be*, or

by faxing the www.itworks.be/faxback.php form to *09/241.56.56*, or

by post: *I.T. Works - Technologiepark 3 9052 Gent (Belgium)*

mentioning *the name of the participant(s) and all necessary invoicing details*