

Business Analysis: Requirements Elicitation

CDT822

Elicitation is the gathering of business and system requirements from stakeholders. No amount of technical finesse can compensate for requirements which are not clear, correct, and complete. The International Institute of Business Analysis (IIBA) Business Analysis Body of Knowledge (BABOK) lists over forty techniques for requirements planning, elicitation, analysis, validation, and communication. Upon completion of this course the student will be able describe and use many of the techniques associated with requirements elicitation as described in the BABOK.

Audience

- New business analysts
- Experienced business analysts needing formal training in business analysis
- Project managers needing a better understanding of the role of the business analyst

Prerequisites

- None

Course Length

- Two Days

Learning Objectives

- To understand the objectives, inputs, techniques, and outputs associated with the requirements elicitation process.

Teaching Methods

- Lecture
- Individual exercises
- Group exercises

Course Outline

QJ9

Note: Numbers in brackets, such as [3.1], refer to sections within version 2.0 of the BABOK.

Prepare for Elicitation [3.1]

- Purpose
- Inputs
- Focus on techniques
 - Observation [9.18]
 - Interviews [9.14]
 - Surveys/Questionnaires [9.31]
 - Brainstorming [9.3]
 - Focus Groups [9.11]
- Outputs

Conduct Elicitation Activity [3.2]

- Purpose
- Inputs
- Focus on techniques
 - Document Analysis [9.9]
 - Data Dictionary and Glossary [9.5]
- Outputs

Document Elicitation Results [3.3]

- Purpose
- Inputs
- Focus on techniques
 - Interface Analysis [9.13]
 - Prototyping [9.22]
- Outputs

Confirm Elicitation Results [3.4]

- Purpose
- Inputs
- Focus on techniques
 - Problem Tracking [9.25]
- Outputs

Manage Requirements Traceability [4.2]

- Purpose
- Inputs
- Focus on techniques
 - Coverage Matrix [4.2.5.1]
- Outputs