

TECHNOLOGY TRANSFER PRESENTS

SUZANNE  
**ROBERTSON**

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**MASTERING**

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**THE REQUIREMENTS**

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**PROCESS**

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HOW TO BUILD THE SYSTEM

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YOUR CUSTOMER WANTS

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**APRIL 1-3, 2009**

RESIDENZA DI RIPETTA - VIA DI RIPETTA, 231  
ROME (ITALY)



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## ABOUT THIS SEMINAR

### Why Requirements – What’s in it for You?

People use software, but other people build that software. There’s the problem. Solving it means understanding the actual work of the Business users, and what they need to do it. It does not mean finding a quick fix for a perceived problem. It does mean deducing the product that adds long-term value to the organisation, and then writing requirements that lock the developers in to that exact product. Any omissions or ambiguities mean going back to step one.

### Getting it Right the First Time

The days of building software in “Internet time” are over. Building software today means that you are in it for the long haul. And you know that there are more demands than ever, and fewer resources to meet those demands. Getting the software right – the first time – is the only 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 you get the right result by writing a fit criterion – a test case for the requirement.

### Your Requirements

Requirements are the most misunderstood part of systems development, but also the most crucial. Get the requirements wrong and you get the wrong system. Your requirements process must be your own, but it should be based on field-proven techniques and templates. In this course, you are shown the Volere process – used and improved by thousands of organizations around the world – and how you make it your own process. You also receive the Volere Requirements Specification Template – downloaded by over 13,000 users – to take home with you along with advice on how to make this your own template.

### What You Will Learn

- A process for gathering the correct requirements
- Methods of eliciting requirements from all the stakeholders
- Ways of knowing when your solution precisely matches what the user needs
- The ability to write a compete and unambiguous requirements specification
- Improved relationships with your software customers

### WHO SHOULD ATTEND

- IT Professionals who would like to develop Web applications
- IT Managers with a technical background who need to understand how the Web fits into the Enterprise application development strategy
- Developers who want a detailed look at the technologies, architectures, and tools that enable Web development
- Data Management Professionals who want an understanding of the overall Web application development process
- Development Architects responsible for choosing, distributing, and maintaining Web development products, tools, services, and methodologies



### DOCUMENTATION

Along with the seminar materials, delegates will receive a free copy of the Suzanne Roberston book “**Mastering the Requirements Process**”.

## 1. The Requirements Process

This section introduces you to a solid strategy for gathering the correct requirements. In this overview session you see how the pieces fit together – from the Project Blastoff that established the product's purpose and scope, the trawling and prototyping activities that elicit the product's requirements, through the Quality Gateway where requirements are made testable, to the final review of the specification that discovers any missing requirements.

## 2. Project Blastoff

This activity lays the foundation for the requirements project. It determines a measurable objective for the product, the precise scope of the work to be studied, and identifies the stakeholders in the project. The Blastoff ensures that the project is viable and worthwhile.

## 3. Trawling for Requirements

At the core of any requirements process is the ability to get people to tell you what they really want, rather than what they think you might be able to deliver, or what they feel their boss might want. We show you how to use apprenticing, use case scenarios, interviewing and other strategies to discover exactly what the users need, and want.

## 4. Functional Requirements

Functional requirements are those things that the product must do. They are discovered by inspecting the work that the user does, and then determining what part of that work the automated product can do.

This proposed interaction between user and product is modelled with use case scenarios. From these, we derive and write the functional requirements.

## 5. Non-Functional Requirements

Non-functional requirements are those properties that the product must have, such as the desired appearance, the usability, the performance and its cultural aspects. This section discusses the types of non-functional requirements, and shows you how to use the template, and other methods, to find the qualitative requirements for your product.

## 6. Managing your Requirements

Requirements are the lynchpin of any development effort, and as such have to be written correctly and managed effectively. This section demonstrates the use of a template and other devices to help you write requirements. It also looks at requirements management issues like traceability, prioritization and conflicting requirements. We also include a review of most of the automated tools that are available to help manage requirements specifications.

## 7. The Quality Gateway

Testing is more effective when it is done early in the development cycle. So testing the requirements is not a bad place to start. In the Quality Gateway, we demonstrate how to test requirements before they are added to the Requirements Specification. This Quality Gateway rejects irrelevant, gold-plated, non-viable and incorrect and incomplete requirements. We

also demonstrate how you can attach an unambiguous *fit criterion* to each requirement. This makes the requirement testable, as well as ensuring that solution you implement matches precisely to what the customer wants.

## 8. Prototyping and Scenarios

Some requirements are not properly understood until the user has had the opportunity to use the product. Prototyping is a way of discovering requirements by testing mock-up products for the user's work. In this section we discuss the merits of both low and high fidelity prototypes, and how they and scenarios are used to discover and demonstrate the requirements in action.

## 9. Your Requirements Process

Your next requirements project is different from anybody else's. In this section we look at how to make your own requirements process as effective and efficient as possible. We look at the idea of accelerating the requirements gathering by establishing the scope then building an early throwaway prototype. Each part of the process is then examined so that students can discuss any problems that they may have in this area, and how they can tailor this to improve on their existing requirements process.

### There's More...

- Your own copy of the acclaimed *Mastering the Requirements Process* by Suzanne and James Robertson published by Addison Wesley

## SPEAKER

- A copy of the Volere Requirements Specification Template. This complete template provides a foundation for writing your own specifications
- A survey of the tools currently available to assist requirements capture and recording
- References to books and sources of up-to-date requirements engineering techniques
- An opportunity to discuss any requirements problems one-on-one with a requirements professional. He or she will bring several decades of experience to the conversation

### Workshops

This course includes intensive workshops that give you the opportunity to apply the concepts presented in the seminar. Participants work in teams to discover, specify and evaluate requirements for a significant system.

The workshop provides practical experience in building requirements specifications by:

- Defining the requirements scope and the project's goals
- Determine the relevant stakeholders
- Identifying Business events and product use cases
- Prototyping the product
- Applying the requirements specification template to a real problem
- Defining functional and non-functional requirements
- Deriving the fit criterion, or measurement, for each requirement

**Suzanne Robertson** has had extensive experience in managing varied, multi-cultural projects. She is a principal of The Atlantic Systems Guild. Current work includes research and consulting on stakeholders rights and responsibilities, the specification and reuse of requirements and techniques for assessing requirements specifications. The product of this research is Volere, a complete requirements process and template for assessing requirements quality, and for specifying Business requirements, along with the books: "**Requirements-Led Project Management: Discovering David's Slingshot**" by Suzanne and James Robertson (Addison Wesley, 2004) and "**Mastering the Requirements Process**" (Addison-Wesley, 1999). Mrs. Robertson is also co-author of "**Complete Systems Analysis: the Workbook, the Textbook, the Answers**" (Dorset House, 1994), a textbook and case study that teaches the core skills necessary for systems analysis.

## INFORMATION

<p><b>PARTICIPATION FEE</b></p> <p>€ 1500</p> <p>The fee includes all seminar documentation, luncheon and coffee breaks.</p> <p><b>VENUE</b></p> <p>Residenza di Ripetta Via di Ripetta, 231 Rome (Italy)</p> <p><b>SEMINAR TIMETABLE</b></p> <p>9.30 am - 1.00 pm 2.00 pm - 5.00 pm</p>	<p><b>HOW TO REGISTER</b></p> <p>You must send the registration form with the receipt of the payment to: <b>TECHNOLOGY TRANSFER S.r.l.</b> Piazza Cavour, 3 - 00193 Rome (Italy) Fax +39-06-6871102</p> <p><b>within</b> <b>March 17, 2009</b></p> <p><b>PAYMENT</b></p> <p>Wire transfer to: Technology Transfer S.r.l. Banca Intesa Sanpaolo S.p.A. Agenzia 6787 di Roma Iban Code: IT 34 Y 03069 05039 048890270110</p>	<p><b>GENERAL CONDITIONS</b></p> <p><b>GROUP DISCOUNT</b></p> <p>If a company registers 5 participants to the same seminar, it will pay only for 4. Those who benefit of this discount are not entitled to other discounts for the same seminar.</p> <p><b>EARLY REGISTRATION</b></p> <p>The participants who will register 30 days before the seminar are entitled to a 5% discount.</p> <p><b>CANCELLATION POLICY</b></p> <p>A full refund is given for any cancellation received more than 15 days before the seminar starts. Cancellations less than 15 days prior the event are liable for 50% of the fee. Cancellations less than one week prior to the event date will be liable for the full fee.</p> <p><b>CANCELLATION LIABILITY</b></p> <p>In the case of cancellation of an event for any reason, Technology Transfer's liability is limited to the return of the registration fee only.</p>
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### SUZANNE ROBERTSON MASTERING THE REQUIREMENTS PROCESS

April 1-3, 2009  
Residenza di Ripetta  
Via di Ripetta, 231  
Rome (Italy)

Registration fee:  
€ 1500

*If registered participants are unable to attend, or in case of cancellation of the seminar, the general conditions mentioned before are applicable.*

first name .....

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