4-day Gathering User Requirements Workshop

Workshop Description

The Gathering User Requirements Workshop comprises four days of activity aimed at helping organizations gather expectations and needs from stakeholders and translating these into User Requirements. The first two-days are classroom-based and involve a combination of "theory" sessions together with classroom-based practice in using the requirements gathering process and tool set. On the morning of the third day delegates undertake the detailed planning of a live customer/user interview to gather requirements for a live or simulated project. The remainder of the third day is set aside to conduct live interviews with actual or simulated Customers/Users.

The fourth day will comprise further workshop elements to translate the gathered source stakeholder/user wants and needs into a set of User Requirements. The day will conclude with a session on how the User Requirements are used to develop the System Requirements

Course Numbers and Who Should Attend?

The 4-day Gathering User Requirements workshop can be delivered to up to 20 Delegates. The workshop is of value to anybody involved in gathering or using User Requirements.

Benefits to the Individual and Business

The benefits of the workshop are:
Delegates:
- Have a greater appreciation and understanding of the systems approach to requirements
- Have greater expertise applying systems approach to gathering and writing stakeholder/user requirements
- Have experience in using a number of Requirements Engineering tools for gathering stakeholder/user requirements that includes:
  o Planning stakeholder requirements gathering
  o Eliciting stakeholder requirements
  o Capturing stakeholder requirements
  o Organising and specifying stakeholder requirements
  o Validating stakeholder requirements

Organization:
- Have a greater in-house capability to practise a systems approach to gathering and writing stakeholder/user requirements

Learning Approach

The learning approach is based on the Kolb learning cycle with a proportion of the workshop set aside for exercises to reinforce the learning. Indeed, many of the small group exercises involve a case study that provides a practical focus for the workshop and enables the delegates to practise the methodology and tools presented.

A key element of the workshop is the "live" user interview sessions. Wherever possible we recommend that that the client organization can identify individuals who can act as "users/customers" for the interview sessions. Workshop delegates will work in small teams of 3 to prepare for and conduct a requirements elicitation and capture session. Ideally each team of 3 will perform two 60-minute interviews and observe two interviews performed by another team. Every team will be observed at least once by the workshop tutor.

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Workshop Agenda

Day 1	Day 2	Day 3	Day 4
Systems Engineering – a Systems Approach to System Development - Why Systems Engineering - Issues of the traditional approach to design and Emergent Behaviour as a consequence of complexity - A Systems Approach to System Development - What is Systems Engineering - Process: - Top-down - V diagram - People: - Multidisciplinary Teams - Tools: - Universal simple tools Understanding Requirements - Why Requirements go wrong - Broad-narrow markets - Static-Dynamic design concepts - Needs, Expectations, Requirements and Specifications - Customer Chain - Requirements Associated Systems - Spoken vs. Unspoken Requirements (extended Kano model) - Ambiguity - Change Systems Approach to Requirements - A Systems View of Requirements: Holistic Requirements Model - User Requirements vs. System Requirements – the definitive word A Systems Approach to Gathering Requirements - Terminology: Customers, Stakeholders and/or Users - Gathering Requirements process - Requirements Elicitation Plan Template	Identifying Stakeholders - Stakeholder Influence Map - Use Case Diagram - Context Diagram Eliciting Requirements - Ask the Stakeholder - Affinity and Tree Diagrams - Use Cases and User Stories - Gemba visits - Pretend to be the Stakeholder – personas and other approaches - Voice of the Customer Translation - Getting requirements from issues Capturing Requirements - Interviewing - Interviewing techniques - Focus groups - Video Structuring Requirements Tree Diagram - Prioritizing Requirements using Analytic Hierarchy Process (AHP) Validating Requirements Planning to Gather Requirements - Requirements Elicitation Plan to Session Agenda - Setting Session direction and outcomes - Quad of Aims - Determining the Flow of the Session - Input-Output Analysis - Session Time Line - Setting the Questions - Allocating Responsibilities	Interview Planning - Delegates working in small teams to plan their requirements elicitation and capture session Planning Review - Lessons Learnt from planning Live Interview Practice - Tutor observed "live" requirements elicitation and capture session Gathering Requirements Review - A review of the delegate team's requirements gathering activity to identify lessons learnt	Writing the User Requirements - Introduce the success criteria for good requirements – Structure and organization (inside documents and between documents) and writing individual requirements. - Writing good requirements - anatomy of a good requirement - Tabular requirements - Using Diagrams in requirements - Requirement attributes Translating raw source (gathered Requirements) into correct requirements - Translating Affinity Diagram raw requirements - Translating Use Cases - Translating interview notes - Voice of the customer translation Practice session to translate gathered requirements The next steps: - Analysing User Requirements to determine System Requirements - Contents of a URD and System Requirements Document (SRD - Writing Verification and validation requirements

Workshop Costs

The cost of delivering the 4-day Workshop, excluding delivery tutor accommodation and expenses, but including all courseware and support to determine suitable practice examples is £6,600. VAT will apply at the prevailing rate.

The course can be tailored to suit individual customer's operations.

More Information and Contact Details

For more information about the 4-day Gathering User Requirements Workshop or any of our other Systems Engineering courses please contact **Dr Stuart Burge** on +44 (0)7803 131614 or sburge@burgehugheswalsh.co.uk.