



www.iconATG.com

+1 866 ICON US1
+1 636 530 7776
info@iconATG.com

Requirements Elicitation & Facilitation

This course teaches students how to elicit, analyze, and communicate requirements for software development projects. Many elicitation techniques rely upon the collaborative work of individuals with diverse backgrounds. Students learn and apply facilitation skills and strategies to get the most out of collaborative requirements definition sessions. Labs allow students to practice and refine elicitation techniques and facilitation skills in groups of various sizes. All labs simulate typical and difficult software requirements situations and issues. Students will apply their acquired skills by facilitating sessions for developing a vision, use case modeling, and drafting and reviewing use case specifications. Students receive instructor and peer feedback throughout the course. This enhances students' listening skills and provides constructive feedback.

Objectives:

- < Provide students with the essential skills to effectively elicit and refine requirements
- < Learn and apply facilitation skills for use case and other requirements sessions
- < Assess and improve listening skills
- < Increase awareness of what assists and inhibits clear communication
- < Understand the essentials of effective meetings and group dynamics
- < Select and plan different types of meetings used with a use case driven requirements process
- < Design meeting agendas and select effective techniques to accomplish goals
- < Select and apply elicitation techniques appropriate to the project's circumstances
- < Practice facilitation techniques in mock use case sessions
- < Accept constructive feedback and improve skills

Audience:

This course is designed for students who want to improve their requirements elicitation and facilitation skills, especially for conducting use case sessions. These roles include: Business analyst, systems analyst, project manager, team leader, and software architect

Prerequisites:

Unified Process overview and use case experience or use case development course

Duration:

3 days

Related courses:

Students who take this course would also benefit from the following courses:

- < Advanced Use Case Lab: teaches how to correct poorly written use cases and improve quality.



Outline:

1. Introduction
2. Establishing baseline skills
 - Lab 1: Students demonstrate their current requirements and meeting skills
3. Communicating effectively
 - Costs of unsuccessful communication and meetings in software development
 - Effective communication (listening, verbal and non-verbal cues, constructive feedback)
 - Effective meetings have structure
 - Quick tips to improve collaborative working sessions
 - Facilitator's role in effective communication
 - Lab 2: Apply pointers during continuation of Lab 1 meeting
4. Eliciting requirements
 - Elicitation challenges
 - Elicitation techniques
 - Review existing documentation
 - Industry analysis
 - Usability benchmarking
 - Business process modeling
 - Root cause analysis
 - Lab 3: Root cause analysis
 - Questionnaires and surveys
 - Identify constraints
 - Interviews
 - Lab 4: Prepare for and conduct an interview
 - Contextual inquiry
 - Prototypes
5. Generating ideas and making decisions
 - Brainstorming techniques
 - Lab 5: Brainstorm using two different techniques
 - Organizing and clarifying ideas
 - Lab 6: Organize ideas
 - Setting requirement priorities and making decisions
 - Negotiation and conflict resolution within the group
 - Lab 7: Make decisions
6. Planning effective meetings
 - Roles: facilitator, scribe, timekeeper, participants, observers
 - General principles for all meeting types
 - Meeting types
 - Information sharing
 - Problem solving
 - Decision making
 - Planning
 - Feedback
 - Workshops (combining elicitation techniques and meeting types)
 - Developing agendas
 - Lab 8: Plan requirements meetings and develop an agenda
7. Conducting effective meetings
 - Principles for effective collaborative work
 - Actions that encourage practicing each principle
 - Actions that prevent practicing each principle and how to correct them
 - Starting the meeting
 - Applying effective collaboration skills
 - Following-up after the meeting
 - Lab 9: Maintaining focus and managing group dynamics



www.iconATG.com

+1 866 ICON US1
+1 636 530 7776
info@iconATG.com

8. Applying techniques to requirement sessions
 - Lab 10: Plan requirement sessions
 - Meeting types and techniques related to requirements
 - Lab 11: Facilitating vision development
 - Lab 12: Facilitating the development of a use case model
 - Lab 13: Facilitating the development of use case specifications
 - Lab 14: Conducting reviews
9. Course summary

NOTE: If you are a Project Management Professional (PMP)® certified by the Project Management Institute (PMI), you can earn Professional Development Units (PDUs) by attending this IconATG course.