

Documenting Business and Technical Requirements

Course Summary

Description

This course provides a comprehensive writing process specifically applied to those documents that describe business and technical requirements. Such documents have the very particular function of transmitting from the customer to the design community the precise specifications, needs, and business conditions leading to the right product or service.

Through the course, the student will learn to improve their technical writing skills, while reducing the total time they spend on their requirements documents.

It is strongly recommended that the student brings their documents--either completed or in progress-- to the training session to allow the immediate application of the course principles to their own work.

Objectives

At the completion of this course, the student will be able to:

- Apply a "total-quality" writing process to requirements documents
- Realize time savings with a four-phase approach: planning, design, drafting, and revision
- Analyze the customer's perspective on the requirements
- Understand the context for the requirements in the bigger picture of the product or service
- Apply structural models for business and technical requirements documents
- Use graphics and formatting conventions effectively
- Employ drafting techniques, pertaining to requirements documentation, for description and procedures
- Organize requirements clearly and succinctly
- Write recommendations that inspire action and confidence in the reader
- Recognize and correct common grammar and style flaws

Audience

This course is recommended for those who produce business and technical requirements and reviewers of these documents.

Prerequisites

There are no prerequisites for this course.

Duration

Two days

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