

Gathering and Documenting User Requirements (with Use Cases)

Course Summary

Description

Students facilitate requirements-gathering sessions and document the results over the course of a case-study project with an emphasis on the textual aspects of the documentation. Students learn state-of-the-art practices for gathering and documenting requirements based on the use case approach. The course covers what the facilitator needs to accomplish in each requirements-gathering session (goals, agenda, who to invite, artifacts, etc.) as the project progresses - starting from business use-case sessions that focus on the business context through to those that focus on user-IT interactions. Students also learn advanced techniques (extension, generalized and inclusion use cases) that result in requirements documentation that is easy to revise when business rules change.

Objectives

At the end of this course, students will be able to:

- Facilitate requirements gathering sessions (with Business and System Use Cases).
- Examine the impact of the project on the enterprise through business use-case analysis.
- Create detailed textual requirements with the Use Case Description Template.
- Decrease software bugs and omissions introduced in the analysis phase of your project by employing powerful use case techniques that reduce redundancies and inconsistencies in the document.
- Communicate effectively with the development team.
- Model high-level requirements with use case diagrams.
- Understand how use cases are used in the context of iterative development
- Link other relevant material to use cases – such as business entities, non-functional requirements and activity diagrams.

Topics

- Introduction to Use Cases
- Criteria for selecting projects
- Facilitating Requirements –Gathering Sessions with Use Cases
- Defining the Deliverables: When to best introduce and create:
- Analyzing the impact on the Enterprise with business use cases.
- Eliciting and documenting detailed user requirements with system use cases
- Use Case Description Template for textual documentation
- Writing guidelines
- How to number the requirements
- Defining the users of the system:
- Role Map
- Defining actors, “generalized” and “specialized” actors
- Working with stakeholders to discover and document the textual requirements:
- Triggers
- Preconditions
- Postconditions
- Basic (Normal) Flow
- Alternate and Exceptional Flows
- Organizing the documentation for maximum reuse with inclusion, extension and generalized use cases.
- Links to other documentation
- Avoiding common errors
- Standard solutions for common situations:
- Job Aids containing:

Audience

This course is designed for IT Business Analysts, Project Leaders, Facilitators who will be leading requirements gathering sessions, Business Users who will be explaining business requirements to software developers and Systems Analysts expanding their role into the business realm.

Prerequisites

There are no prerequisites required for this course.

Duration

Two days

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Course Outline

I. Introduction to Use Cases

- A. History of Use Cases
- B. Use cases and the Business Requirements Document
- C. Link to other technologies:
- D. OO, Iterative development

II. Criteria for selecting projects

- A. Facilitating Requirements –Gathering Sessions with Use Cases
- B. Rules for conducting use case workshop sessions
- C. Preparation
- D. Who should attend
- E. Roles
- F. Defining the Deliverables: When to best introduce and create
 - 1. Stakeholder Interest Table
 - 2. Use Case Packages
 - 3. Role Maps
 - 4. Use Case Diagrams
 - 5. Use Case Text

III. Analyzing the impact on the Enterprise with business use cases

IV. Eliciting and documenting detailed user requirements with system use cases

V. Use Case Description Template for textual documentation

VI. Writing guidelines

VII. How to number the requirements

VIII. Defining the users of the system

IX. Role Map

X. Defining actors, “generalized” and “specialized” actors

XI. Working with stakeholders to discover and document the textual requirements:

XII. Triggers

XIII. Preconditions

XIV. Postconditions

XV. Basic (Normal) Flow

XVI. Alternate and Exceptional Flows

XVII. Organizing the documentation for maximum reuse with inclusion, extension and generalized use cases.

XVIII. Links to other documentation

- A. Data dictionary
- B. Entity classes and class diagrams
- C. Activity Diagrams
- D. Non-functional requirements

XIX. Avoiding common errors

XX. Standard solutions for common situations

- A. Customer IVR identification
- B. CRUD (Create/ Read/ Update/Delete)
- C. Login
- D. Technology variations
- E. Customer self-service
- F. Geographical sub-sites within an e-commerce application

XXI. Job Aids containing

- A. Templates
- B. Tips
- C. Examples
- D. Glossary of technical terms