

## REQUIREMENTS GATHERING SKILLS

Can you say YES to any of these questions ...

*Have you ever identified poor requirements gathering as a contributor to a project's problems or failure?*

*Has your customers' vision of the system ever been at odds with that of the system developers?*

*Could the communication between your developers and your system's users i.e. customers, be improved?*

*Have system designs been plagued by incomplete or ambiguous requirements?*

*Have you ever delivered a system with functionality that doesn't get used?*

You are not alone. Despite advances in almost every aspect of systems development, poor requirements remain a key issue.

StepChange's highly interactive Requirements Gathering course will enhance your business analysts' ability to seek out and verify the information needed to lay the foundations for an effective system. At the end of the course they will know how to systematically identify, define and document clear and unambiguous requirements.

### What will they learn?

- how to differentiate between the system vision and the system requirements
- how to set up lines of communication
- how to use appropriate methods and techniques
- how to apply the analytical skills needed
- how to document requirements clearly and concisely

### What will they experience?

- different types of development
- different types of requirement requirements versus design
- gap analysis
- questionnaires, interviewing and JAD workshops
- KPI analysis
- high level Use Cases
- documentation techniques

### What will you gain?

- active customer participation in the development
- more accurate estimating and planning
- an improved basis for the design
- more straightforward testing
- a reduction in rework

***“I now not only understand the importance of real requirements but know how to get them”***

**R. Muyldermans, Business Analyst, DHL.**