

Removing Ambiguity and Subjectivity from Requirements

for Business Analysts, SMEs and Testers

Self-Paced, Web-Delivered Duration 90+ minutes

Overview

This online, self-paced course teaches business analysts and subject matter experts (SME) how to improve the understandability of business requirements, stakeholder requirements, solution requirements, and transition requirements by removing ambiguity and subjectivity. Only if other people are able to comprehend, approve, and implement what the requirement expresses – and what it does not – are you likely to get the technology solution that meets the business need.

Target Audience

Business Process Managers

System Analysts

Business Process Users

User liaison personnel

Business System Analysts

Anyone who would like to improve their ability to write requirements that

Subject Matter Experts

express what they really want

Learning Objectives

Upon completion of this seminar, you will . . .

- Recognize ambiguous terms and phrases
- Revise the requirement by replacing vague or non-standard terms and phrases
- Use a glossary to define terms and expand acronyms
- Clarify assumptions by adding context

Outline

1 How to Reduce Ambiguity in a Business Requirement

Rules for Removing Ambiguity

The Price of Ambiguity
Ambiguity Kills Projects
The Business of Requirements
Who Needs Clarity, Anyway?
Clarifying Requirements
Rules for a “Good” Requirement Sentence
The Challenge to Understanding
Understanding Requirements You Wrote
Exercise: Finding Ambiguity
Using a “Search Party” to Test for Understandability
Rewriting Requirements to Find Ambiguity
Changing Environments
Exercise: Evaluating Rewrites
Exercise: Rewriting Requirements for Clarity

Reducing the Ambiguity in Your Requirements
Misinterpretation Ruins Requirements
Exercise: Rewording Requirements
Increasing Clarity of your Requirements
Exercise: Acronyms and Glossary
Ambiguity Ruins Requirements
The Importance of Asking Questions
Exercise: Asking Questions for Clarity
Testing Readability
Exercise: Readability Indexes
Summary: Rules for an Understandable Requirement Statement
Exercise: Final Exam
Review: Rules for Effective Business Requirements
Where Can You Go From Here?

Developed and presented by:



Requirements Solutions Group, LLC
3837 Northdale Blvd, Ste. 361
Tampa, FL 33624
We Build Business Analysts™

Telephone: (813) 319-5851
Fax: (813) 864-0131

E-mail: training@requirementsolutions.com
Web: www.requirementsolutions.com/