

## (BA002) Gathering and Documenting Requirements with Use-Cases

**Duration:** 2 days

**CDUs (Continuing Development Units):** 14

**BABOK Compliance:** BABOK Release 2

**Description:** Learn state-of-the-art practices for gathering and documenting user requirements based on the use-case approach. Over the course of a case-study project, trainees gain experience facilitating requirements-gathering workshops and creating textual use-case documentation with supporting diagrams.

The course covers what the Business Analyst needs to know to plan and execute each requirements-gathering session as the project progresses, including, for each session: meeting goals, agenda, who to invite, artifacts, etc. The course walks the trainee through the project starting from business use-case sessions that focus on the business context through to system use-cases that focus on user-IT interactions. Trainees also learn advanced techniques for structuring use-cases (extending, generalized and included use-cases) that result in requirements documentation that is easy to revise as business rules change.

### Why Attend this Course?

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Use-cases are the state-of-the-art approach to capturing, analyzing and documenting user requirements.

- The clear style and organization of use-cases makes them well-suited for deriving test cases and for communicating with both business stakeholders and developers. In addition, use-cases are a central component of iterative development methodologies such as IBM's RUP and Microsoft's MSF.

Many BAs are not sure how to write use-cases.

- This course provides explicit, detailed instruction and hands-on experience in the writing, numbering and organization of the textual requirements.

Many BAs are unclear about the level of user requirements to capture at each phase of a project.

- This course provides clear, actionable guidance regarding how much detail to elicit from stakeholders at each point in the project.

User requirements can become hard to organize when there is a high number of system use-cases involved.

- This course provides tips for organizing use-cases into use-case packages.

Small changes to the business environment can lead to big changes in the documentation when the user requirements are not optimally organized.

- This course provides detailed instruction in the use of advanced documentation features (extensions, inclusions and generalizations) that help keep each fact in one place, making the documentation easier to revise when changes occur in the business.

Many BAs lack experience in facilitating use-case requirements workshops.

- In this course, trainees gain experience acting as facilitators for their group as they progress through an integrated case-study project.

## What Makes this Course Stand Apart?

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The best course for learning **what questions to ask stakeholders when**.

– Learn what you need to ask stakeholders at each stage of the project.

Trainees **learn by doing** – by developing a case study in ‘real time’; each technique is learned in the context in which it is used.

Full-spectrum approach that begins with business use-cases

Group facilitation sessions provide in-depth experience in using a team-based approach to development.

### 2 courses in one:

– Many of our competitors offer one course in requirements gathering and another in use-cases. Rather than teach you hard-to-apply general rules for requirements analysis that require a follow-up course, we teach the topic once – the right way. In one course you learn how to capture requirements with detailed guidance for doing it using today’s most popular approach – use-cases.

Includes valuable take-home materials: Comprehensive printed material including valuable job aids, examples, glossaries, tips, the Noble Path, as well as agendas and lists of questions for each type of interview session.

The course content draws from direct experience working in a variety of sectors, including banking, accounting, call centers, education and NGOs.

**Focused content:** includes the practical tools and techniques most commonly used to get the job done.

## Audience

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- IT Business Analysts
- Project Leaders
- Facilitators who will be leading requirements gathering sessions
- Business Users who will be explaining business requirements to software developers
- Systems Analysts expanding their role into the business realm.

## Prerequisites

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None

## Class Format

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- Working in small interview teams, trainees facilitate requirements-gathering sessions and document requirements for an end-to-end case study, learning what types of interviews, questions and techniques are appropriate for each phase of the IT project.
- The approach is presented in an easy-to-follow step-by-step plan.
- Each step is introduced and demonstrated by the instructor. Trainees follow by actively facilitating and participating in requirements-gathering sessions.

## Objectives

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Upon completion of this course, you 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** using a **Use-Case Description Template**.
- **Decrease software bugs and omissions** introduced in the analysis phase of your project – by employing advanced use-case techniques that reduce redundancies and inconsistencies in the documentation.
- **Facilitate communication of user requirements between business stakeholders and the solution provider**.
- Model who-does-what 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.

## Content

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- Introduction to Use-Cases
  - > History of Use-Cases
  - > Use-Cases and the Business Requirements Document
  - > Link to other technologies:
    - OO, Iterative development
- Criteria for selecting projects
- Facilitating Requirements –  
Gathering Sessions with Use-Cases:
  - > Rules for conducting use-case workshop sessions
  - > Preparation
  - > Who should attend
  - > Roles
  - > Defining the Deliverables –  
When to best introduce and create:
    - Stakeholder Interest Table
    - Use-Case Packages
    - Role Maps
    - Use-Case Diagrams
    - Use-Case Text
- Analyzing the impact on the Enterprise –  
Eliciting and documenting end-to-end business processes with business use-cases:
  - > Business use-case diagrams
  - > Documenting business use-cases
    - Modeling business use-case workflow with activity diagrams
- Eliciting and documenting 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 system use-cases:
  - > 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
  - > Data dictionary
  - > Entity classes and class diagrams
  - > Activity Diagrams
  - > Non-functional requirements
- Avoiding common errors
- Standard solutions for common situations, e.g.:
  - > Customer IVR (Interactive Voice Response) identification
  - > CRUD (Create/Read/Update/Delete a business object)
  - > Login
  - > Customer self-service
  - > Geographical sub-sites within an e-commerce application
- Job Aids containing:
  - > Templates
  - > Tips
  - > Examples
  - > Glossary of technical terms

## BABOK 2 Alignment

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This course addresses the following BABOK knowledge areas and tasks:

Knowledge Area (KA)	Mapping to the Course
Business Analysis Planning and Monitoring	The course provides guidance in conducting stakeholder analysis in the following areas: identifying stakeholders and interests; modeling business stakeholders and their relationships to business processes (business use-cases) and user tasks supported by the IT solution. Guidance is also provided in planning use-case analysis activities and communication events over the project lifecycle.
Elicitation	The course provides hands-on experience conducting elicitation activities, guidance in structuring the interview and lists of questions for elicitation events over the lifecycle.
Requirements Management and Communication	The course provides guidance and experience maintaining requirements for reuse with included, extending and generalized use-cases.
Enterprise Analysis	The course provides guidance and experience in modeling business use-cases in order to analyze As-Is and To-Be business processes and identify gaps. The course also covers the definition of the IT solution scope using system use-cases.
Requirements Analysis	The course provides guidance and experience in organizing requirements by grouping system use-cases into packages and by mapping the behavioural, use-case model to other project components and artifacts. Guidance in specifying and modeling requirements is provided through the definition of user classes (actors) with a role map and through the following BABOK 2 techniques listed for this KA: Process Modeling (business use-cases); Scenarios and Use-Cases. The course also provides guidance in verifying the user requirements expressed in the behavioural model against rules expressed in the structural model.
Solution Assessment and Validation	The course provides guidance and experience in validating the solution by deriving test cases from use-cases.