Course Introduction

Section 01 - Effective Listening Skills for Requirements Definition
Effective Listening Skills
Listening Is Good Business
Listening vs. Hearing
Causes for “Tune-Out”
Communication Realities
Exercise: Personal Listening Profile
Listening Approaches
Matching Listening Approaches
Appreciative Listeners
Empathic Listeners
Comprehensive Listeners
Discerning Listeners
Evaluative Listeners
The Function of Listening

Section 02 - Stakeholders
Stakeholders
Who is a Stakeholder?
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The RACI Matrix
Steps in Stakeholder Management
Key Stakeholder Questions
IIBA BOK Stakeholder Questions
Stakeholder Prioritization

Section 03 - Scope Definition
Scope Definition
The Product vs. Project Scope
The IIBA BOK Process Model
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Requirements Elicitation
Requirements Analysis
Requirements Communication
Solution Assessment & Validation
Fundamentals
Project Boundaries
The PMI Scope Management Framework
Real World Best Practice
The LGd Process
Project Sponsor Issues Charter
Charter Environmental Factors to Consider
The Project Data Sheet (PDS)
Roles & Responsibilities
Gold Plating
Scope Creep
Section 08 - Testable Requirements
Testable Requirements
Standard Testing Activities
Requirements Based Testing (RBT)
RBT Strategy
RBT 12-Step Process
Ambiguity Review
Example
Types of Testing
Test Cases

Section 09 - The Software Requirements Specification (SRS)
The SRS
The SRS Defined
SRS Goals
The SRS Components
Getting Started
10 Quality Characteristics of an SRS
Quality Measures Related to Individual SRS
Continuances
Directives
Options
Weak Phrases

Section 10 - Business Domain Modeling
Business Domain Modeling
BDM Defined
BDM Roles - The Business Process Analyst
BDM Roles - The Business Model Reviewer
BDM Roles - The Software Architect
BDM Artifacts
BDM Model
BDM Example
BDM Example DB Schema
Why is a Domain Model Needed?
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Section 11 - Other Advanced Tools
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Activity Diagram
Block/Swimlane Workflow Diagram
Business Process Diagram (BPD)
Cause & Effect Diagram
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Advanced Decision Tree
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Section 12 - Final Exam

Final Exam

Total Duration: 3hrs 15min