Top 5 Mistakes in Requirements Practices and Documentation
Welcome

• Thank you for joining us for this College of Continuing Education webinar.

• Top 5 Mistakes in Requirements Practices

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  College of Continuing Education
Please submit questions at any time during the webinar. Questions will be addressed as time permits at the end of the webinar.

To submit questions:
• On the upper left-hand portion of screen, click the “Ask a question” button.
• Type your question and click send.
Webinar Recording

• A link to a recording of this webinar will be e-mailed to all registrants.

• You can expect to receive the webinar link in the next few days at the e-mail you submitted during your registration.
Angela Wick, CBAP, PMP

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**Trainer:**
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**Volunteer:**
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Where Did These Top 5 Come From?

• Assessing and working with dozens of organizations

• Investigating failure points in requirements
Allocating requirements to the application they will be implemented in too early

**Symptoms:**
- Requirements allocated to applications before they have context & elaboration
- BAs assigned after applications determined
- Change requests, enhancements, defects, missed business value

**Resolutions:**
- Understand the requirements in the context of process, rules, data, and capabilities
- Options and alternatives before determining the application
- Have BAs assigned to look at potential options before the requirement is allocated to a specific application
Number 4

Too much focus on the current state without view into the future state

**Symptoms:**

- Analysis paralysis
- No vision visuals or future state models
- Spinning in current state details

**Resolutions:**

- Work in layers – High level as-is, high level to-be, then tackle the next level
- Be aware of business rules and process, are you spinning on rules or the steps of the process?
Number 3

Lack of context and contextual visuals

**Symptoms:**
- Requirements are all text
- Visuals are all at detailed level
- Visuals are of screen designs

**Resolutions:**
- High-level conceptual visuals from a business perspective!
- High-level process, data, people, and rules information

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The Power of Visuals

- It’s about all being on the same page with how and where the details fit into the bigger picture
- It’s ALL about learning together!
- Which user groups are most impacted and how?
- What are the risks to the solution that provides maximum value?
- How are parts of the solution connected, grouped, and organized?
1. The product shall be approximately four inches long, by three inches wide, and about one inch tall
2. The product shall be completed by June 15 and be able to be used by users in the United States and Canada
3. The product shall be able to be consumed by up to 10,000 people
4. The product needs to be made of two pieces of equal-size gluten/wheat-based pastry
5. Between the two pieces of gluten/wheat-based pastry, there needs to be a spread of three millimeters in thickness peanut butter. See specs for peanut butter here <peanut_butter_specs.doc>
6. Between the two pieces of gluten/wheat-based pastry, there needs to be a spread of three millimeters in thickness fruit preserves. See specs for fruit preserves here <fruit_preserves_specs.doc>
7. The product shall be presented to the user with the fruit preserve side on the top
8. The product shall be presented to the user cut in half length wise
9. The product shall be presented to the user with one half on top of the other
Name: PB & J

Purpose: A tasty treat to feed children on the go

Product Description: A sandwich with equal amounts of peanut butter and fruit jelly spread between two pieces of bread.
Number 2

Not differentiating between capabilities, rules, project tasks, and design

**Symptoms:**
- Requirements artifacts have few real requirements about the WHO, WHAT, WHY, and WHEN, and are full of tasks, design, and rules

**Resolutions:**
- Bring capability definitions back!
- “As a WHO, I need to be able to WHAT, so I can WHY”
- Trace the others to the capabilities, if even needed in the same documentation set
| Requirement/Capability: The ability to track the number of farms producing and delivering corn to the Food System each year. |
| Rule: Every farm that sells corn must be registered with the FDA. |
| Design: On the Farm Profile Screen their should be a check box for farmers to check if they produce corn. |
| Task: Configure the farm tracking database to run annual reports on farms producing corn. |
Lack of collaboration and review of requirements

**Symptoms:**
Those that use or approve requirements give feedback about them being tough to understand, too long, too detailed, or too vague

**Resolutions:**
All stakeholders of the requirements should be reviewing them as they progress and provide feedback to express their needs as users of the artifact
Multi-Tasking: Is It a Problem?

Ways to avoid it!

- Simple & meaningful visuals
- Small group work
- Draw!
- Sticky notes
- Feedback on visuals
“The illiterate of the 21st century will not be those who cannot read and write, but those who cannot learn, unlearn, and relearn”

Alvin Toffler
Questions?
Look for an e-mail with a link to this presentation in the next few days.

Upcoming **Business Analysis** course dates:

**Supporting Requirements - Documenting, Managing Requirements, and Validating the Solution** – June 5 and 6, 2014

**Stakeholder Management, Business Analysis Planning, and Estimating** – June 26 and 27, 2014

**Introduction to Business Analysis** – July 11, 2014

**Business Solution Scoping and Eliciting Requirements** – July 24, 2014

For more information

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