

Eliciting Requirements

Duration
1 Day

Delivery Methods
VILT, Private Group



"Getting it right" on any project is the ability to give stakeholders what they need, not necessarily what they ask for. Solid elicitation skills are the means of identifying real needs versus the stated needs and can make or break a project's success. In organizations with project professionals who use good eliciting skills to gather requirements, stakeholders have shared expectations and face fewer surprises, team members are more efficient in developing solutions, and project environments are more collaborative and productive.

Note: This course has been approved by PMI for 7 PDUs and by IIBA for 7 CDUs.

Who Should Attend

This course is designed for business analysts, systems analysts, stakeholders, project managers, and anyone who is involved eliciting requirements and wants to improve their elicitation skills.

Course Objectives

- Understand the basics of elicitation and the elicitation process.
- Use a systematic process for eliciting requirements and gathering requirements.
- Describe and identify the key elements necessary to plan an elicitation session.
- Learn to develop good questions that can elicit the right information at the right time.
- Understand the essential steps to conducting elicitation sessions, including how to open and close the session.
- Learn how to document and confirm elicitation results.

Agenda

1 - ELICITATION OVERVIEW

- Requirements Overview
- Elicitation Framework

2 - PREPARING FOR ELICITATION

- Elicitation Prep Considerations
- Top Six Elicitation Techniques
- Preparation Tips and Techniques

3 - DEVELOPING GOOD QUESTIONS

- Questions Overview
- Types of Questions
- Questions to Elicit Different Types of Requirements

4 - CONDUCTING, DOCUMENTING & CONFIRMING ELICITATION RESULTS

- Opening the Session
- Effectively Running the Session
- Capturing and Confirming Session Results