Changing Change.

Develop the Professional. Develop the Profession.
Looking for a Career?

Visit IIBA Career Centre

- Search for and apply to local, *business analyst* positions.
- Let employers find you. Market yourself by posting a resume, professional profile, and portfolio of work.
- Store versions of your resume, cover letters, and contact information.
- Set-up job alerts to be emailed when new jobs are posted.
- IIBA.org - careers
Vision
The world's leading association for Business Analysis professionals

Mission
Develop and maintain standards for the practice of business analysis and for the certification of its practitioners

IIBA® is an international not-for-profit professional association for business analysts.
Tom Karasmanis

IIBA Product Manager

- Tom Karasmanis is a Senior Consultant with 25 years' experience in Information Technology, including roles as a Business Architect, Business/Systems Analyst, Project Leader, Technical Architect, and Software Engineer. He has worked in financial services, publishing, healthcare, public sector and telecommunications.

- Tom served as Chief Architect of the IIBA from 2009 to 2011. He is currently IIBA Product Manager of Being a BA: Technical Excellence and Vendor Showcase. Tom is a management consultant in business architecture and business analysis, assisting organizations to build or improve their BA practices. He speaks regularly at international conferences.

- Tom holds a Bachelor of Applied Science in Chemical Engineering from the University of Toronto and is active in the business analysis and business architecture communities.
### Outline

<table>
<thead>
<tr>
<th>Event</th>
<th>Time</th>
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<tbody>
<tr>
<td>Introductions and Housekeeping</td>
<td>12:00</td>
</tr>
<tr>
<td>Vendor Presentations</td>
<td>12:05</td>
</tr>
<tr>
<td>• TraceCloud</td>
<td>12:05</td>
</tr>
<tr>
<td>• TopTeam Analyst</td>
<td>12:25</td>
</tr>
<tr>
<td>• BluePrint Systems</td>
<td>12:40</td>
</tr>
<tr>
<td>Questions and Answers</td>
<td>12:55</td>
</tr>
<tr>
<td>Close</td>
<td>12:59</td>
</tr>
<tr>
<td>Extended Q&amp;A</td>
<td>1:00</td>
</tr>
</tbody>
</table>
Question and Answer

How to Ask Questions

- Use the Question box to ask questions. Selected questions will be answered at the end, but you can ask at any time.
- Include the vendor’s name if you want a specific vendor to respond.
- Short, specific questions, please!

IIBA Host
Tom Karasmanis
BABOK® Guide Technique 9.21

(BUSINESS) PROCESS MODELING
What?

- A model is a simplified view of some more complex reality
- A business model is a simplified view of a business (organization, department, operation)
- As-Is vs. To-Be
Why?

- To understand and describe how work is performed within an organizational unit
- Eliminates irrelevant details & allows focus
- Facilitates discussion among stakeholders by presenting in a common format
- Assess efficiency of business processes
- As a basis for automation
- Business process improvement
BPMN
Description

Activity

- Processes involve a number of activities that are linked by a sequence flow
- An activity may be a single task or may be further decomposed into a subprocess (with its own activities, flow, and other process elements)
Notation

Event

- A process is initiated by an event
- Events may be:
  - Actions taken by a person
  - Change in a condition
  - Passage of a period of time
- Events may create, interrupt, or terminate processes
Notation

Decision

- Fork where the flow of work splits into multiple flows
- OR
- Where separate flows merge together
Notation

Flow

- Indicate the direction of the step-by-step sequence of the workflow.
- In general, diagrams are drawn from top to bottom or in the direction of reading to show the passage of time.
- The process flow may split to allow for activities to occur simultaneously and later merge.
Notation

Swim Lane

- Swim lanes are horizontal or vertical sections of a process model that show which activities are performed by a particular role or department.
- When the flow of work crosses the boundary of a swim lane, responsibility for that work then passes to another person or group within the organization.
BUSINESS PROCESS MODELING - BABOK® GUIDE TASK 9.21

Using TraceCloud
nathan@tracecloud.com
Requirements Management - R - US

Collaboration, Ease of Use, Dashboards, MSOffice Integration
TraceCloud = Collaborative Requirements Management.
SAAS or On Premises

- Requirements Change Management and Traceability
- Agile or Iterative Waterfall
- Dashboards
- MS Office (Word / Excel)
Business Process Modeling

• Why Model Business Process?
• Should the organization adapt or should the tool adapt?
• User Stories, Tasks vs Building Rockets, Medical Devices, Ships, Aircrafts, ATM machines and landing the man / woman on the moon
Business Process Modeling

- Resistance is futile ??? We think not.
- Organizations have spent a lot of time and effort putting together a process that works
- Trying to change an organizations working process to suit a Tool is recipe for disaster. Resistance to change will KILL adoption.

- What you need is a tool or solution that can adapt to your process and make process more efficient
Business Process Modeling - Structure

- Requirement Types
- Folder Structure
- Attributes
- User Roles
- Agile
- Structured Reports
You define the Requirement Types
You define the Folder Structure
You define the Attributes

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Value</th>
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</thead>
<tbody>
<tr>
<td>collateral</td>
<td><a href="http://www.iiba.org">www.iiba.org</a></td>
</tr>
<tr>
<td>Customer</td>
<td>powergrid</td>
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<td>Deliverability</td>
<td>Desirable</td>
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<td>Severity</td>
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<tr>
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<td>Agile Sprint</td>
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<td>Agile Total Effort (hrs)</td>
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</tr>
<tr>
<td>Amdocs_Work_Estimate</td>
<td></td>
</tr>
</tbody>
</table>

Update Attributes
You define the Roles (and add users to the roles)
Rapid Iteration (Agile) with Flexibility
You define the Structured Reports
Business Process Modeling - Rules

- Permissions
- Traceability Rules
- Change Impact Rules
- Approval Work Flow Rules
- Baselines
## Traceability Rules

### Requirement Type BR: Business Requirement

<table>
<thead>
<tr>
<th>Edit Req Type</th>
<th>Add a Baseline (Snapshot)</th>
<th>Add a Custom Attribute</th>
<th>Delete Req Type</th>
</tr>
</thead>
</table>

### Role: Engineering

#### Edit Permissions for Users in Role

<table>
<thead>
<tr>
<th>Folder Path</th>
<th>Create Requirement</th>
<th>Read Requirement</th>
<th>Update Requirement</th>
<th>Delete Requirement</th>
<th>Trace Requirement</th>
<th>Approve Requirement</th>
<th>Updatable Attributes</th>
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</thead>
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<tr>
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<td>Business Requirement/Abhinav Sandbox</td>
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</table>
Change Impact Rules
Baselines
Approval Work Flow Rules
Business Process Modeling – Monitoring

Putting it all together
• In a Requirement
• Across a program
• Traceability

Metrics
Dashboards
Trends
Putting it all together - Requirement
Relating one to another – across program
Relating one to another - Traceability

Trace Tree Report

<table>
<thead>
<tr>
<th>Trace Tree</th>
<th>Requirement (Tag : Version : Name)</th>
<th>Testing Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>REL-3</td>
<td>REL-3 : Ver-1 : User Dashboard</td>
<td>Fail</td>
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<tr>
<td>BR-12</td>
<td>BR-12 : Ver-6 : Administrator should be able to add a comma separated list of users as Administrators in the Add User screen</td>
<td>Pending</td>
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<tr>
<td>FR-15</td>
<td>FR-15 : Ver-1 : Administrator should be able to create a Project Core Info page for any project</td>
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<tr>
<td>TC-17</td>
<td>TC-17 : Ver-1 : Administrator should be able remove any user from the administrator role in the Edit Users page</td>
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<tr>
<td>TR-33</td>
<td>TR-33 : Ver-1 : Administrator should be able to Create a new requirement type</td>
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<tr>
<td>TC-372</td>
<td>TC-372 : Ver-1 : Administrator should be able remove any user from the administrator role in the Edit Users page</td>
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<tr>
<td>TR-33</td>
<td>TR-33 : Ver-1 : Administrator should be able to Create a new requirement type</td>
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</tbody>
</table>

There is a suspect upstream trace
Relating one to another – Change

BR-12 : Ver-8 : Administrator should be able to add a comma-separated list of users as Administrators in the Add User

FR-15 : Ver-1 : Administrator should be able to create a Project Core Info page for any project.

TC-17 : Ver-1 : Administrator should be able to remove any user from the administrator role in the Edit Users page.

TC-372 : Ver-1 : Administrator should be able to remove any user from the administrator role in the Edit Users page.

FR-67 : Ver-3 : Administrator should be able to add a comma-separated list of users as Administrators in the Add User.

FR-67 : Ver-1 : Administrator should be able to remove any user from any Role in the Edit Users page.

TC-126 : Ver-1 : The organization shall develop, implement, and periodically review and update:

TC-374 : Ver-1 : The organization shall develop, implement, and periodically...
## Metrics (User, Project, Release, Baseline)

### Requirement Type Table

<table>
<thead>
<tr>
<th>Requirement Type</th>
<th>Approval</th>
<th>Traceability</th>
<th>Testing</th>
<th>Completion</th>
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### Project Metrics as of 07 January 2013 01:00:14 AM

<table>
<thead>
<tr>
<th>Requirement Type</th>
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<th>Traceability</th>
<th>Testing</th>
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<tbody>
<tr>
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<tr>
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</table>

### TCD: Trace Cloud Development

- **136**: Dangling
- **50**: Orphan
- **3**: Suspect Upstream
- **2**: Suspect Downstream
- **1**: Pending Approval
- **0**: Rejected

- **106**: Pending my approval
- **141**: Incomplete
- **145**: Test Pending
- **2**: Test Failed

*Search in this project [Search Now]*
## Dashboards (MPRB)

### Nathan Reddy's Dashboard

<table>
<thead>
<tr>
<th>Requirement Type</th>
<th>All</th>
<th>Draft</th>
<th>Pending</th>
<th>Rejected</th>
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<th>Suspect Downstream</th>
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### General Reports
- [My Reqs](#)
- [My Reqs Changed After: mm/dd/yyyy](#)
- [My Completed Reqs](#)
- [My Incomplete Reqs](#)

### Approval Work Flow Reports
- [Reqs in Approval Work Flow](#)
- [Work Flow Status](#)

### Defect Reports
- [Defects in Defect Status](#)

### Traceability Reports
- [My Reqs](#)
- [Traceability Condition](#)

### QA (Quality Assurance) Reports
- [My Reqs that have Testing Status](#)

### My Private Reports
- [No Reports Found](#)

### My Public Reports
- [2000 rows per page](#)
- [2000 rows sort by severity desc](#)
- [Bug report with customer attributes not showing up](#)
- [can be demo](#)
- [Demo to Divya](#)
- [Demo to Joseph](#)
- [demo to Malakhi](#)
- [Karti's BRs](#)
- [Incomplete Sev 1.2 Bugs & enhancements](#)
- [My Business Requirements](#)
- [Richards demo](#)
- [Auto Pilot Trace Tree](#)

### My Private Docs
- [No Documents Found](#)

### My Public Docs
- [Cisco Demo Doc](#)
- [test](#)
- [Demo to Mary Gerush](#)
- [demo](#)
- [test sam](#)
- [dave demo doc](#)
- [ciisco demo to ltc](#)
- [ang agy demo](#)
- [test embedded report](#)
- [Word formatting](#)
- [demo with incorrect jufly](#)
- [test](#)
## Wrap Up

<table>
<thead>
<tr>
<th>Business Process Modelling - Structure</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Replicate your current process model in TraceCloud</td>
</tr>
<tr>
<td>• Flexibility in defining your</td>
</tr>
<tr>
<td>• Requirement Types</td>
</tr>
<tr>
<td>• Attributes</td>
</tr>
<tr>
<td>• Folder Structure</td>
</tr>
<tr>
<td>• Rapid Iteration / Waterfall</td>
</tr>
<tr>
<td>• Formal Reports</td>
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</table>

<table>
<thead>
<tr>
<th>Business Process Modeling - Rules</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Define your process rules in TraceCloud regarding</td>
</tr>
<tr>
<td>• Changing Requirements</td>
</tr>
<tr>
<td>• Doing Traceability</td>
</tr>
<tr>
<td>• Impact of a Change</td>
</tr>
<tr>
<td>• Getting Approval</td>
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</table>

<table>
<thead>
<tr>
<th>Business Process Modeling - Reporting</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Leverage TraceCloud’s built in reporting for</td>
</tr>
<tr>
<td>• Built in Metrics</td>
</tr>
<tr>
<td>• Built in Dashboards</td>
</tr>
<tr>
<td>• Built in Trends</td>
</tr>
<tr>
<td>• Automated Reports</td>
</tr>
</tbody>
</table>
www.tracecloud.com

- SaaS (Online & Onsite) Requirements Management solution.
- Focus on collaboration, usability and reporting
- Starting at $30 a month

Contact us at

- support@tracecloud.com
- nathan@tracecloud.com
BUSINESS PROCESS MODELING - BABOK GUIDE TASK 9.21

Using TraceCloud
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Business Process Modeling - Rules

- Permissions
- Traceability Rules
- Change Impact Rules
- Approval Work Flow Rules
- Baselines
Traceability Rules

<table>
<thead>
<tr>
<th>Requirement Type BR: Business Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Edit Req Type</td>
</tr>
</tbody>
</table>

Edit Role Privileges | Add Users | Edit Users | Delete Role

Edit Permissions for Users in Role

<table>
<thead>
<tr>
<th>Folder Path</th>
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<tr>
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</tbody>
</table>

Attributes:
- collateral
- Customer
- Deliverability
- Impact to customer
- Severity
Change Impact Rules
Baselines
Approval Work Flow Rules
Business Process Modeling – Monitoring

Putting it all together

• In a Requirement
• Across a program
• Traceability

Metrics

Dashboards

Trends
Putting it all together - Requirement

<table>
<thead>
<tr>
<th>Requirement Change Log</th>
<th>Version</th>
<th>Modified By / Date</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>17</td>
<td><a href="mailto:sohan@tracecloud.com">sohan@tracecloud.com</a></td>
<td>Latest</td>
<td>08 January 2013 06:49:38 PM</td>
</tr>
<tr>
<td></td>
<td>16</td>
<td><a href="mailto:sohan@tracecloud.com">sohan@tracecloud.com</a></td>
<td>20 November 2012 06:07:41 AM</td>
<td></td>
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<tr>
<td></td>
<td>15</td>
<td><a href="mailto:sohan@tracecloud.com">sohan@tracecloud.com</a></td>
<td>20 November 2012 00:40:41 AM</td>
<td></td>
</tr>
</tbody>
</table>

The solution scope is required as a basis for requirements management and is used to determine whether a proposed requirement supports the business goals and objectives. The solution scope may also be used to change previously approved requirements, which may not support the revised scope.

FR-208 CIA Test Fail: A should be able to see folder metrics by clicking on Folder Metrics button on the right and then...

TR-3 CIA Test Pass: Universal Test...

TC-508 CIA Test Failed: spaceships does not react to operation in space

TR-7 CIA Test Failed: foxti

NOT selecting TC-508 CIA Test Passing: In Report and Bulk Edit tab, user should be able to Bulk Edit and view requirements

Formal, defined steps to facilitate the implementation of the audit and do not have. Formal, defined steps to facilitate the implementation of the audit and do not have. Formal, defined steps to facilitate the implementation of the audit and do not have. Formal, defined steps to facilitate the implementation of the audit and do not have.
Relating one to another – across program
Relating one to another - Traceability
Relating one to another – Change

<table>
<thead>
<tr>
<th>ID</th>
<th>Status</th>
<th>Percentage</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>BR-12</td>
<td>33%</td>
<td></td>
<td>BR-12: Ver-6: Administrator should be able to enter a comma separated list of users as Administrators in the Add User.</td>
</tr>
<tr>
<td>FR-15</td>
<td>0%</td>
<td></td>
<td>FR-15: Ver-1: Administrator should be able to create a Project Core Info page for any project.</td>
</tr>
<tr>
<td>TC-17</td>
<td>0%</td>
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<td>TC-17: Ver-1: Administrator should be able to remove any user from the administrator role in the Edit Users page.</td>
</tr>
<tr>
<td>TC-372</td>
<td>0%</td>
<td></td>
<td>TC-372: Ver-1: Administrator should be able to remove any user from the administrator role in the Edit Users page.</td>
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<tr>
<td>FR-67</td>
<td>100%</td>
<td></td>
<td>FR-67: Ver-3: Administrator should be able to add a comma separated list of users as Administrators in the Add User.</td>
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<tr>
<td>FR-67</td>
<td>0%</td>
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<td>FR-67: Ver-1: Administrator should be able to remove any user from any Role in the Edit Users page.</td>
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<tr>
<td>TC-126</td>
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<td>TC-126: Ver-1: The organization shall develop, implement, and periodically review and update:</td>
</tr>
<tr>
<td>TC-374</td>
<td>0%</td>
<td></td>
<td>TC-374: Ver-1: The organization shall develop, implement, and periodically review and update:</td>
</tr>
</tbody>
</table>
Metrics (User, Project, Release, Baseline)
Wrap Up

Business Process Modelling - Structure
• Replicate your current process model in TraceCloud
• Flexibility in defining your
  • Requirement Types
  • Attributes
  • Folder Structure
  • Rapid Iteration / Waterfall
  • Formal Reports

Business Process Modeling - Rules
• Define your process rules in TraceCloud regarding
  • Changing Requirements
  • Doing Traceability
  • Impact of a Change
  • Getting Approval

Business Process Modeling - Reporting
• Leverage TraceCloud’s built in reporting for
  • Built in Metrics
  • Built in Dashboards
  • Built in Trends
  • Automated Reports
www.tracecloud.com

- SaaS (Online & Onsite) Requirements Management solution.
- Focus on collaboration, usability and reporting
- Starting at $30 a month

Contact us at

- support@tracecloud.com
- nathan@tracecloud.com
Business Process Modeling
9.21 in IIBA® BABOK®

http://www.TopTeamAnalyst.com
Business Process “As Is” & “To Be”

• Business Processes “As Is”
  – Show the processes that exist in the organization
  – Current state

• Business Processes “To Be”
  – Show the new and improved processes
  – Future state
Business Process As Is & To Be

Business Processes As Is

Business Processes To Be
Pool

- A Pool represents a participant in the process
  - Business Entity
  - Organization
  - A Role – such as Applicant, Customer etc.
Place one or more Pools on the diagram
Lane

• A Lane is used to sub-partition a pool
  – It usually represents a Role or a department such as
    • Customer
    • Loan Officer
    • Customer Service Department
    • Etc.
Subdivide Pools into Lanes as needed

Diagram showing the division of pools into lanes. The diagram is labeled 'TopTeam Analyst'.
Events

• Event is something that “occurs” during the course of a business process

• Events are of following types:
  – Start Event
  – Intermediate Event
  – End Event
Where does the Process begin? – The Start Event

Different Types of Start Events

Start Event
Activity

• Activity is “work” performed within a business process

• Activities can be:
  – Atomic >> Task
  – Compound >> Sub-Process
Place Activity (Task/Sub-Process) shapes as needed

Different Activity Types

Drag-and-Drop

Submit Loan Application

Start Event
Connectors

• Sequence Flow
  – Show the order of process flow (within one Pool)

• Message Flow
  – Show the order of messages between two Pools

• Association
  – Associate information with Flow Objects
Connect Flow Object using Connectors

- **Connectors**
- **Sequence Flow (within Pool)**
- **Message Flow (between Pools)**
- **Association**
Gateway

• Gateways are used to show the branching, forking and merging of Sequence Flow.
Gateway – for Branching, Forking, Merging Process Flow
Specify Properties/Attributes of each Flow Object

Specify Attributes
- Name
- Description
- Custom Properties
- Links to other Repository artifacts

Selected Shape

TopTeam Analyst
Link Business Rules and other Repository Artifacts to Flow Objects

- Entity-Attribute definition linked to data object
- Gateway linked to Business Rules
- On Hover hint of linked Business Rules
- User Story linked to Activity
- Use Case linked to Activity
TopTeam automatically creates Trace links with linked artifacts
With TopTeam you can validate Business Process Models against the BPMN Specification.
• A No-Compromise, End-to-end Solution

• Mature - launched 2005, now in seventh major release

• Used by more than 500 organizations in 55 countries
TopTeam Analyst components

- Rich Internet Explorer Plugin App & Desktop App
- Web Access and Collaboration
- Offline Desktop App
- TopTeam Open API
TopTeam Analyst integrations

- HP Quality Center
- Team System (TFS)
- Microsoft Word
- Microsoft Excel
- TopTeam Open API (Integrate anything)
TopTeam Platform

Requirements Definition

Requirements Management

End-to-End Traceability

Versioning and Baselining for all artifacts

Branching and artifact Sharing

Change & Release Management

Issue, Defect, Task Tracking

Test Case Management
"I am enjoying using TopTeam. It allows me more creative time, instead of document formatting time, so my analysis is better and more detailed."

Carl Knowlan
Senior Analyst & Product Manager
Houston, Texas
IIBA Vendor Showcase

Business Process Modeling
(BABOK® Guide Technique 9.21)

Rob Paskowitz, Product Manager
rob.paskowitz@blueprintsys.com
Blueprint Facts:
✓ Founded 2004
✓ 100% focused on Requirements
✓ Mature solution - 8 major releases
✓ 200+ large deployments
✓ Large development staff – over 30%
✓ Dedicated & focused support organization

Blueprint improves the economics of developing IT enabled business applications. Our collaborative requirements solution improves the processes of Authoring rich requirements, Validating requirements, Managing requirements, and Integrating them with all other disciplines in the lifecycle.
### Expressing Requirements Textually

**Business Requirements**

<table>
<thead>
<tr>
<th>ID</th>
<th>Description</th>
<th>Artifact Type</th>
<th>Priority</th>
<th>Release</th>
<th>Requested By</th>
<th>Risk</th>
<th>Applied On</th>
</tr>
</thead>
<tbody>
<tr>
<td>PF3278</td>
<td>BP Air would like to expand the customer service from over the phone and at the counter to include a web presence over the internet. This expansion would allow customers to book flights, make changes to existing flights, check-in and print boarding passes, as well as, book hotel and rental car reservations from a secure internet site.</td>
<td>Business Requirement</td>
<td>High</td>
<td>1.0</td>
<td>Approved</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**User Requirements**

<table>
<thead>
<tr>
<th>ID</th>
<th>Description</th>
<th>Artifact Type</th>
<th>Priority</th>
<th>Release</th>
<th>Requested By</th>
<th>Risk</th>
<th>Applied On</th>
</tr>
</thead>
<tbody>
<tr>
<td>USER-RQ3291</td>
<td>The customer shall be able to book a flight reservation between any cities that BP Air services. <strong>Note:</strong> All flight bookings must adhere to the Terms and Conditions.</td>
<td>User Requirement</td>
<td>High</td>
<td>1.0</td>
<td>Approved</td>
<td></td>
<td></td>
</tr>
<tr>
<td>USER-RQ3292</td>
<td>The customer shall be able to modify an existing flight via the online site.</td>
<td>User Requirement</td>
<td>High</td>
<td>1.0</td>
<td>Approved</td>
<td></td>
<td></td>
</tr>
<tr>
<td>USER-RQ3293</td>
<td>The customer shall be able to establish an online account.</td>
<td>User Requirement</td>
<td>High</td>
<td>1.0</td>
<td>Approved</td>
<td></td>
<td></td>
</tr>
<tr>
<td>USER-RQ3294</td>
<td>The customer shall be able to enter their contact information online.</td>
<td>User Requirement</td>
<td>High</td>
<td>1.0</td>
<td>Approved</td>
<td></td>
<td></td>
</tr>
<tr>
<td>USER-RQ3295</td>
<td>The customer shall be able to establish and ID and PW for their online account.</td>
<td>User Requirement</td>
<td>High</td>
<td>1.0</td>
<td>Approved</td>
<td></td>
<td></td>
</tr>
<tr>
<td>USER-RQ3296</td>
<td>The customer shall be able to select from multiple preference options to establish their account preferences.</td>
<td>User Requirement</td>
<td>High</td>
<td>1.0</td>
<td>Approved</td>
<td></td>
<td></td>
</tr>
<tr>
<td>USER-RQ3297</td>
<td>The customer shall be able to maintain all online account information.</td>
<td>User Requirement</td>
<td>High</td>
<td>1.0</td>
<td>Approved</td>
<td></td>
<td></td>
</tr>
<tr>
<td>USER-RQ3298</td>
<td>The customer shall be able to modify their contact information.</td>
<td>User Requirement</td>
<td>High</td>
<td>1.0</td>
<td>Approved</td>
<td></td>
<td></td>
</tr>
<tr>
<td>USER-RQ3299</td>
<td>The customer shall be able to modify their User ID and PW.</td>
<td>User Requirement</td>
<td>High</td>
<td>1.0</td>
<td>Approved</td>
<td></td>
<td></td>
</tr>
<tr>
<td>USER-RQ3300</td>
<td>The customer shall be able to modify their account preferences.</td>
<td>User Requirement</td>
<td>High</td>
<td>1.0</td>
<td>Approved</td>
<td></td>
<td></td>
</tr>
<tr>
<td>USER-RQ3301</td>
<td>The customer shall be able to register for the reward program online.</td>
<td>User Requirement</td>
<td>Low</td>
<td>2.0</td>
<td>Approved</td>
<td></td>
<td></td>
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### Business Requirements

<table>
<thead>
<tr>
<th>Name</th>
<th>ID</th>
<th>Description</th>
<th>Artifact Type</th>
<th>Level</th>
<th>Indicators</th>
<th>Field Type</th>
<th>Priority</th>
<th>Release</th>
<th>Requested By</th>
<th>Risk</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scope Summary</td>
<td>BUS-RQ2287</td>
<td>BP Air would like to expand the customer service from over the phone and at the counter to include a web presence over the internet. This expansion would allow customers to book flights, make changes to existing flights, check-in and print boarding passes, as well as, book hotel and rental car reservations from a secure internet site.</td>
<td>Business Requirement</td>
<td>High</td>
<td>1.0</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Approved</td>
</tr>
<tr>
<td>Online Reservation</td>
<td>BUS-RQ2288</td>
<td>Reduce cost of sale by providing an online reservation system.</td>
<td>Business Requirement</td>
<td>High</td>
<td>1.0</td>
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<td></td>
<td></td>
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<td></td>
<td>Approved</td>
</tr>
<tr>
<td>Online Account Management</td>
<td>BUS-RQ2289</td>
<td>Reduce customer service inbound calls by providing online account management.</td>
<td>Business Requirement</td>
<td>Medium</td>
<td>1.0</td>
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<td></td>
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<td>Approved</td>
</tr>
<tr>
<td>Online Rewards Program</td>
<td>BUS-RQ2290</td>
<td>Improve customer retention by allowing customers to sign up for our rewards program online.</td>
<td>Business Requirement</td>
<td>Low</td>
<td>2.0</td>
<td></td>
<td></td>
<td></td>
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<td>Deferred</td>
</tr>
<tr>
<td>Book a Flight</td>
<td>USER-RQ2291</td>
<td>The customer shall be able to book a flight Reservation between any cities that BP Air services. Note: All flight bookings must adhere to the Terms and Conditions.</td>
<td>User Requirement</td>
<td>High</td>
<td>1.0</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Approved</td>
</tr>
<tr>
<td>Modify a Flight</td>
<td>USER-RQ2302</td>
<td>The customer shall be able to modify an existing flight via the online site.</td>
<td>User Requirement</td>
<td>High</td>
<td>1.0</td>
<td></td>
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<td></td>
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<td></td>
<td>Approved</td>
</tr>
<tr>
<td>Establish Online Account</td>
<td>USER-RQ2303</td>
<td>The customer shall be able to establish on online account.</td>
<td>User Requirement</td>
<td>High</td>
<td>1.0</td>
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<td></td>
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<td></td>
<td>Approved</td>
</tr>
<tr>
<td>Enter Contact Information</td>
<td>USER-RQ2304</td>
<td>The customer shall be able to enter their contact information online.</td>
<td>User Requirement</td>
<td>High</td>
<td>1.0</td>
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<td></td>
<td>Approved</td>
</tr>
<tr>
<td>Establish ID and PIN</td>
<td>USER-RQ2305</td>
<td>The customer shall be able to establish and ID and PIN for their online account.</td>
<td>User Requirement</td>
<td>High</td>
<td>1.0</td>
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<td></td>
<td></td>
<td>Approved</td>
</tr>
<tr>
<td>Select Account Preferences</td>
<td>USER-RQ2306</td>
<td>The customer shall be able to select from multiple preference options to establish their account preferences.</td>
<td>User Requirement</td>
<td>High</td>
<td>1.0</td>
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<td></td>
<td>Approved</td>
</tr>
<tr>
<td>Maintain Online Account Information</td>
<td>USER-RQ2307</td>
<td>The customer shall be able to maintain all online account information.</td>
<td>User Requirement</td>
<td>High</td>
<td>1.0</td>
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<td>Approved</td>
</tr>
<tr>
<td>Modify Contact Information</td>
<td>USER-RQ2308</td>
<td>The customer shall be able to modify their contact information.</td>
<td>User Requirement</td>
<td>High</td>
<td>1.0</td>
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<td></td>
<td>Approved</td>
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<tr>
<td>Modify ID and PIN</td>
<td>USER-RQ2309</td>
<td>The customer shall be able to modify their ID and PIN.</td>
<td>User Requirement</td>
<td>High</td>
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<td></td>
<td>Approved</td>
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<tr>
<td>Modify Account Preferences</td>
<td>USER-RQ2310</td>
<td>The customer shall be able to modify their account preferences.</td>
<td>User Requirement</td>
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<td></td>
<td>Approved</td>
</tr>
<tr>
<td>Register for Reward Program</td>
<td>USER-RQ2311</td>
<td>The customer shall be able to register for the reward program online.</td>
<td>User Requirement</td>
<td>Low</td>
<td>2.0</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Proposal</td>
</tr>
</tbody>
</table>
Beyond the text
Beyond the text
Process Modeling
Beyond the process
Beyond the process
Beyond the process
Process Modeling
The website will retrieve details regarding the product including current stock levels.
Visualize Requirements – UI Mockups
Visualize Requirements – UI Mockups
Visualize Requirements – Use Cases

Main Flow

Pre Condition:
1. System displays gift card selection page and lets users select a type of gift card they wish to purchase
2. **Customer** select email gift card
3. System displays card detail and ask for quantity and value of the card
4. **Customer** entered the information and clicked continue
5. System displays total and lets user choose to checkout
6. **Customer** chose to **Check out**
7. System displays payment page and lets the users make the payment
8. **Customer** paid for the cards
9. System sends payment information to accounting system
10. Accounting indicates payment approved
11. System displays payment confirmation and ask user to check email for order status then lets user return to the main page or exit
12. **Customer** clicked return

Post Condition:

Alternate Flows

2a. **Customer** selected facebook gift card type
   2a1. System displays card detail and ask for quantity and value of the card
   2a2. **Customer** entered the information and clicked continue
   Return to Step 5

2b. **Customer** selected print gift card type
   2b1. System displays card detail and ask for quantity and value of the card
   2b2. **Customer** entered the information and clicked continue
   Return to Step 5

2c. **Customer** selected mail gift card type
   2c1. System displays card detail and ask for quantity and value of the card
   2c2. **Customer** entered the information and clicked continue
   Return to Step 5

12a. **Customer** clicked Close
    Return to Exit
Visualize Requirements – Simulations
Visualize Requirements

Business Stakeholders

Business Analysts

Office

Visio

HP ALM

Team Foundation Server

Developers, QA
More Information About Blueprint ...

More Information:

Support for BABOK
www.blueprintsyst.com/iiba

ROI Calculator
RFP Template
www.blueprintsyst.com/resources/tools-downloads

10 Reasons Why Documents & Spreadsheets are Killing your Career
www.blueprintsyst.com/lp/stop-putting-your-career-at-risk

Blueprint
www.blueprintsyst.com/products

Contact us:
info@blueprintsyst.com
1-866-979-2583 (BLUE)
Question and Answer

How to Ask Questions

- Use the Question box to ask questions. Selected questions will be answered at the end, but you can ask at any time.
- Include the vendor’s name if you want a specific vendor to respond.
- Short, specific questions, please!

IIBA Host
Tom Karasmanis
Contact Information

Register for more webinars on the Professional Development page of our website – under Webinars.

IIBA.org/PD | community.IIBA.org | info@IIBA.org

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