Validating Requirements
Thurs, Aug 11, 2011
Vision and Mission

**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.
IIBA Chief Architect

- Tom Karasmanis is a Senior Consultant with over 23 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 healthcare, public sector, banking, financial services, insurance, supply chain, telecommunications, and retail.

- Tom serves as Chief Architect of the International Institute of Business Analysis (IIBA). He is a member of the IIBA Toronto Chapter. Tom also provides corporate training and is a speaker at events such as ProjectWorld*BusinessAnalyst World and Project World and World Congress for Business Analysts.

- 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

- Introductions and Housekeeping 12:00
- Vendor Presentations 12:05
  - Blueprint 12:05
  - Microfocus 12:20
  - TechnoSolutions – Top Team Analyst 12:35
- Questions and Answers 12:50
- Close 12:59
- Extended Q&A 1:00
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!
Validate Requirements

Relevant Areas

- Validate Requirements (6.6)
  - Requirements support delivery of business value

Not to be confused with:

- Verify Requirements (6.5)
  - About ensuring requirements are “good”
- KA – Solution Assessment and Validation (7)
  - About the solution
Validate Requirements

Requirements Classification (1.3.3.1)

- Business – goals, objectives, needs (why)
- Stakeholder – needs of a stakeholder
- Solution – meet business and stakeholder requirements (traceability)
  - Functional
  - Non-functional (Supplementary)
- Transition – capabilities to go from current to future state (data migration, training, etc.)
Validate Requirements

Each requirement:
- Delivers value
- Is within scope
- Satisfies a stakeholder need

Collectively:
- Implementation of requirements achieves future state
Validate Requirements

Figure 6-6: Validate Requirements Input/Output Diagram

Inputs
- 5.5 Business Case
- 6.5 Stakeholder, Solution, or Transition Reqs [Verified]

6.6 Validate Requirements

6.6 Requirements [Validated]

Tasks Using This Output
- 7.5 Validate Solution
- Requirements Mgt. and Communication

Input / Output Diagram
Validation (per the BABOK)

**Inputs**

- Author

**Validate**

**Tasks Using This Output**

- Communicate

**BABOK Techniques**

- Business, User, Functional
- Diagrams
- Use Case Narratives
- Interface Mockups
Blueprint Software Systems improves the economics of developing IT enabled business applications. Our product, Requirements Center 2010, streamlines and improves the processes of authoring rich requirements, validating requirements and communicating proper requirements throughout the downstream software development lifecycle.

**Blueprint Facts:**
- Founded 2004
- 100% focused on Requirements
- Mature solutions- 7 major releases
- 150+ large deployments
- Large development staff – 45+
- Dedicated & focused support organization
Blueprint Requirements Center

1. Author
   - Textual Requirements Editor
   - UI Mockup Editor
   - BP Diagram Editor
   - Use Case Editor
   - Glossaries Editor
   - Data and Rules Editor
   - **Central Repository**
   - **Version Control**
   - **Collaboration**
   - **Full Traceability**
   - **Impact Analysis**
   - **Coverage Analysis**

2. Validate
   - Document Generation
     - Auto-generate Word documents
     - Template driven approach
     - Reviewer/Consumer friendly output
   - Requirements Simulation
     - Simulate All Requirements
     - Capture Feedback into System
     - Track and Incorporate Changes

3. Communicate
   - Downstream Acceleration
     - Auto-generate Word, Excel and HTML
     - Generate 100% of Functional Test Scenarios
     - Integrated with ALM Solutions for Req & Quality Mgmt

8/12/2011
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Detailed Specification

Model       BP Air - BTR
Version     2.0
Description BP Air Online Requirements Model.
Overview    BP Air would like to expand its 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.
Key
Dependencies The BP Air online project is dependent upon our ability to receive and implement the appropriate server hardware by our project implementation date.
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## Requirements

<table>
<thead>
<tr>
<th>TD</th>
<th>Requirement</th>
<th>Description</th>
<th>Type</th>
<th>Related BP, Use Cases and Screens</th>
<th>Status</th>
<th>Risk</th>
</tr>
</thead>
<tbody>
<tr>
<td>RF49</td>
<td>1 Business Requirements</td>
<td>BP Air would like to expand its 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>RF: Requirement Folder</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>BR107</td>
<td>1.1 Scope Summary</td>
<td>BP Air would like to expand its 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>BR: Business Requirement</td>
<td>Approved</td>
<td>High</td>
<td></td>
</tr>
<tr>
<td>BR54</td>
<td>1.2 Online Reservations</td>
<td>Reduce cost of sale by providing an online reservation system.</td>
<td>BR: Business Requirement</td>
<td>&gt;BP1: Traveler Booking</td>
<td>Approved</td>
<td>High</td>
</tr>
<tr>
<td>BR55</td>
<td>1.3 Online Account Management</td>
<td>Reduce customer service inbound calls by providing online account management.</td>
<td>BR: Business Requirement</td>
<td>Approved</td>
<td>High</td>
<td></td>
</tr>
</tbody>
</table>
Business Processes:
Traveler Booking

Artifacts Related to the Business Process

← BR54: Online Reservations
→ UC4: Book A Flight
UC4: Book A Flight

Overview

Pre Condition: Customer has navigated to BP Air Online

Post Condition: Customer has completed the Book A Flight Process

Related Requirements:
- UR108: Book a Flight
- RU116: Default Return Date
- QS101: Support Keyboard Tabbing
- FD118: Book a Flight Field Definitions
- RU116: Default Return Date

Status: Approved
Risk: High
**Basic Flow:**

<table>
<thead>
<tr>
<th>#</th>
<th>Description</th>
<th>Actor</th>
<th>Screen</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Customer uses Quick Pick area to make selections</td>
<td>Customer</td>
<td>SC13: Book a Flight</td>
</tr>
</tbody>
</table>

**Link(s) to Related File(s) &/or URL(s):**

- Traveler Booking BP Diagram
- Terms and Conditions

| 2  | System allows user to choose one-way or round-trip from the Quick-Pick area. | System    | SC13: Book a Flight     |
| 3  | Customer selected round-trip                                                 | Customer  | SC13: Book a Flight     |

<table>
<thead>
<tr>
<th>Condition</th>
<th>Link</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer selected one-way</td>
<td>IE 1</td>
</tr>
</tbody>
</table>

**Return Step:** 13. Customer entered complete information

| 4  | System inquires for valid round-trip destinations from Airport Database      | System    | SC2: Database In        |
| 5  | Airport Database provides list of valid round-trip destinations              | Airport Database | SC3: Database Out        |
| 6  | System allows to select departure, arrival locations                        | System    | SC13: Book a Flight     |
| 7  | Customer selected Cities                                                    | Customer  | SC13: Book a Flight     |
| 8  | System allows user to select departure month                                | System    | SC13: Book a Flight     |
| 9  | Customer selected Depart Month                                              | Customer  | SC13: Book a Flight     |
| 10 | System allows user to select departure day                                  | System    | SC13: Book a Flight     |
| 11 | Customer selected Depart Day                                                | Customer  | SC13: Book a Flight     |
**5C13: Book a Flight**

**Blueprint Air**

- **Book Travel**
- **Special Offers**
- **Travel Tools**
- **Rapid Rewards**
- **Group Travel**
- **Where We Fly**

---

**Related Requirements:**

<table>
<thead>
<tr>
<th>ID</th>
<th>Name</th>
<th>Interactions</th>
</tr>
</thead>
<tbody>
<tr>
<td>FD118</td>
<td>Book a Flight Field Definitions</td>
<td>From List of airports BP Air flies from Drop-Down List Box</td>
</tr>
</tbody>
</table>

**Custom Properties**

- **Status**: Proposed
- **Risk**: High
- **Release**: 1.0
- **Priority**: High
- **Effort**: 0
- **Requested By**: [Name]

---

The “Quick-Pick” area is this region to the left side.
Glossaries

GL1: BP Air

Description: The Blueprint Airlines glossary.

<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baggage</td>
<td>Luggage that a passenger may travel with.</td>
</tr>
<tr>
<td>CSR</td>
<td>Customer Service Rep - Deals with Customers over the phone or in person.</td>
</tr>
<tr>
<td>Carry-on</td>
<td>Non-Checked Luggage that a passenger may bring into the cabin of the aircraft.</td>
</tr>
<tr>
<td>Delay</td>
<td>Unforeseen stoppage of the online operation of a flight. Delays can be due to weather, air traffic, ground issues, etc.</td>
</tr>
<tr>
<td>One Way</td>
<td>Flight that has a single leg between the original destination and arrival city.</td>
</tr>
<tr>
<td>Round Trip</td>
<td>Flight that has 2 legs and completes in the same city as it originated. This flight will have only a single origination and single destination.</td>
</tr>
<tr>
<td>SAP</td>
<td>Customer Services Platform</td>
</tr>
<tr>
<td>ID</td>
<td>Requirement Name</td>
</tr>
<tr>
<td>-----</td>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td>FR78</td>
<td>3.4.1 User ID Alternatives</td>
</tr>
<tr>
<td>FR79</td>
<td>3.4.2 Highlight PW if Fail</td>
</tr>
<tr>
<td>FR80</td>
<td>3.5 Account Preference Options</td>
</tr>
<tr>
<td>FR81</td>
<td>3.5.1 Opt-In Options for Email</td>
</tr>
<tr>
<td>FR82</td>
<td>3.5.2 Preferred Credit Card</td>
</tr>
<tr>
<td>FR83</td>
<td>3.5.3 Preferred Email</td>
</tr>
<tr>
<td>FR84</td>
<td>3.5.4 Emergency Contact Info</td>
</tr>
<tr>
<td>FR85</td>
<td>3.6 Modify Contact Information</td>
</tr>
<tr>
<td>FR86</td>
<td>3.7 Modify ID and PW</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>FR87</td>
<td>3.8 Modify Account Preferences</td>
</tr>
</tbody>
</table>
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Key Dependencies: The BP Air online project is dependent upon our ability to receive and implement the appropriate server hardware by our project implementation date.
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Key Dependencies
The BP Air online project is dependent upon our ability to receive and implement the appropriate server hardware by our project implementation date.
2.5.3 Enter Other Reward Numbers
The customer shall be able to enter reward numbers for hotels and car rental companies to connect with the airline program.

3.1 Book a New Flight
The system shall provide online booking of flights.
## Data Elements

### Single & List Value Data Elements:

<table>
<thead>
<tr>
<th>Name</th>
<th>Type</th>
<th>Custom Properties</th>
<th>Value</th>
<th>Data Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>$DA6$: Temp Int</td>
<td>Integer</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>$DA7$: From List</td>
<td>String</td>
<td></td>
<td>Atlanta, Boston, Chicago, New York,</td>
<td>MS Excel: DataFrom List.xlsx</td>
</tr>
<tr>
<td>$DA10$: Book a Flight Fields</td>
<td></td>
<td></td>
<td>See Table Details below</td>
<td></td>
</tr>
<tr>
<td>$DA12$: Correct</td>
<td>Boolean</td>
<td></td>
<td>true</td>
<td></td>
</tr>
<tr>
<td>$DA13$: Button</td>
<td>String</td>
<td></td>
<td>Okay</td>
<td></td>
</tr>
</tbody>
</table>

### Table: $DA10$: Book a Flight Fields

<table>
<thead>
<tr>
<th>Field Name (String)</th>
<th>Field Type (String)</th>
<th>Field Description (String)</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Row 1 From Location</td>
<td>Drop-Down List Box</td>
<td>List of departure locations for BP Air.</td>
</tr>
<tr>
<td>New Row 2 To Location</td>
<td>Drop-Down List Box</td>
<td>List of arrival locations for BP Air.</td>
</tr>
<tr>
<td>TempRow</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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**Integrated Model**

2 **Validate**
- Document Generation
  - Auto-generate Word documents
  - Template driven approach
  - Reviewer/Consumer friendly output

3 **Communicate**
- Requirements Simulation
  - Simulate All Requirements
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**Author**

**Validate**

**Communicate**

8/12/2011
Customer has opened a browser.

Google - Windows Internet Explorer

Google Search  I'm Feeling Lucky

Advertising Programs - Business Solutions - About Google

Make Google my homepage

©2009 - Privacy
Customer navigates to www.BPAir.com/go

Customer has opened a browser.

System displays home page

Selects from Home Page options

System validates login info correct

Customer enters login info

Google Search I'm Feeling Lucky

Advertise Programs • Business Solutions • About Google

Make Google my homepage

©2009 - Privacy
The "Quick-Pick" area is this region to the left side.
System updates Return Day based on business rule.
System updates Return Day based on business rule

**RU116: Default Return date**

**Properties**
- **Name**: Default Return date
- **ID**: RU116
- **Description**: For a round-trip, the default return date should be set at seven days following the trip departure date.
- **Requirement Type**: RU: Business Rule
- **Related artifacts**:
  - Traces to: UC4: UC4: UC4: 59; BP1:SL 1T1;
  - Traces from: UR108;

**Custom Properties**
- **Status**: Proposed
- **Risk**: High
- **Release**: 1.0
- **Priority**: High
- **Effort**: 0
- **Requested By**: Mary Smith
System updates Return Day based on business rule.
Blueprint Enables Rapid, Effective Validation

2 Validate

Document Generation
- Auto-generate Word documents
- Template driven approach
- Reviewer/Consumer friendly output

Requirements Simulation
- Simulate All Requirements
- Capture Feedback into System
- Track and Incorporate Changes

- Easy to create & maintain
- Tailored to audience
- Navigable traceability
- Automatic track changes
- Standard, consistent documents
- Reviewer/Consumer friendly

- Watch the Movie vs. Read the Book
- Rapid review
- Highly effective
- Visual & Interactive
- Requirements in context
- Capture feedback
Contact us:

info@blueprintsys.com
1-866-979-2583 (BLUE)

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Validating Requirements with Micro Focus Caliber
Validating Requirements with Micro Focus Caliber

- Business Analysis Body of Knowledge® (BABOK®)
  - Section 6.6 – Validate Requirements
  - Purpose: ensure that all requirements support the delivery of value to the business, fulfill its goals and objectives, and meet a stakeholder need.

- BABOK® Techniques
  - Metrics and Key Performance Indicators (9.16)
  - Prototyping (9.22)
  - Risk Analysis (9.24)
  - Structured Walkthrough (9.30)

- How Micro Focus Caliber helps:
  - Using visualization to improve understanding and reduce waste
  - Facilitate greater stakeholder reach and earlier input
  - Build quality into software delivery from the earliest phase
Everyone knows requirements must be serious and difficult and you must remain seated at all times - no fun allowed
bringing software requirements to life means animating requirements to animate people
Bringing Requirements to Life with Caliber

- Capture textual requirements
- Capture metrics and key performance indicators as requirements or attributes
- Support for storyboards and prototyping
- Help stakeholders prioritize what really matters

There is nothing more useful than a prototype for reaching agreement on the user interface and the availability of specific functions. Not only do prototypes nail down requirements, they win the hearts and minds of the customer.

- Alan M. Davis and Dean A. Leffingwell
Stakeholder Reach through Interactive Storyboards and Simulations

- Web-based license free review
- Structured walkthrough
- Interactive simulation
- Feedback mechanism
Stakeholder Reach through Broad Integrations and Comprehensive Document Generation

- Native user interface for Visual Studio and Eclipse
- Supports development collaboration
- Broad traceability integration
- Fully customizable document generation
Jump-Start Quality

- Automatic test generation
- Magnitude supports risk-based analysis

“Quality software starts with well-defined and properly managed requirements”
“A BA-QA alliance is a powerful weapon in your war against poor quality”
Forrester Research, August 2010
More Information

Caliber requirements definition and management resource center


Questions

www.microfocus.com/contactus

Phone:

877-772-4450
+1 (301) 838-5000
Requirements Validation with TopTeam Analyst

6.6 in BABOK®

Ashu Potnis

Techno Solutions
Collaborate across cubicles or across continents

TopTeam Repository

Windows Desktop Client
Web Access and Collaboration
Offline Client

San Francisco
New York
London
Sydney
Requirements Verification

Quality Assurance / Testing
Requirements Verification

• Are the Requirements
  – Unambiguous
  – Complete
  – Testable
  – Etc.

• Did we document the requirements using best practices?
Quality Assurance / Testing

• Does the solution **satisfy** the Requirements that we defined

• Did we build the **thing right**?
What is the missing piece?

• We haven’t ensured that we truly understand user needs and that our solution will meet those needs?

• In other words – are we building the right thing
Surprise!
The missing piece - Requirements Validation
Requirements are essentially a “communications” problem
Our Goals

• **Build a common understanding** of “needs” and the proposed solution **among all stakeholders**

• Anything we can do to promote this goal will help us “**Validate Requirements**”
How do we solve this communications problem?

• Be more **Visual**

• “Show – not tell”
  – Build Application Prototypes

• **Engage Users** in Reviews early
How can

TopTeam Analyst™

help us Validate Requirements?
Communicate with Context Diagrams

Context Diagram [CTX-2846] Video Rental System

- Name: Video Rental System
- New Context Diagram, Clone, Delete, More, Show Tabs
- Print, Tools, Close

- Standard, Flow Chart, Other, Private, Public

- Store Manager
- Store Clerk
- Customer

- Video Rental System
- EDI
- XML
- SOAP

- Credit Card Processing System
- MasterCard
- VISA
- Video Supplier System

- State Sales Tax Collection System

TopTeam Analyst
Communicate with Use Case Diagrams
Communicate with Business Process Diagrams
Define Requirements using Scenarios

Main Flow-of-Events
1. Customer navigates to the login screen
2. System displays login screen and prompts for user name and password
3. Customer enters Credentials
4. System validates Credentials
5. System logs the user in and displays the welcome screen
6. Use Case ends with Success.

Alternate Flows
3a. Customer forgot user name or password
1. Customer chooses the forgot password option
2. System displays the reminder question
3. Customer enters answer
4. System matches the answer with stored answer
5. If (the answers match) then
   5.1. System emails password
   5.2. Continue from step 2. of Main Flow-of-Events.
6. Else
   6.1. Use Case ends with Failure.
Help stakeholders visualize Scenarios
Rapidly build Screen Mockups
Simulate Application to get high quality feedback
Send Requirements Artifacts for Online Reviews & Approvals
Users can view pending approvals in their Web Browsers
Users can review individual artifacts
Users can **Approve** artifacts with digital signatures
Users can simulate applications in their Web Browsers and give high quality feedback
Requirements Validation using TopTeam Analyst can help

- Eliminate Surprises
- Reduce Rework
- Reduce Time-to-market
- Reduce Cost
TopTeam Analyst
Integrations

- Quality Center
- Team System (TFS)
- TopTeam Open API
"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
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 vendors name if you want a specific vendor to respond.
- Short, specific questions, please!

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Tom Karasmanis

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