Changing Change.

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- 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 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.
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

- Introductions and Housekeeping 12:00
- Vendor Presentations 12:05
  - Seapine Software 12:05
  - Jama Software 12:20
  - TechnoSolutions 12:35
- Questions and Answers 12:50
- Close 12:59
- Extended Q&A 1:00
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

Peter Varhol
Derwyn Harris
Ashu Potnis

.IIBA.org
Requirements Change Management

Agenda

1. Purpose
2. Description
3. Input: Plan Business Analysis Approach
4. Key Elements
Requirements Change Management

- Part of Task 2.5 – Specifically 2.5.4.5
- Also discussed in 2.1.4.4

Purpose

- Define the process that will be used to manage change to the requirements or solution scope.
Requirements Change Management

Description

- Process for requirements change
- Which stakeholders need to approve change
- Who will be consulted or informed of change (and who does not need to be involved)
Plan Business Analysis Approach

Input to 2.5

- Effect of business analysis approach on requirements change management (2.1.4.4)
- Depends on approach:
  - **Plan-driven** approach
  - **Change-driven** approach
Plan Business Analysis Approach

Plan-driven Approach

- Only necessary changes (business case)
- Full analysis / impact analysis
- Change request / mini-project

Change-driven Approach

- Changes are treated the same as new requirements – no business case
- Continuous backlog
Requirements Change Management

Determine process for change requests

- Who can authorize what; when to escalate
- Plan-driven:
  - Change Control Board; formal process
- Change-driven:
  - Project team has more control; less analysis

Impact analysis

- Who will perform it and how much?
Requirements Change Management

Plan the wording of the request

- Cost and time estimates of change
- Benefits and risks of change
- Recommended course of action
- Update project artefacts
- Prioritize change
Requirements Change Management
IIBA Vendor Showcase - Seapine Software
Peter Varhol, Solutions Evangelist

June 14, 2012
Agenda

- CM Challenges
- Configurable Process
- Managing Authorizations
- Impact Analysis
- Communicating Change
Process
Authorization
Impact
Communication
Configurable Process

- Fits
- Automation
- Flexible
- Just Enough
Configurable Process
Configurable Process

Requirements Workflow Diagram

1. **Draft**
   - Assign
   - Needs Change
   - Ready for Review
   - Reject

2. **Ready for Review**
   - Assign
   - Needs Change

3. **Approved**
   - Assign
   - Needs Change
   - Implemented

4. **Implemented**
Managing Authorizations

- Permissions
- Audit Trail
- Ease of Use
Managing Authorizations

TestTrack - TestTrack ALM - [Add Security Group]

- Address: ttstudio://127.0.0.1:99/TestTrack%20ALM/ugrp
- Name: Change Control Board
- Description: 

Users in Group
- Command Security
  - General
  - Administration
  - Issues
  - Events
  - Test Cases
  - Events
  - Test Runs
  - Events
  - Requirements

- Command:
  - Add Attachments
  - Remove Attachments
  - View/Extract Attachments
  - Assign
  - Comment
  - Ready for Review
  - Review Note
  - Approve
  - Reject
  - Mark Suspects
  - Implemented
  - Obsolete
  - In Use
  - Needs Change
Impact Analysis

- Qualitative Data
- Affected Artifacts
- Re-work
### Traceability

#### Backward

<table>
<thead>
<tr>
<th>Impact</th>
<th>Type</th>
<th>Tag</th>
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<td>deleteReport</td>
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<td>FR-63</td>
<td>runReport</td>
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<td>Use Case Scenarios</td>
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<td>Requirement</td>
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<td>API Functions</td>
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#### Forward

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<td>deleteReport</td>
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<td>Requirement</td>
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<td>runReport</td>
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<td>Test Run</td>
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<td>SDK - deleteReport should runReport</td>
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<tr>
<td>Indirect</td>
<td>Test Run</td>
<td>TR-699</td>
<td>SDK - deleteReport should runReport</td>
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<td>Indirect</td>
<td>Test Run</td>
<td>TR-698</td>
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## Impact Analysis

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<td>RD-2</td>
<td>APS Requirements</td>
</tr>
<tr>
<td>BR-6</td>
<td>Overview</td>
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<tr>
<td>BR-7</td>
<td>Activity Professional Suite</td>
</tr>
<tr>
<td>BR-8</td>
<td>Activity Application</td>
</tr>
<tr>
<td>BR-9</td>
<td>Activity Planning</td>
</tr>
<tr>
<td>BR-19</td>
<td>Participation Tracking</td>
</tr>
<tr>
<td>FR-25</td>
<td>Display resident photos on activity participation entry form.</td>
</tr>
<tr>
<td>TC-7</td>
<td>Requirement 25: Display resident photos on activity participation entry form.</td>
</tr>
<tr>
<td>TR-134</td>
<td>Requirement 25: Display resident photos on activity participation entry form.</td>
</tr>
<tr>
<td>IS-18</td>
<td>Test Run 134: Requirement 25: Display resident photos on activity participation entry form. - Application crashes when I click the save button.</td>
</tr>
<tr>
<td>TC-8</td>
<td>Requirement 25: Validate that resident photo on the activity participation entry form is optional.</td>
</tr>
<tr>
<td>FR-20</td>
<td>Document resident participation level for scheduled and unscheduled activities.</td>
</tr>
<tr>
<td>FR-22</td>
<td>Allow users to define their own resident participation levels.</td>
</tr>
<tr>
<td>FR-26</td>
<td>Track the minutes a resident spent in an activity.</td>
</tr>
<tr>
<td>FR-21</td>
<td>Print attendance sheets.</td>
</tr>
<tr>
<td>BR-27</td>
<td>Assessments</td>
</tr>
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<td>BR-38</td>
<td>Resident status</td>
</tr>
<tr>
<td>BR-41</td>
<td>Minimum Data Set 2.0</td>
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<td>BR-45</td>
<td>Calendar Production</td>
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<td>BR-56</td>
<td>Outings</td>
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<td>BR-64</td>
<td>Communicating with Families</td>
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<td>BR-70</td>
<td>Volunteer Management</td>
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<td>BR-89</td>
<td>On-line Help</td>
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</table>
## TestTrack | Requirements Forward Traceability

<table>
<thead>
<tr>
<th>Requirements</th>
<th>Test Cases</th>
<th>Issues</th>
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</thead>
<tbody>
<tr>
<td>BR-9: Business Case</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FR-12: User Interface Functionality</td>
<td>TC-67: Computer Info - User Interface Functionality</td>
<td>DF-152: Open</td>
</tr>
<tr>
<td>FR-14: Installer</td>
<td>TC-68: Computer Info - Installer</td>
<td></td>
</tr>
<tr>
<td>FR-15: Database</td>
<td>TC-69: Computer Info - Database</td>
<td></td>
</tr>
<tr>
<td>FR-17: Capture Fields</td>
<td>TC-71: Computer Info - Capture Fields</td>
<td>DF-151: Open</td>
</tr>
</tbody>
</table>

Total = 7

Total = 6

Total = 8
Communicating Change

- Automated
- Recorded
- Traceable
Communicating Change

Add Trigger Rule

Rule name: Change Approved

Apply this rule to items imported from a text or XML file

Precondition  Trigger When  Actions

You can only configure one of each rule action type per rule.

Add Rule Action

Action: Enter event

Options

Note: You can only select events with 0 or 1 resulting states for this action.

Event: Mark Suspects

Email  Workflow  Modify
Communicating Change

Fwd: Requirement 22 has changed - Message (HTML)

To: Matt Harp
Cc: 
Subject: Fwd: Requirement 22 has changed

Requirement 22 was changed on 5/21/2012 12:07:00 PM.

Summary: Display resident photos on activity participation entry form.
Requirement Type: Functional Requirement

Monday, May 21, 2012 12:07 PM Smith, John

Description: Resident photos are optional on the participation entry form.

Instead of a photo, a movie of the resident can be used. A resident cannot have both a photo and a movie.

This message was sent to you by TestTrack
### Communicating Change

#### Email Discussion

<table>
<thead>
<tr>
<th>Sender</th>
<th>Date/Time</th>
<th>Replies</th>
<th>Subject</th>
</tr>
</thead>
<tbody>
<tr>
<td>Developer, Joe C</td>
<td>11/1/2008 8:23 AM</td>
<td>4</td>
<td>Where to fix?</td>
</tr>
<tr>
<td><a href="mailto:rachard@mycompany.com">rachard@mycompany.com</a></td>
<td>11/1/2008 12:36 PM</td>
<td></td>
<td>RE: Where to fix?</td>
</tr>
<tr>
<td>Developer, Joe C</td>
<td>11/11/2008 8:21 AM</td>
<td></td>
<td>RE: Where to fix?</td>
</tr>
<tr>
<td>Manager, John T</td>
<td>11/14/2008 8:21 AM</td>
<td></td>
<td>RE: Where to fix?</td>
</tr>
<tr>
<td><a href="mailto:steve@mycompany.com">steve@mycompany.com</a></td>
<td>11/14/2008 4:21 PM</td>
<td></td>
<td>RE: Where to fix?</td>
</tr>
<tr>
<td>Tester, Janet</td>
<td>12/3/2008 3:36 AM</td>
<td>1</td>
<td>More information is required for your issue submission</td>
</tr>
<tr>
<td>Account Manager, Adrian</td>
<td>12/3/2008 6:36 AM</td>
<td></td>
<td>RE: More information is required for your issue submission</td>
</tr>
</tbody>
</table>

---

From: Manager, John T  
Sent: 11/14/2008 8:21 AM  
To: Product Analyst, Steve  
Subject: RE: Where to fix?  

Steve,  
This will be in the nightly build, available to you first thing tomorrow morning. Can you verify against the requirements changes, I know you wanted to make a minor tweak.  
john
<table>
<thead>
<tr>
<th>Number</th>
<th>Summary</th>
<th>Status</th>
<th>Is Marked As Suspect</th>
<th>Total Number Of Test Runs</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>Requirement 25: Display resident photos on activity part...</td>
<td>Ready, assigned to Tester, Sherry A</td>
<td>Yes</td>
<td>1</td>
</tr>
<tr>
<td>8</td>
<td>Requirement 25: Validate that resident photo on the activity part...</td>
<td>Ready, assigned to Tester, Sherry A</td>
<td>Yes</td>
<td>1</td>
</tr>
</tbody>
</table>
Thank you!

- Seapine TestTrack
  www.seapine.com/testtrack.html
- Seapine View Blog
  http://blogs.seapine.com/

Contact: varholp@seapine.com
Managing change is difficult.

Typically a cumbersome process
High reliance on a single person
Document-centric process
Lack of visibility
Difficult to understand the impact
Change Requests
Change Control Board
Versions of Documents
<table>
<thead>
<tr>
<th>Change Requests</th>
<th>Incremental</th>
<th>Suspect</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change Control Board</td>
<td>Requestor</td>
<td>Impact</td>
</tr>
<tr>
<td>Versions of Documents</td>
<td>Scope</td>
<td>Collaboration</td>
</tr>
<tr>
<td></td>
<td>History</td>
<td>Overarching</td>
</tr>
<tr>
<td></td>
<td>Workflow</td>
<td>Baselines</td>
</tr>
<tr>
<td></td>
<td>Schedule</td>
<td>Notification</td>
</tr>
<tr>
<td></td>
<td>People</td>
<td>Compare</td>
</tr>
</tbody>
</table>
Keep change fluid

- Analysis
- Sign-off
- Traceability
- Development
- Deployment

DIFFICULTY

VOLUME OF DATA (COMPLEXITY)
The system needs to maintain a robust patient profile. This includes contact information, insurance enrollment info and history and billing status.
Can you take a look at my changes?

Groups
- Becky Carlton
- Ben Johnson
- Coleen Smith
- Derwyn Harris
- Ichiro Choi
- Jackson Tarver

Users
- Coleen Smith
- Ben Johnson
- Becky Carlton

Selected Users & Groups
Market Requirement
CoveragePlus I Market Requirements

ID:
Name:
Description:

CP-MR-27
Manage patient profile (contact, insurance & billing history)

The system needs to maintain a robust patient profile. This includes contact information, insurance enrollment info and history and billing status.

Start

Input

Correct?

Process

Output

<table>
<thead>
<tr>
<th>From</th>
<th>To</th>
<th>Version</th>
<th>Baselines</th>
<th>Change Details</th>
<th>User Comment</th>
<th>Created</th>
<th>By</th>
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<tbody>
<tr>
<td>3</td>
<td></td>
<td>3</td>
<td></td>
<td>&quot;Description&quot; changed, &quot;Status&quot; changed from &quot;Approved&quot; to &quot;Review&quot;</td>
<td></td>
<td>06/13/2012 10:05 am</td>
<td>Derwyn Harris</td>
</tr>
<tr>
<td>2</td>
<td>3</td>
<td>2</td>
<td>Review Market Requirements v2, Review Market Requirements v1</td>
<td>&quot;Description&quot; changed</td>
<td>Further defining the scope per our meeting</td>
<td>05/20/2011 03:02 pm</td>
<td>Derwyn Harris</td>
</tr>
<tr>
<td>1</td>
<td>2</td>
<td></td>
<td></td>
<td>New version from copied project</td>
<td></td>
<td>05/19/2011 08:34 pm</td>
<td>Derwyn Harris</td>
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<tr>
<td>Version Compare</td>
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<td></td>
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<td></td>
</tr>
<tr>
<td>-----------------</td>
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<td></td>
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<td></td>
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<tr>
<td><strong>Version #3</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td><strong>Version #4</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td><strong>Version Number</strong></td>
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<td>4</td>
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<tr>
<td><strong>Version Comment</strong></td>
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<td>&quot;Description&quot; changed</td>
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<td><strong>Version Date</strong></td>
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<td>06/13/2012</td>
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<tr>
<td><strong>Version By</strong></td>
<td>Derwyn Harris</td>
<td>Derwyn Harris</td>
<td></td>
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<td><strong>ID</strong></td>
<td>CP-MR-27</td>
<td>CP-MR-27</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Name</strong></td>
<td>Manage patient profile (contact, insurance &amp; billing history)</td>
<td>Manage patient profile (contact, insurance &amp; billing history)</td>
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<td></td>
<td></td>
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</tr>
<tr>
<td><strong>Description</strong></td>
<td>The system needs to maintain a robust patient profile. This includes contact information, insurance enrollment info and history and billing status.</td>
<td>The system needs to maintain a robust patient profile. This includes contact information, allergies, insurance enrollment info and history and billing status.</td>
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<td>Medium</td>
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<tr>
<td><strong>Status</strong></td>
<td>Review</td>
<td>Review</td>
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</table>

### Diagram Comparison

- **Version #3**
  - Start → Input → Correct? → Process → Output

- **Version #4**
  - Start → Input → Correct? → Process → Output
<table>
<thead>
<tr>
<th>ID</th>
<th>Name</th>
<th>Level 1 Downstream</th>
<th>Level 2 Downstream</th>
<th>Level 3</th>
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<tr>
<td></td>
<td>Market Requirements</td>
<td>ID</td>
<td>ID</td>
<td>Priority</td>
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<tr>
<td>CP-MR-27</td>
<td>Manage patient profile (contact, insurance &amp; billing)</td>
<td>CP-UC-57</td>
<td>Tyler Doan</td>
<td>Approved</td>
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<tr>
<td>CP-MR-26</td>
<td>Manage procedures and office visits, including history</td>
<td>CP-UC-46</td>
<td>Tyler Doan</td>
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<td>CP-MR-29</td>
<td>Interface with X-Raymatic to save and display images</td>
<td>CP-UC-53</td>
<td>Tyler Doan</td>
<td>Approved</td>
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<td>CP-MR-30</td>
<td>Allow multiple methods of data entry</td>
<td>CP-UC-48</td>
<td>Tyler Doan</td>
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<td>CP-MR-31</td>
<td>Interface with Share-D dental record system</td>
<td>CP-UC-49</td>
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<td>Electronically send &amp; receive billing information to a...</td>
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<td>CP-MR-33</td>
<td>Role based access for Receptionist, Billing, Hygieni...</td>
<td>CP-UC-56</td>
<td>Tyler Doan</td>
<td>Approved</td>
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<tr>
<td>CP-MR-34</td>
<td>Robust security when dealing with patient records</td>
<td>CP-UC-55</td>
<td>Tyler Doan</td>
<td>Approved</td>
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<td>Current Status</td>
<td>New Status</td>
<td>Notifications</td>
<td>Lock?</td>
<td>Transition Permissions</td>
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<td>---------------</td>
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<td>---------------</td>
<td>-------</td>
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<td>Draft</td>
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<td>Draft</td>
<td>Review</td>
<td>1 Group</td>
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<td>Everyone</td>
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<td></td>
<td>Approved</td>
<td>2 Groups</td>
<td></td>
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<td></td>
<td>Rejected</td>
<td>1 User and 3 Groups</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Approved</td>
<td>Completed</td>
<td>1 Group</td>
<td></td>
<td>4 Users</td>
</tr>
<tr>
<td></td>
<td>Draft</td>
<td>None</td>
<td></td>
<td>Everyone</td>
</tr>
<tr>
<td>Completed</td>
<td>Draft</td>
<td>None</td>
<td></td>
<td>3 Users</td>
</tr>
<tr>
<td>Rejected</td>
<td>Draft</td>
<td>None</td>
<td></td>
<td>Everyone</td>
</tr>
</tbody>
</table>
Change Request
CoveragePlus 4.0 | Change Requests

ID: CP-CR-1
Name: Need to interface with nationwide dental system
Description: Share-D is a nationwide system that maintains patient records, demographic data as well as general patient history.
Status: Approved
Requestor: Stan Maeks - VP of Sales
Reason: After attending the Dentist 2010 Convention, I discovered that many dentists are looking for a system that interfaces with the Share-D system that warehouses patient demographic data between dentists and the overhead to their administrative group.
Legacy Key: CR-1
Release: 2.0

Market Requirement
CoveragePlus 4.0 | Business Requirements

ID: CP-MR-28
Name: Manage procedures and office visits, including history
Description: All procedures and notes on a patient searchable by tooth, procedure and date. Change
Priority: High
Status: Approved

Activities | Relationships | Attachments | Tags | Versions | Inside Change Requests

Change Requests containing this Item:

ID | Name | Starting Version | Ending Version | Note
---|------|------------------|---------------|-------
CP-CR-1 | Need to interface with nationwide dental system | v2 - 5/31/2012 | | |

Market Requirement
CoveragePlus 4.0 | Business Requirements

ID: CP-MR-27
Name: Manage patient profile (contact, insurance & billing history)
Description: The system needs to maintain a robust patient profile. This includes contact information, insurance enrollment info and billing status. Change

User
<table>
<thead>
<tr>
<th>ID</th>
<th>FirstName</th>
<th>LastName</th>
</tr>
</thead>
</table>

Activities | Relationships | Attachments | Tags | Versions | Inside Change Requests

Change Requests containing this Item:

ID | Name | Starting Version | Ending Version | Note
---|------|------------------|---------------|-------
CP-CR-1 | Need to interface with nationwide dental system | v4 - 6/04/2012 | | |
reviews and approvals
Leverage your collective genius.

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Requirements
Change Management
2.52 in BABOK®

Presenter
Ashu Potnis
Requirements Change Management with TopTeam

Requirements Repository
Requirements, User Stories, Use Cases, Test Cases, Screens, etc.

Track Change Requests against individual repository artifacts

Tracking Items
Issues, Defects, Change Requests, Tasks

TopTeam Analyst
Different Requirements Change Management Process is needed for different types of artifacts

- Textual Requirements
- User Stories
- Use Case Scenarios
- Screen Mockups
Define Lifecycle for Requirements Artifacts

Configure States & State Transitions

Each artifact’s maturity can be tracked by its state

Certain States can enforce change control
Stakeholders can submit a general Change Request from TopTeam Web.
OR Stakeholders can submit Change Request against a specific artifact from TopTeam Web
Change Request Submission

The membership card shall have dimensions of standard Credit/ATM Card (SREQ-2912)

Change Request Form & Fields can be customized.

Change Request is linked to the artifact.

Title: Provision for RFID chip is needed in the membership card

We need to:
1. Increase thickness to 0.15"
2. Add a security code on the reverse side of the card
3. Place customer's photo on the top right corner of the card
   1. Reserve space 0.5" x 0.5" for customer photo on the card

Acme Inc

JOHN DOE

111 222 333
Change Request is linked to the specific artifact

Change Request is assigned a unique number & linked
Change Requests can be submitted by Users when participating in Online Reviews and Approvals
All pending CRs in the Project can be tracked via the Change Request List

Use the CR list to Filter, Sort, Bulk Edit, etc.

<table>
<thead>
<tr>
<th>Id</th>
<th>Title</th>
<th>Linked Object</th>
<th>State</th>
<th>Asgn to</th>
</tr>
</thead>
<tbody>
<tr>
<td>CR-3260</td>
<td>Change to RSA encryption</td>
<td>[REQ-3079] The system shall use 256 bit encryption for all authentication.</td>
<td>Estimated</td>
<td></td>
</tr>
<tr>
<td>CR-3299</td>
<td>Change to 128 bit</td>
<td>[REQ-3079] The system shall use 256 bit encryption for all authentication.</td>
<td>Estimated</td>
<td></td>
</tr>
<tr>
<td>CR-3335</td>
<td>We now want to run a Red box kind of business</td>
<td>[BREQ-2895] Run a Video Rental Business</td>
<td>Open</td>
<td></td>
</tr>
<tr>
<td>CR-3351</td>
<td>Require biometric authentication for government implementation</td>
<td>[UC-3078] Login to System</td>
<td>Open</td>
<td></td>
</tr>
<tr>
<td>CR-3352</td>
<td>Change Required in Home Page</td>
<td>[SMK-4112] Acme Home</td>
<td>Open</td>
<td></td>
</tr>
<tr>
<td>CR-3370</td>
<td>Provision for RFID chip is needed in the membership card</td>
<td>[SREQ-2812] The membership card shall have dimensions of standard Credit/ATM Card</td>
<td>Open</td>
<td></td>
</tr>
<tr>
<td>ISS-3202</td>
<td>How do you calculate sales tax in Washington state?</td>
<td>[BOU-3151] Improve Online Streaming speeds by 15%</td>
<td>Open</td>
<td></td>
</tr>
<tr>
<td>ISS-3206</td>
<td>Will the system allow further rentals if there are previous rentals that have not been returned</td>
<td>[UC-2832] Rent Video</td>
<td>Open</td>
<td></td>
</tr>
</tbody>
</table>
Define Change Request Lifecycle

Configure States & State Transitions

Change Requests follow the defined lifecycle
Define a Change Request Workflow

User → Business Analyst

Project Manager → Product Manager

Developer → Quality Assurance
Before Approving Change Request – we can run a Traceability Impacts Report

Multi-Level Trace report helps understand the magnitude and nature of impact on the system
Change Request is Approved. Requirement is Updated.
TopTeam keeps complete version history of changes made to Requirements along with a “Diff” view.
Version Compare “Diff” for Use Case Scenarios

Main Success Scenario
1. Store Clerk picks up a returned video from 'returned videos bin'
2. Store Clerk scans the bar code on the video
3. System displays the video rental information (who rented and when was it due)
4. System records the video as returned

Extensions

Variations

- 2a. Variation 1

Main Success Scenario
1. Customer places the returned video in the 'Returns' bin
2. Store Clerk picks up a returned video from 'returned videos bin'
3. Store Clerk scans the bar code on the video
4. System displays the video rental information (who rented and when was it due)
5. System records the video as returned against the renter’s record

Extensions

4a. Video is not found on file due to damaged bar code
1. System displays message that the video is not found on file
2. Store Clerk searches for the video title in the system
3. System displays the video details
4. Store Clerk marks the video as returned
5. Use Case ends with Success.

4b. Video is not found on file because it belongs to another

TopTeam Analyst
Compare Project Baselines to highlights differences in Requirements at important milestones.

Choose Baselines to compare.

Drill down with Version Compare to see what changed “Diff.”
Stakeholders are Notified of the Changes

Continuous Activity Stream keeps everyone updated

Email notifications appear in your In box

TopTeam Analyst
Anytime Anywhere Access
Across the Cubicle or Across the Continents

TopTeam Repository

LAN
HTTP/HTTPS
Web
VPN

San Francisco
New York
London
Sydney

TopTeam Analyst
TopTeam Analyst™ components

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

Quality Center

Team System (TFS)

Microsoft Word

Microsoft Excel

TopTeam Open API (Integrate anything)
TopTeam Analyst

- Requirements
- User Stories
- Use Case Scenarios
- Entity-Attributes
- Business Process Modeling
- End-to-End Traceability
- Test Cases
- Online Reviews and Approvals
- and more
"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 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.

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