



Workshop:
Writing Business Requirements

Instructor:
Ben Rinzler

Length: *1 day*

Location	Dates
NYC- TBD	September 17th

Workshop Description

In 2008 developers often work continents away and the only way to tell them what you want is with a very detailed business requirements document. Many phone-book length “requirements” documents are written and sent over seas, but we are still surprised at how even the most basic requests are often misunderstood. And what is a “business requirements” document anyway? Ben Rinzler explains the *requirements* of a requirements document: how a process-driven approach to business requirements ensures that nothing important is overlooked. Clear and precise language, coupled with a strict system of data flow diagrams, process explanations, and data descriptions demystify the process of creating successful business requirements documents. Ben Rinzler describes real-world solutions used and taught at Morgan Stanley.

About the presenter

Ben Rinzler has been writing about technology for over 20 years, starting as a technical writer on the west coast at small start-ups, Apple, and Macromedia (now Adobe), and switching to Wall Street. At Morgan Stanley for eight years, he managed a group of over twenty technical writers and business analysts and now manages risk assessment processes in IT Operational Risk. After developing a standard template and methodology for writing business requirements, he taught this approach to writers, analysts, developers, and managers throughout the firm, presenting several times a year to groups around the world. He lives in New York City with his wife and two children.

Registration Information:

Fees and Discounts: The registration fee for this workshop is \$395 and includes tuition and course materials. Group discounts are available. All fees are payable prior to the start of the seminar.

Cancellation and Refunds: Your tuition is fully refundable if you cancel within 14 days of the seminar. There is no charge for substitutions. UserEdge reserves the right to cancel a course (with full refund) due to insufficient enrollment.



Who Should Attend

IT managers, system development managers, project managers, business analysts, technical writers

Topics

What is a business requirement document?

What must a requirements document accomplish? Who reads a requirements document? How is it different from a functional spec? Who should participate in the requirements gathering process?

How can we write requirements with teeth?

Unless a requirement is precise and measurable, it does not ensure any specific outcome.

Why is it so hard to say exactly what we mean?

Why do we write so much and say so little? Why aren't we clear? Why do developers build the wrong thing when our requirements are so thorough? How can we avoid ambiguity and wordiness? Where can we find resources to improve?

How do we capture all requirements?

Why are requirements left out or introduced late in the process? How can a thorough requirements-gathering process that includes all stake holders reduce or eliminate the dreaded lost requirement?

How can story telling help us gather and analyze requirements?

Why not use the power of narrative to ensure your requirements are complete? For thousands of years mankind has used stories to convey rich and detailed information. Our brains are built to follow narratives.

How can we use pictures and diagrams to tell the story?

Is a picture always worth a thousand words? What is the best way to represent a process flow? How can I make diagrams that require no prior knowledge to understand?

Do we really have to explain all the data?

Yes, but put it in the back.

How do we structure all the content so it works for a broad audience?

This document will be read by the CIO, Senior business managers, engineers, and end users. How can we structure the document so each type of reader quickly finds what they're looking for?