



Elicitation Techniques

Eliciting requirements is a key task in business analysis. Elicitation is about bringing out or drawing forth something latent or potential. This course covers the processes in requirements elicitation and how the various techniques in elicitation are put to practical use. This course discusses the appropriate usage of a certain elicitation technique. Role playing and putting into live scenario are the methods employed in this course to effectively learn the techniques.

Training Objectives

At the end of the course, the participants will be able to:

1. Describe the processes in requirements elicitation.
2. Apply the commonly used elicitation techniques.
3. Identify when the elicitation techniques are applicable.
4. Employ the guidelines in eliciting requirements.

Duration 2 day(s)

Topics

- I. Elicitation Defined
- II. Elicitation Objectives
- III. Generally Accepted Elicitation Techniques and Synonyms
 - a) Brainstorming
 - b) Document Analysis
 - c) Focus Group
 - d) Interface Analysis
 - e) Interviews
 - f) Observation
 - g) Prototyping
 - h) Requirements Workshops
 - i) Survey/Questionnaire
- IV. Choosing Between Techniques
- V. Elicitation Processes
 - a) Inputs
 - b) Tasks
 - i. Prepare for Elicitation
 - ii. Conduct Elicitation Activity
 - iii. Document Elicitation Results
 - iv. Confirm Elicitation Results
- VI. Problems with Requirements Elicitation
- VII. Guidelines in Requirements Elicitation