

*David Odepidan
Analysis
Business
Community*

REQUIREMENT ELICITATION BABOK® v3 SERIES

David. O

THE ORIGIN OF BUSINESS ANALYSIS

1776 : Adam Smith published his work on the division of labor and process optimization, marking the beginning of systematic analysis in business processes. This paved the way for future advancements.

1940s: The birth of programmable computers initiated a need for translating business needs into technical requirements as organizations started adopting IT systems. This led to the rise of roles like "systems analysts."

1990s: With the increasing adoption of user-friendly software and data storage capabilities, the demand for bridging the communication gap between business users and IT professionals grew. This gave rise to the modern business analyst role.

2003: The International Institute of Business Analysis (IIBA) was founded as a non-profit professional association to advance the business analysis profession, maintain standards, and provide certifications like the CBAP.

2005: IIBA released the first version of the Business Analysis Body of Knowledge (BABOK) Guide, defining the skills, knowledge, and competencies for business analysis practitioners.

WHO IS A BUSINESS ANALYST?

*Build
Obedience
Community*

Business analysts are responsible for discovering, synthesizing, and analyzing information from a variety of sources within an enterprise, including tools, processes, documentation, and stakeholders. The business analyst is responsible for eliciting the actual needs of stakeholders and frequently involves investigating and clarifying their expressed desires to determine underlying issues and causes

WHO IS A **BUSINESS ANALYST**?

Business Analysts
Business analysts perform these activities

- ❖ Understanding enterprise problems and goals
- ❖ Analyzing needs and solutions
- ❖ Devising strategies
- ❖ Driving change (Change Management)
- ❖ Facilitating stakeholder collaboration

*David's
Entrepreneurial
Business*

Business Analyst Career Path – The Four Career Phases

*David's
Entrepreneurial
Business
Community*

There are four career phases that we all typically go through

- Expectations
- Trust
- Ownership
- Identity

Purpose of BABOK

*David
Agarwal
Community*

To define the business analysis profession and provide a set of commonly accepted practices.

- ❖ It helps practitioners discuss and define the skills necessary to perform business analysis work effectively
- ❖ The BABOK® Guide also helps people who work with and employ business analysts to understand the skills and knowledge they should expect from a skilled practitioner

BABOK

Business Analysis Planning and Monitoring

Elicitation and Collaboration

Requirements Lifecycle Management

Strategy Analysis

Requirements Analysis and Design Definition

Solution Evaluation

Introduction to BABOK® Guide



The Business Analysis Body of Knowledge (BABOK®) Guide is

a globally recognized standard for the practice of business analysis

- ❖ Published by the International Institute of Business Analysis (IIBA®)
- ❖ Defines the skills, knowledge, and competencies of business analysis professionals

Summary *Business*

*David
Anderson's
Community*

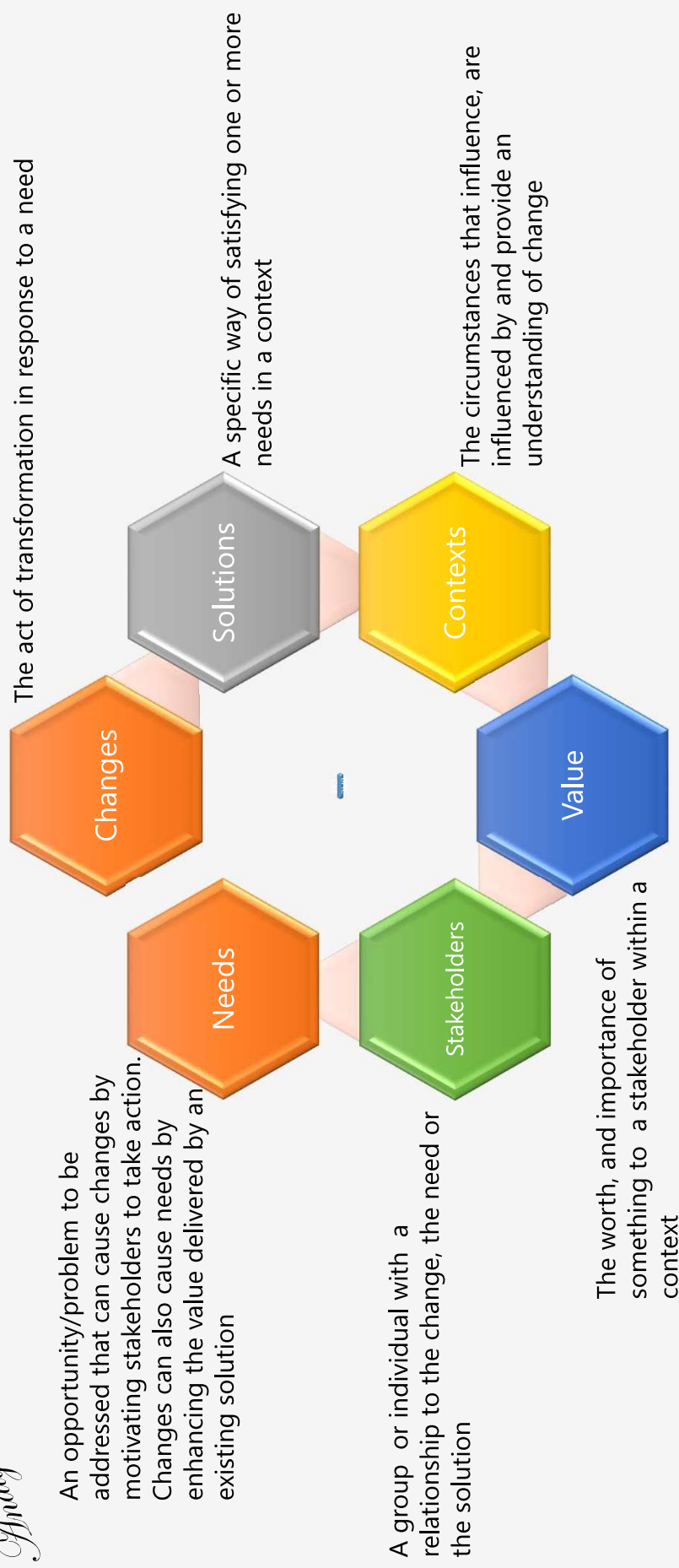
❖ The BABOK® Guide provides a framework for business analysis

- ❖ Requirements elicitation is crucial for understanding needs
- ❖ Use proven techniques and best practices
- ❖ Collaborate closely with stakeholders

KEY CONCEPTS

BACCM (Business Analysis Core Concept Model™)

David Cooper
Business
Analysis



WHO IS A ^{Business}STAKEHOLDER?



A stakeholder is an individual or group that a business analyst is

likely to interact with directly or indirectly.

- ❖ Any stakeholder can be a source of requirements, assumptions, or constraints

REQUIREMENTS VS DESIGN

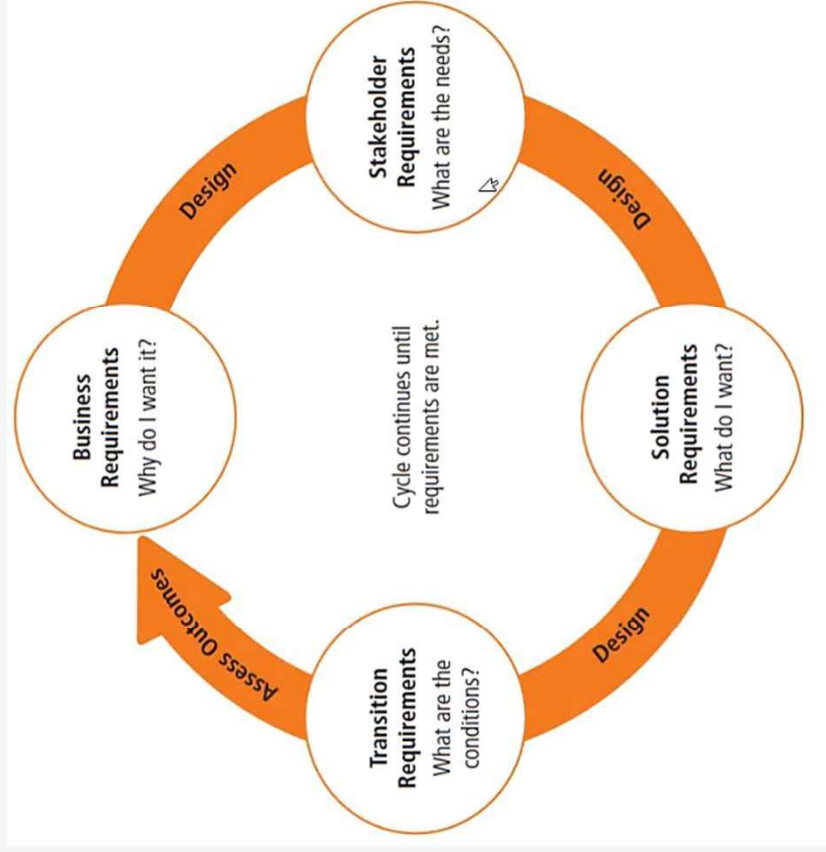
Business

Dependancy

Community

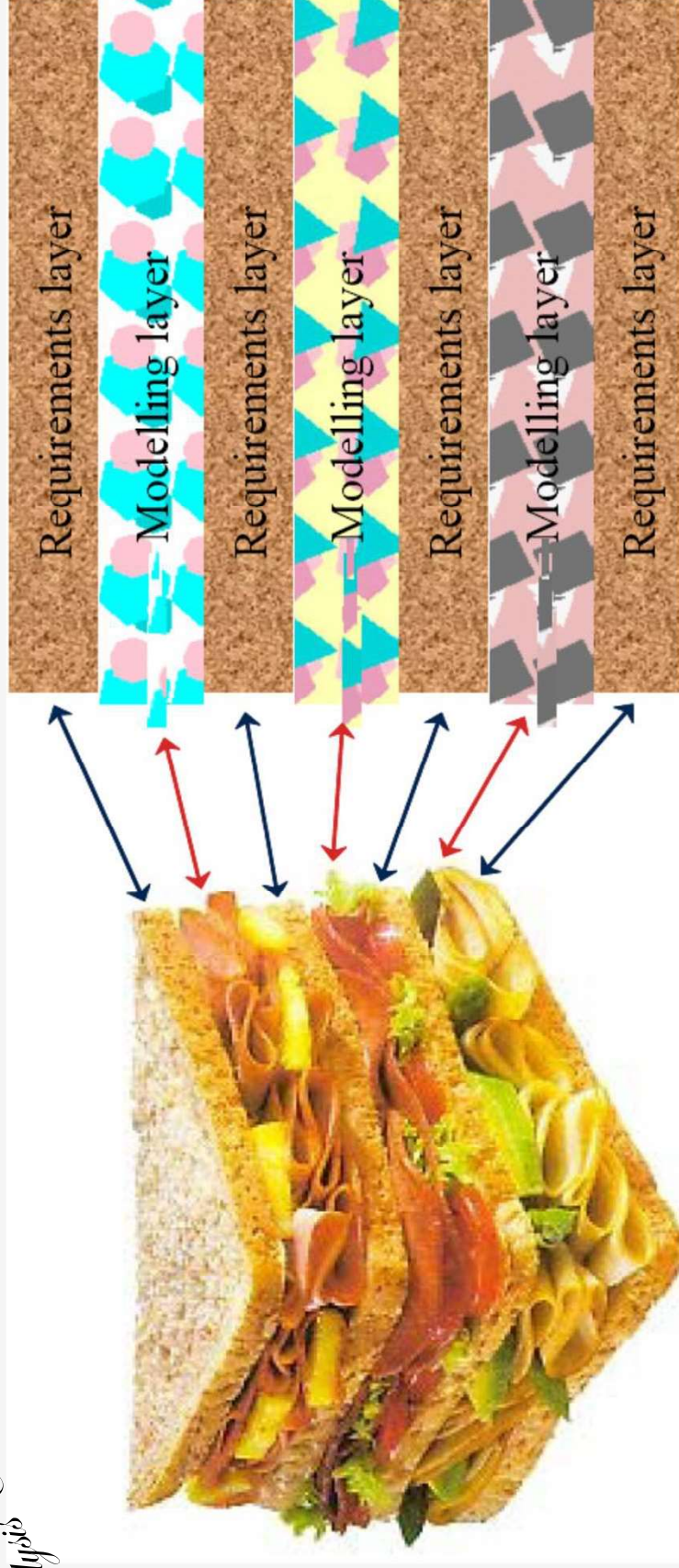
Analysis

REQUIREMENTS LEAD TO DESIGN: DESIGN LEADS TO REQUIREMENTS



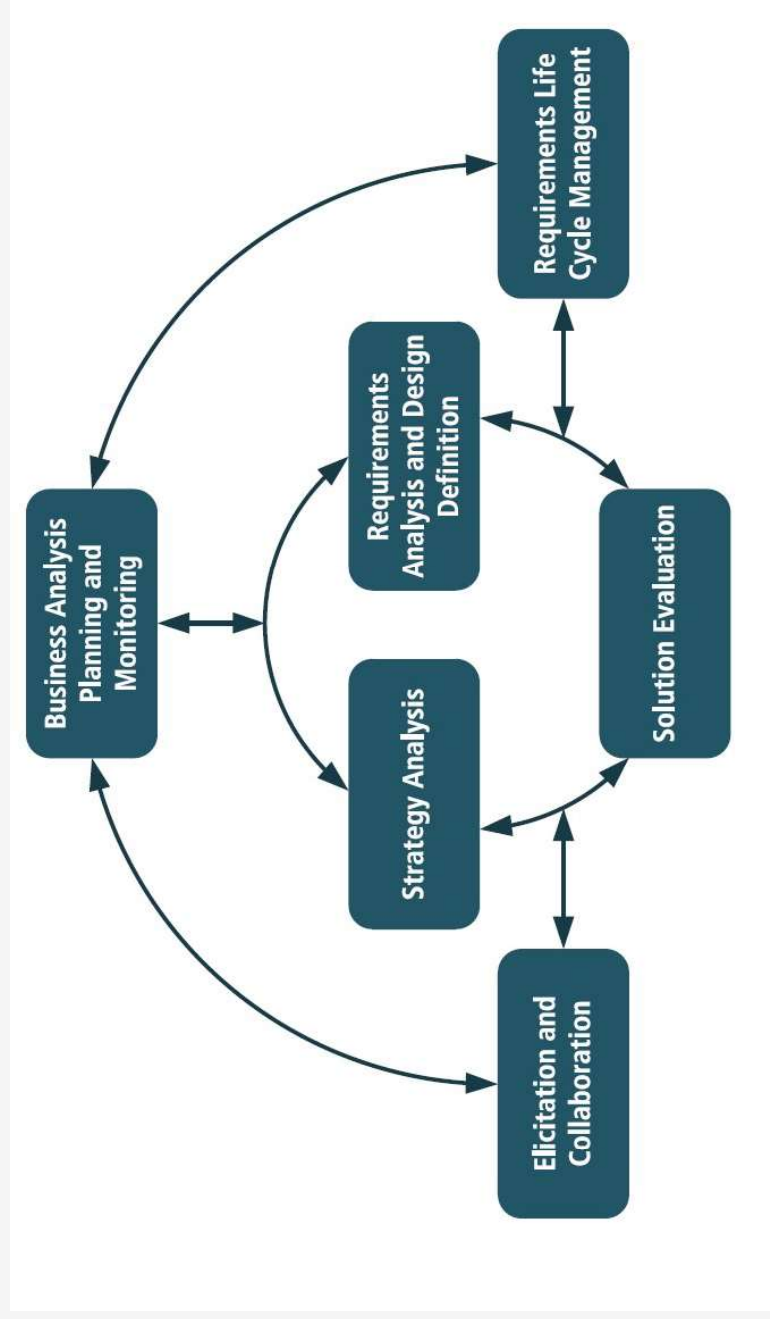
ELICITATION/ANALYSIS AND MODELING ARE INTERMIXED

David Octepidan
Analysis Community



KNOWLEDGE AREAS:

Knowledge areas represent areas of specific business analysis expertise that compass several tasks.



Requirements Elicitation in the BABOK Framework

David Odipician **Prepare for Elicitation** *Andy*

- ❖ Identify stakeholders and sources of requirements
- ❖ Select appropriate elicitation techniques based on the situation
- ❖ Plan and prepare for conducting elicitation activities

Conduct Elicitation

- ❖ Facilitate elicitation activities using interviews, workshops, observation, etc.
- ❖ Actively engage stakeholders to understand their needs and expectations

Requirements Elicitation in the BABOK Framework

COVID-19 Osteoporosis Analysis Community **Confirm Elicitation Results**

- ❖ Analyze and synthesize elicited information
- ❖ Validate understanding with stakeholders
- ❖ Manage conflicts and resolve ambiguities

Communicate Elicitation Results

- ❖ Document elicited requirements precisely
- ❖ Trace requirements to stakeholders and sources
- ❖ Share elicitation outputs with relevant stakeholders

UNDERLYING COMPETENCIES

*David
Ospidean
His
Community*

Knowledge, skills, behaviors, characteristics, and personal qualities help perform the business analyst role. These underlying competencies are not unique to the business analysis profession

However, the successful execution of a task depends on the proficiency

TECHNIQUES

David Odehlan
And Puris Community

Provide additional information on ways that a task may be performed. Common Elicitation Techniques

- ❖ Interviews
- ❖ Workshops/Focus Groups
- ❖ Surveys/Questionnaires
- ❖ Observation
- ❖ Document Analysis
- ❖ Interface Analysis

PERSPECTIVE

David Odipidan
Business Process
Community

Provide focus on tasks and techniques specific to the context of the initiative. Most initiatives are likely to engage one or more perspectives. Perspectives included in the BABOK Guide are

- ❖ Agile
- ❖ Business Intelligence
- ❖ Business architecture
- ❖ Business Process Management

Requirements Elicitation Techniques

Deep Dive
ASKING
Analysis
Community

Identify the appropriate person, such as the buyer or user of the software, and ask what the requirements are.

Observing and inferring

Observe the behavior of users of an existing system (whether manual or automated), and then infer their needs from that behavior.

Requirements Elicitation Techniques

Deliberate Community Discussing and formulating

Discuss with users their needs and jointly formulate a common understanding of the requirements.

Negotiating concerning a standard set

Beginning with an existing or standard set of requirements or features, negotiate with users which of those features will be included, excluded, or modified.

Studying and identifying problems

Perform investigations of problems to identify requirements for improving a system.

Requirements Elicitation Best Practices

*David
Odejidean*
*Analysis
Community*

- ❖ Identify and engage the right stakeholders
- ❖ Use multiple elicitation techniques
- ❖ Ask open-ended questions
- ❖ Listen actively and observe carefully
- ❖ Document requirements clearly and accurately
- ❖ Validate requirements with stakeholders