Interviewing Techniques & Guidelines

Eliciting Requirements

Course Background:

The Standish Group found that "Lack of User Input" is the most common factor for challenged projects. Eliciting requirements is probably one of the most underestimated tasks in terms of difficulty in engineering. Weak elicitation can have serious effects on your project. It can lead to poor requirements, which could cause system rejection by the users, high rework and maintenance costs, or even the cancellation of the entire project.

Most engineers have been trained to create solutions, with a strong focus on technology. How can you turn that around and teach them to focus on understanding users' problems? By improving their requirements elicitation skills! Their understanding of the problem can be improved, resulting in better system requirements and potentially zero defect implementations.

Course Benefits:

This course is designed to significantly improve your elicitation techniques. The focus of the course is on the most common approach to elicitation, interviewing, with a review of alternatives such as workshops and surveys.

You will learn:
- How to prepare an interview
- Who to interview and in what order
- How to structure your interview
- How to build trust
- What to do next

Who will benefit from this course?

Anyone who is involved in capturing requirements

Pre-requisites:

An introductory course in requirements engineering practices and techniques

OR

A minimum of four to six months of practical experience in requirements engineering

Course Contents:

This course consists of two blocks of one day.

- Elicitation as an active process
- Selecting sources
- Preparation
- Conducting an interview
- Follow up actions
- Dealing with problem stakeholders

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Course Format:

Teaching method: Interactive course, and practicum
Student material: Work book, reference list
Language: English

Additional Options:

In order to further enhance the outcome of this course, please indicate any desired options when signing up for this course, or contact your account manager. There is no focus on specific tools and platforms.

Additional Subjects:

This course can be easily combined with other elements from the course curriculum of Mithun Training & Consultancy. Additional exercises can be added, and your own project can be even used during the course. Please contact your account manager for more information about the possibilities we can offer.

Complementary Courses:

The course curriculum offered by Mithun:

Requirements Engineering basics	Requirements Management Foundations
	RM&E Aware for Managers
Requirements Engineering advanced	The Risk of Words – Writing and Documenting Requirements
	Interviewing Techniques & Guidelines
Scrum	Applying Scrum
Object Oriented Analysis & Design	Object Oriented Analysis & Design using UML 2.x
	Design Patterns and Emerging Architecture
	Realizing Software Architectures with UML 2.x
	Specification of Component Interfaces
	API Design
Model Based Systems Engineering	Systems Modeling with SysML
	Introduction to SysML
Real-time & Embedded Analysis & Design	Real-time Software Design
	Advanced Real-Time Analysis & Design
OMG Programs	OMG Certified UMP Professional
	Preparation training OCRES Intermediate Certification

Terms and conditions:

The standard terms and conditions of Mithun Training & Consultancy are applicable. A copy will be made available on request.

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