

"HOW TO" ON REQUIREMENTS COMMUNICATION TO SERVICE PROVIDERS

ABSTRACT

Organizations are spending more time looking for solutions and commercial packages from external vendors than building or utilizing internal resources. Sometimes it makes economic and strategic sense to move in that direction. But how does that affect the way requirements are elicited and communicated to someone external from your organization, who doesn't know your internal architectures or have any of your domain experiences? Not only do requirements need to be more robust, there also needs to be more context with visible assumptions. We will provide you with some hints and tips on the best ways of communicating requirements to Service Providers or to other team members in a more distributed or global environment.

COURSE MODULES

- Module 1: Key Concepts
- Module 2: Tools for Better Communications
- Module 3: Challenges
- Module 4: Alternatives
- Appendix: Resources

1. KEY CONCEPTS

- Receivers of Requirements
- Vendor Relationships
- Best Practices for Integrated Teams

2. TOOLS FOR BETTER COMMUNICATIONS

- Team Orientation Package
- Requirements Communication Plan
- Techniques for Better Verification

3. CHALLENGES

- Level of Detail
- Know Your Audience
- Knowledge Transfer
- Language Translation

4. ALTERNATIVES TO TEXTUAL REQUIREMENTS

- Use Business Model Tools
- Use Cases for External Resources
- Use Decision Tables

Note: The course totals 3 hours. Each module is approximately 40 minutes allowing for at least a 20-minute Q&A at the end.