Creating Requirements During Times of Constant Change

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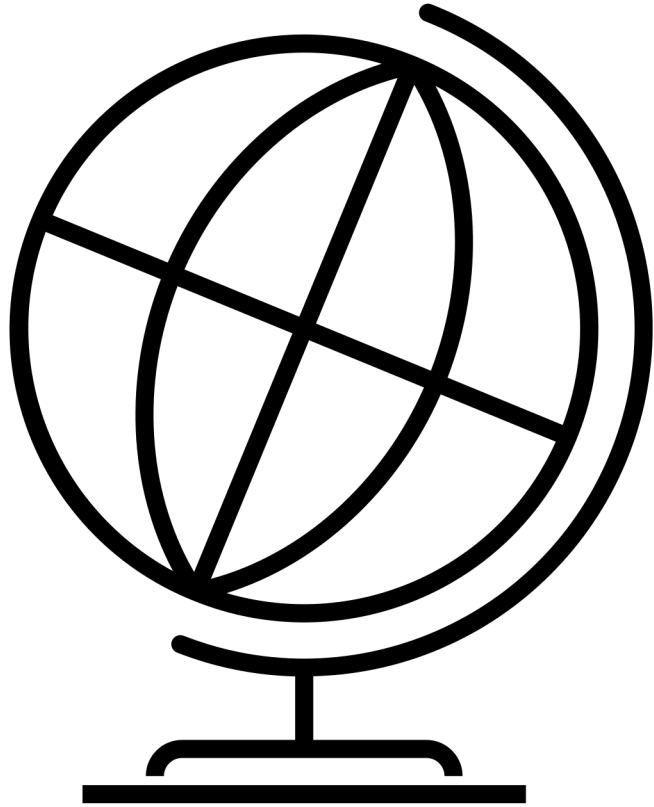
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A webinar for IIBA® Raleigh Chapter
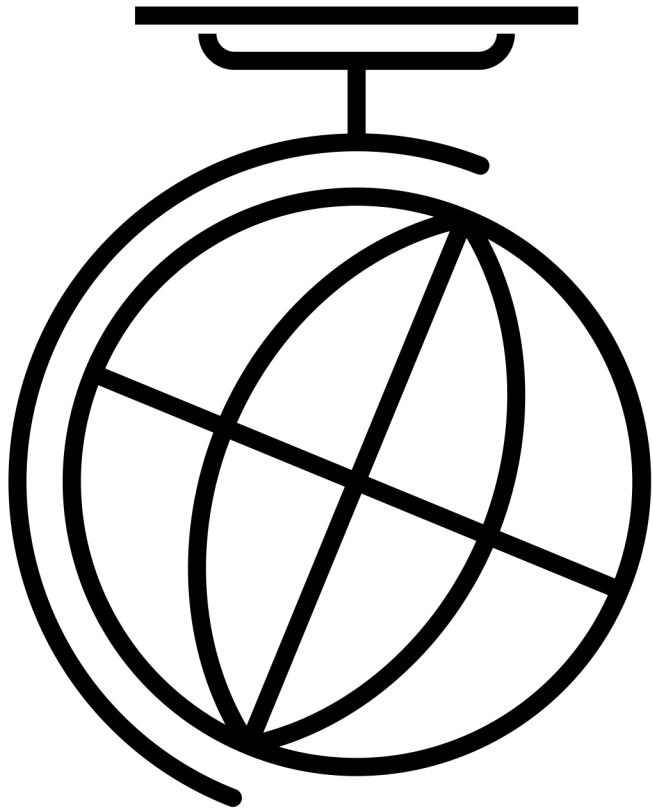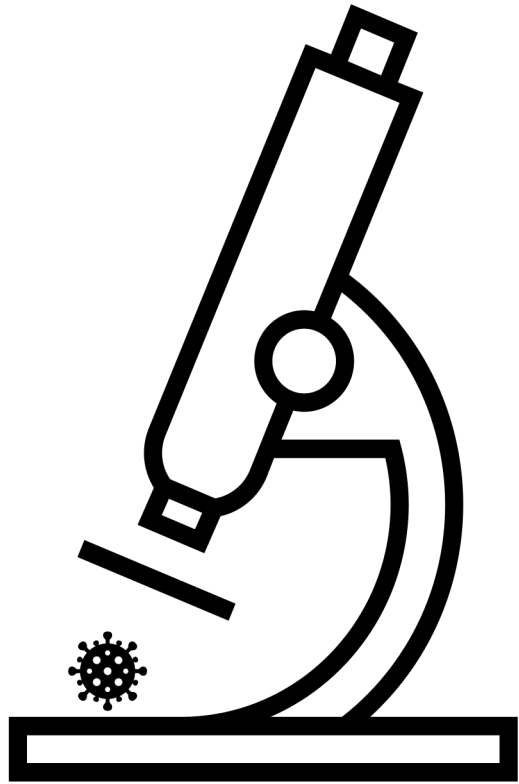
May 26, 2021

Contents

- 2020 to now—what changed?

- Challenges in remote working/creating requirements

- Example stakeholder interview (with and without top 10 tips)

- Top 10 tips

- Closing remarks

2020-2021 ...
WT ... ?

... the world turned upside down ...

... because of something we can't see

Remote working became reality

What 2020 really changed

requirements	stakeholders	technology

What 2020 really changed

| requirements | stakeholders | technology |

What 2020 really changed

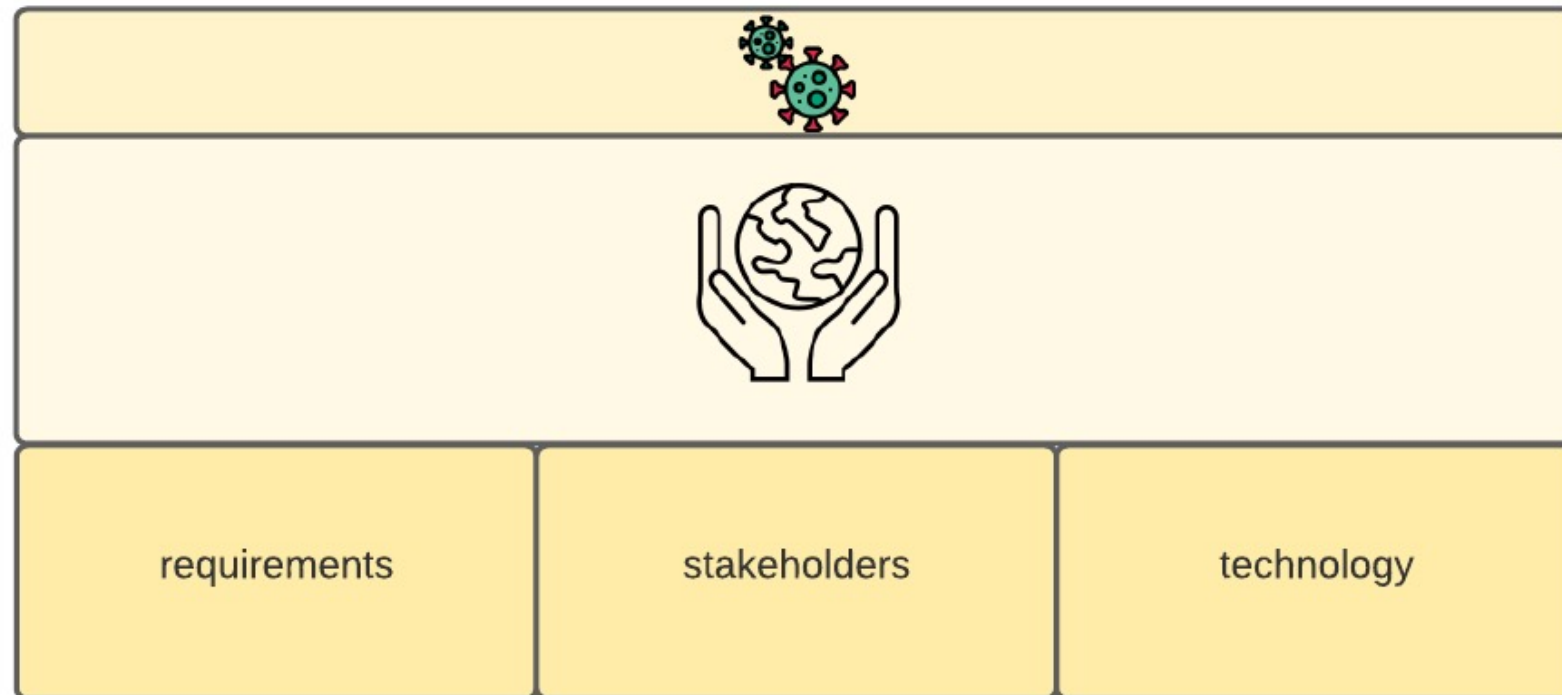| requirements | stakeholders | technology |

Forbes reported

Forbes reported in 2020 that:

- 45% of us are attending <u>more</u> meetings now, then before the pandemic

- 40% of employees have experienced mental exhaustion from video calls

- 38% of us feel exhausted after a virtual meeting, 30% stressed

- 52% said background noise and/or poor audio quality disrupts focus, while 23% said it leads to miscommunication with stakeholders
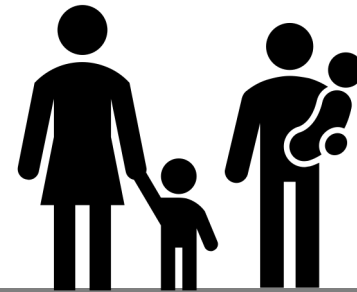
What hasn't changed
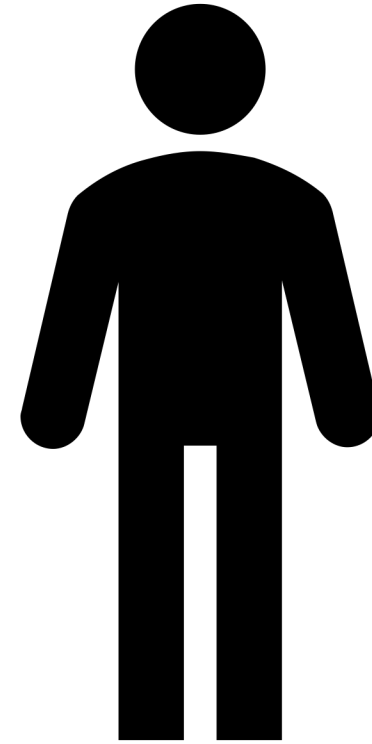
Stakeholder

What hasn't changed ... and what has
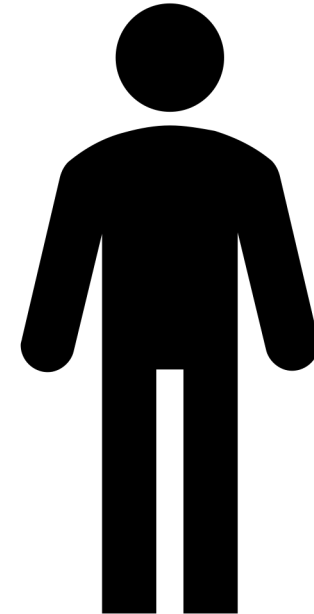
Stakeholder

Stakeholder's family

Challenges

- S-T-R-E-S-S
- ISOLATION
- Decreased employee visibility and face time with others
- Decreased work/life balance
- Affected relationships
- Increased distractions

https://www.mseap.com/disadvantages-remote-work/
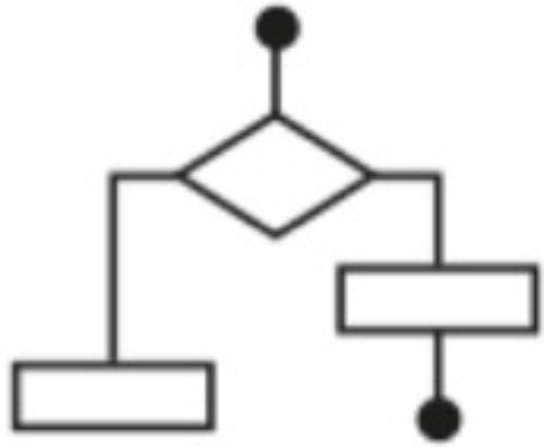
A business analyst at work remotely

Scenario: A business analyst, working remotely, has been asked to create a process about dropping off prescriptions at a pharmacy.

You will see 2 different demos with different interview approaches: "no tips" and "with tips".

Let's hear from Tarek

"Strive not to be a success, but rather to be of value."
— ALBERT EINSTEIN
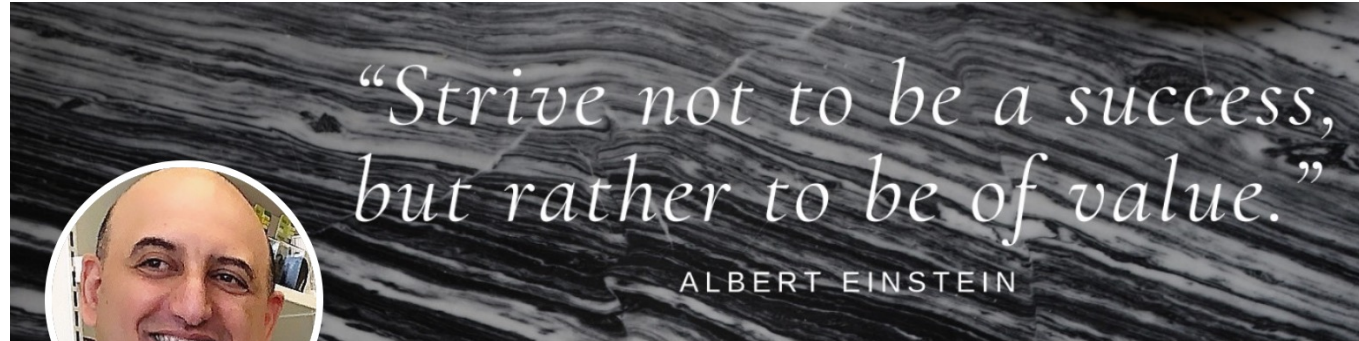
Message   **More...**

Tarek Hussein, BScPhm, MBA, RPh, C.Mgr.   · 1st in

Frontline Community, Clinical & Compounding Pharmacist – Chair Of The Board Of Directors at the Greater Kingston Chamber of Commerce – Healthcare Management Consultant – Author

Weller Pharmacy

University of Toronto

1st interview ("no tips")
2nd interview ("with tips")
3rd interview (stakeholder Tarek's feedback)

Top 10 tips for BAs for remote work

Tip #10: Do a mini-stakeholder analysis

Who?

    Level of interest?

        Level of influence?

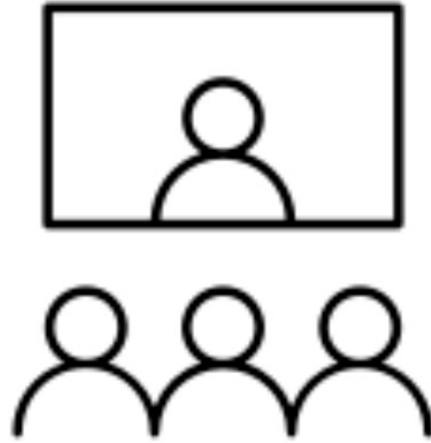   **Impacted by change?**

                Attitudes or beliefs?

                    What do they want or need?

Tip #9: Incorporate learning styles

Visual   Verbal   Kinesthetic

DIFFERENT LEARNING STYLES
& tips for teaching

VISUAL
LEARN BY SEEING
• Charts, Graphs
• Graphic organizers
• Lesson outlines
• Picture aids
• PowerPoints

AUDITORY
LEARN BY HEARING
• Read-alouds
• Listening centers
• Verbal instructions
• Discussions
• Repeat to a friend

READ/ WRITE
LEARN BY READING & WRITING
• Books & texts
• Dictionaries
• Note-taking

KINESTHETIC
LEARN BY DOING
• Incorporate body movement
• Tactile- touch, feel
• Hands-on!

THE DIFFERENT STYLE OF
LEARNING

PHYSICAL
(kinesthetic)
the child prefers using
the body, hands and
sense of touch to learn.

$E=mc^2$
LOGICAL
(mathematical)
the child prefers using
reason, logic and recognizes
patterns easily.

VERBAL
(linguistic)
the child prefers using
words in both speech
and writing and loves
role-playing.

LEARNING STYLES

SOCIAL
(interpersonal)
the child prefers to learn
within a group and is usually
a good communicator.

AURAL
(auditory-musical)
the child prefers using
sound and music and
learns by listening
and hearing lectures.

SOLITARY
(intrapersonal)
the child prefers to
learn and work alone and
shows independent play.

VISUAL
(spatial)
the child prefers using
pictures, images and
learns by observing
and watching

INTEGRATED
Learning Strategies

STUDENT LEARNING STYLES

Visual-Spatial · Bodily-Kinesthetic · Naturalistic · Musical · Intrapersonal · Linguistic · Interpersonal · Logical-Mathematical

https://onlinedegrees.sandiego.edu/teaching-to-every-students-unique-learning-style/

Tip #8: Come to meetings prepared

Tip #7 Practice ahead of time

PRACTICE MAKES BETTER.

Know workshop structure

Prepare for risks/mitigations

Recognize that online environments add complexity

Tip #6: Interview like a pro

- LISTEN AND CLARIFY
- SLOW IT DOWN
- BE DETAILED

Tip #5: Take notes well

Good interviewing needs good notetaking
Create your own shorthand

Snippet with stakeholder in online shorthand:

req wkps w b main source of info for proj

Dan fu with Mike re dead and fut req

Linda has e.g. of soln s/w

R&R table – Pam do

Dis re if need mgmt approval. TBD

Online Shorthand Examples

ACT = action needed (by somebody)
·dead = deadline
·dep = depends or dependency
·diff = different
·dis = discussion occurring
·eg = for example
·F = functional requirement
·fu = follow-up
·fut = future
·IT = IT department or person in room
·NB = important
·NF = non-functional requirement
·proj = project
·R = risk
·req = requirement
·sol = solution
·U = you
·UR = you are

Tip #4: Adapt for the online experience

NAVIGATE YOUR STAKEHOLDERS ONLINE

Tip #3: Make stakeholders' lives easier

EASIER FOR THEM = EASIER FOR US

Tip #2: Take care of yourself

Tip #1: Be kind

KINDNESS IS FREE
SPRINKLE
THAT STUFF
EVERYWHERE

Questions?

Resources

Health Tips

American Academy of Opthalmology:

- Avoid eye strain
- Eyes have to work harder to see close up, so try to keep screen arm's length away
- Practice 20-20-20 rule: Take a break every 20 minutes by looking at an object 20 feet away for 20 seconds
- Increased screen time linked to increased inactivity

https://www.aao.org/newsroom/news-releases/detail/protect-your-eyes-from-too-much-screen-time

American Society of Regional Anessthersia and Pain Medicine (ASRA)

https://www.asra.com/page/2915/take-care-of-yourself-during-covid

Resources/Links

- https://www.camh.ca/en/health-info/mental-health-and-covid-19/coping-with-stress-and-anxiety

- https://www.camh.ca/en/health-info/mental-health-and-covid-19/coping-with-covid-19

- https://www.asra.com/page/2915/take-care-of-yourself-during-covid

- https://www.yalemedicine.org/news/mindfulness-covid

- https://www.aao.org/newsroom/news-releases/detail/protect-your-eyes-from-too-much-screen-time

- https://www.camh.ca/en/health-info/mental-health-and-covid-19/coping-with-covid-19

- https://www.forbes.com/sites/hvmacarthur/2019/04/22/nice-people-finish-first-how-being-kind-is-a-recipe-for-success-in-business/?sh=72a0ff444540

- https://www.entrepreneur.com/article/251025

- https://www.camh.ca/en/health-info/mental-health-and-covid-19/coping-with-covid-19

Products (referred to but not endorsed)

- Exercise ball chair—any brand

- Bamboo adjustable desk laptop stand—JIIKOOAI Store on Amazon

- Air filter—Levoit brand on Amazon

- Sound-deadening door—solid core not hollow

- Sacral cushion—Everlasting Comfort brand (for coccyx and tailbone pain relief) on Amazon

- Recliner/beach chair

- Free timer app—called "Be Focused"

END

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