

## Moderation Guideline: 2 Days Requirement Workshop

**DAY1: 9:00 – 17:00h**

### Participants:

Product Management, Application, Project Management, Design, Quality Assurance, Service, Production, Research & Development

| Time                     | Objective                                                    | Topic                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Who?               | Preparation |
|--------------------------|--------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|-------------|
| 9:00 – 9:30<br>(30 min)  | <b>Understand the purpose and objective of this workshop</b> | <b>Welcome</b><br><br><b>Purpose of this Requirement Workshop:</b> <ul style="list-style-type: none"><li>• Team Kickoff</li><li>• Understand the customers (Who? Stakeholders)</li><li>• Understand what the stakeholders are doing with the product (customer purposes, problem...)</li><li>• Collate &amp; understand design and functional requirements</li><li>• Start writing Requirement Specification</li></ul><br><b>Introduction of Participants</b> <ul style="list-style-type: none"><li>• Name</li><li>• Function / Role in this project</li><li>• Background, Experience</li></ul> | Product Management | Flipchart   |
| 9:30 – 10:00<br>(30 min) | <b>Understand the project scope</b>                          | <b>Project Introduction</b> <ul style="list-style-type: none"><li>• Elevator Pitch</li><li>• Scope of Work</li><li>• Framework and limitations</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                        | Product Management | PPT         |

| Time                      | Objective                                                      | Topic                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Who?                                                                      | Preparation                  |
|---------------------------|----------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|------------------------------|
| 10:00 – 11:30<br>(90 min) | <b>Understand the source &amp; influencer for requirements</b> | <b>Project Stakeholders</b><br><br><b>Identify &amp; define all project stakeholders</b> <ul style="list-style-type: none"> <li>• At the customer (user, buyer...)</li> <li>• At the company (production, sales, service...)</li> <li>• Third party (distributors, service providers, external stakeholder...)</li> </ul><br><b>Describe all project stakeholders</b> <ul style="list-style-type: none"> <li>• What are they doing with the product?</li> <li>• What are their interests &amp; objectives?</li> <li>• What characterizes them?</li> </ul><br><b>Present results to all</b> | All together<br><br><br><br><br><br><br><br><br><br>Split in small groups | Whiteboard<br><br>List       |
| 11:30 – 12:30<br>(60 min) | <b>Understand the context</b>                                  | <b>System and system context</b> <ul style="list-style-type: none"> <li>• What belongs to the system?</li> <li>• What belongs to the system context?</li> <li>• What are the interfaces?</li> <li>• Who are the actors?</li> <li>• What is the (irrelevant) environment of the system?</li> </ul>                                                                                                                                                                                                                                                                                          | All together                                                              | Context diagram on flipchart |
| 12:30 – 13:30             | LUNCH BREAK                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                           |                              |

| Time                       | Objective                       | Topic                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Who?                                            | Preparation        |
|----------------------------|---------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|--------------------|
| 13:30 – 16:30<br>(180 min) | <b>Understand the processes</b> | <b>Process Map, Story Map</b><br><br><b>Describe all necessary processes as detailed as possible</b> <ul style="list-style-type: none"> <li>• What are the core processes; i.e. directly linked to the system?</li> <li>• What are supporting processes; i.e. processes around the core processes?</li> <li>• What is the process sequence</li> </ul><br>Define processes to be described, e.g. user processes, process during service...<br><br>Present results to all | Split in small groups according to stakeholders | Table on flipchart |
| 16:30 – 17:00<br>(30 min)  | <b>End Day 1</b>                | <b>Wrap-up</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Product Management                              |                    |

DAY 2: 9:00 – 16:30h

| Time                                                                                            | Objective                                                    | Topic                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Who?                                                                                                                                | Preparation                                          |
|-------------------------------------------------------------------------------------------------|--------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|
| 9:00 – 9:30<br>(30 min)                                                                         | <b>Sum up results of the day before</b>                      | <b>Welcome</b><br><br>Review together system context and process maps<br>Clarify open questions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | All together                                                                                                                        | Material from day before                             |
| 9:30 – 15:00<br><br>(60 min)<br><br>(60 min)<br><br>(30 min)<br><b>Lunch break</b><br>(120 min) | <b>Understand the Use Cases</b><br>(functional requirements) | <b>Collect and Describe Use Cases</b><br><br><b>List of all Use Cases</b> <ul style="list-style-type: none"> <li>• A use case describes a function</li> <li>• A use case consists of a noun and a verb</li> <li>• A use case offers a benefit to the stakeholder</li> <li>• Full sentences: “As &lt;role&gt; I want/have to &lt;action&gt; in order to &lt;benefit&gt;”</li> </ul><br><b>Summarize Use Cases in a Use Case Diagram</b><br><br><b>Prioritize the Use Cases according to their importance</b><br><br><b>Detailed description of the most important Use Cases</b> <ul style="list-style-type: none"> <li>• Short description</li> <li>• Purpose and desired result of the use case</li> <li>• Actor</li> <li>• Standard process or workflow</li> <li>• What errors can occur?</li> <li>• What triggers the use case?</li> </ul> | Groups from day before<br><br><br><br><br><br><br><br><br><br>All together<br><br><br>All together<br><br><br>Split in small groups | Flipchart<br><br><br>Adhesive dots<br><br>Flipcharts |

| Time                      | Objective                                     | Topic                                                                                                                                                                                    | Who?         | Preparation |
|---------------------------|-----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|-------------|
| 15:00 – 16:00<br>(60 min) | <b>Understand non-functional requirements</b> | <b>Collect and Describe Non-Functional Requirements</b> <ul style="list-style-type: none"> <li>• Product Quality</li> <li>• Performance Quality</li> <li>• Relevant standards</li> </ul> | All together |             |
| 16:00 – 16:30<br>(30 min) | <b>End Day 2</b>                              | <b>Wrap-up</b> <ul style="list-style-type: none"> <li>• Organize to dos and next steps</li> </ul>                                                                                        |              |             |