

Course 340: Joint Application Requirements (JAR) - Facilitation and Implementation (2 days)

Course Description...

Joint Application Requirements (JAR) when led by a skilled facilitator, is an invaluable tool used to leverage the best practices of software development utilizing iterative and collaborative investigative work. Effective use of a JAR session and related techniques often leads to an accelerated time schedule along with reduced overall project cost.

The purpose of this course is to illustrate and teach best practices used gathering, developing and writing software requirements in the context of an iterative and collaborative work effort. The course will focus on utilizing a team approach including users, as well as the traditional developer role, quality assurance and testing and other support roles, including configuration management.

Learning Objectives...

- Understand the multiple roles and procedures of a facilitator
- Understand the goals and benefits of Joint Application Requirements (JAR)
- Explore the JAR process, including planning and execution activities
- Gain experience through workshops in key aspects of the planning and execution phases of the process
- Gain insight into the structure and utilization of project metrics

Who should attend...

Audience includes software process engineers, quality assurance professionals, project managers, and software practitioners, with an interest in facilitating or otherwise participating in JAR to increase their own insights and help improve organizational processes.

Prerequisites...

No specific prerequisites are needed.

See next page for a detailed course outline...



Course Outline...

Introduction and Overview

Course Objectives

Chapter 1: Introduction

Chapter Objectives

Concepts

- JAR definition
- Scope
- Goals
- Work Products
- Participants

Leveraging JARresults

- Quality Requirements

Costs

Workshop 1.1: Testability Exercise

Chapter Summary and Best Practices

Chapter 2: JAR Process

Chapter Objectives

JAR Process overview

Requirement Process Flow

Requirements Defined

- Project purpose
- Project benefits
- Product vision
- Business Case

Planning Prospective Meeting

- Setting objectives
- Obtaining management approval
- Identifying a facilitator
- Selecting participants
- Determining site and duration
- Creating JAR materials for participants
- Obtaining data on the project

Kickoff Meeting

- Planning
- Review the business case
- Resolve open issues
- Agree on project scope

Requirements Meeting

- Gathering Information
- Analyzing the information
- Producing the requirements list

Confirmation and Approval Meeting

- Validating and approving the spec
- Managing the requirements



Roles and responsibilities

- Process coach
- Project Manager
- Quality Assurance
- Analysts

Workshop 2.1: Confirmation Strategy

Chapter Summary and Best Practices

Chapter 3: Requirements Workflow

Chapter objectives

The requirements model

- Phases of the Generic SDLC
- Iterative Nature through SDLC
- JAR sessions for SDLC
- JAR activities for Analysis, Design, Implementation, Testing
- Gathering Information
- Documenting Information
- Use Case Diagram
- Actors
- Use Case description
- Context Diagrams
- Use Case Template
- Wire Frames
- Mind Maps
- Brainstorming
- **Workshop 3.1: Identifying the actors**
- Chapter Summary and Best Practices

Chapter 4: JAR

JAR Execution

- Meeting Preparation
- Introductions
- Communication
 - Agenda
 - Interview/questions
 - Group sessions
- Information gathering plan
- Meetings
 - Types of meetings
 - Value
 - Costs
 - Conduct
- Essentials of good meetings
- Meeting problems
 - Preparation problems
 - Conduct problems



- Closure problems
- Follow-up problems
- Workshop 4.1 Negotiating

Chapter 5: Facilitator Skills

Chapter Objectives

Facilitator Skills

- Planner
- Organizer
- Time management
- Leader
- Process enabler

Communication

- Sending and receiving messages
- Skills need

Group Dynamics

- Types of conflict
- Dealing with conflict
- Disruptive behavior

Handling Conflict

- Negotiation
- Influence
- Guide groups through stages of group formulation
- Escalating problems

Change management

- Watch for signs of discontent
- Negotiate and influence
 - Cultural change
 - Process change
 - Impact of change
- **Workshop 5.1: Negotiating**
- Chapter Summary and Best Practices

Please contact your ROI representative to discuss course tailoring!!!