# NCI Fundamentals of Business Analysis

*Group Project*

Requirements Document for the re-design of the NCI website and portal

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Document History

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# Introduction

## **Purpose of Document**

The analysis team outlined above are required to complete a group project of at least 2,000 words per person, which accounts for 50% of our overall mark.

Task outline:

National College of Ireland has decided to redevelop its website and student portal and it has approached you, and asked for you to complete a Requirements Elicitation for this project.

Using at least 4 different Elicitation Techniques, you must produce a report of your findings.

This document will serve as the foundation for the solution to the website and portal redevelopment.

Your report should include (but does not have to be limited to):

* A project introduction
* An overview of the techniques that you have chosen
* A summary of the activities involved in eliciting the requirements using the chosen techniques
* A documentation of the results of your elicitation
* An analysis of the results
* Specification of the proposed solution

## **Intended Audience**

The intended audience is Glen Holmes and the analysis team.

## **Assumptions**

A minimum of 4 techniques will be used.

The team will use a what’s App group for ongoing scrums and Github for saving documentation.

## **Out of Scope**

## **Outstanding Items**

2 Introduction & Overview to techniques being used

**2.1 Brainstorming**

Brainstorming is used to generate ideas for improvement opportunities.[[1]](#endnote-1)

Brainstorming is a useful tool to gather information and ideas from a requirements analysis brief. It can also be used to decide on what elicitation techniques are most suitable to gather required information.

Our team has decided to use an initial brainstorming session to decide upon which techniques are best suited to gather the information needed. Brainstorming sessions will take place as the requirements analysis further develops in the form of scrums. The scrums will take place either in class or over our What’s App group. Notes of these scrums will be kept and saved on our GitHub project site.

During our first brainstorming session we have decide to further select the following techniques:

1. Survey/Questionnaires
2. Prototype
3. Observations

The three elicitation techniques listed above, and the brainstorming technique make up the four elicitation techniques required in the brief.

It should also be noted during our first brainstorming session, it was decided upon, that Mark Gaskin shall be Team lead on this requirements analysis.

**2.2 Survey/Questionnaires**

A questionnaire is a series of questions used for gathering information that is used to benefit a single individual. While more than one individual might complete the questionnaire, the responses are not aggregated for analysis.

A survey, on the other hand, is the process of gathering information for statistical analysis to benefit a group of individuals. The responses are aggregated to draw a conclusion.[[2]](#endnote-2)

As outlined in the above citation a survey or questionnaire is used to gather information. In our analysis we shall be taking advantage of a survey tool (A list of which given below).

A survey tool allows us to address a wider audience in a relatively short space of time. The information gathered from such surveys allow Stakeholders to readily view the state of affairs at a given time, the mood of a society at a given time and how a workplace is performing e.g. a HR Survey.

During our initial brainstorming session, the following guidelines for a survey were agreed upon:

1. Questions should be clear and concise.
2. Questions should follow a certain sequence.
3. Questions should be in the form of Multiple Choice or a Scale.

A list of possible hosts for our survey are listed here:

* Survey Monkey
* Typeform
* Google Forms
* Client Heartbeat
* Zoho Survey
* Survey Gizmo
* Survey Plane

A brainstorming scrum session will be held to decide upon the actual questions to be asked.

**2.3 Observation**

Observation or job shadowing involves looking at the actual work environment that the end user experiences every day. This technique is used when attempting to document an existing process or when a project’s goal is to improve a process. Observation is a great way to understand what the end user goes through in their job and can provide some instant requirements for how a process can be improved.[[3]](#endnote-3)

As the project is on the update of a website and student portal, we shall be using this technique in two ways.

1. We shall shadow a number of non-user of the website i.e. A person who has not visited the site previously. Our thoughts on this are:

* As this a college website, every year a new set of potential students will visit the website to view possible courses.
* We would be able to monitor behaviour closely and note how easy or difficult a task is to perform i.e. Where can I get Fees information? Where I can get course information? Where I can get course start date information? What requirements are needed to apply for the course?

1. We shall shadow a current student. Non -Students do not have access to the student portal. Multiple tasks will be set (to be decided upon) for the user to perform, it will be noted how easy or difficult these tasks are to perform.

**2.4** **Prototype**

A prototype in accordance to the brief of this requirements analysis i.e. A Web re-design, could consist of a wireframe, a non-functioning webpage or a rudimentary sketch.

The idea behind a prototype is to give the stakeholders a visual representation of a concept. The prototype in our case will help visualise a possible new layout. The layout change or possible layout change will be generated upon the results of the above-mentioned elicitation techniques.

3 Requirements Analysis

4 User Stories

5 Conclusions

6 Bibliography and References

1. Guide to the business analysis body of knowledge. (2015). Toronto: Ontario: International Institute of Business Analysis. [↑](#endnote-ref-1)
2. SurveyGizmo. (2017). *Are You Using a Questionnaire or Survey to Collect Data?* [online] Available at: https://www.surveygizmo.com/survey-blog/taking-the-question-out-of-questionnaires/ [Accessed 20 Oct. 2017]. [↑](#endnote-ref-2)
3. Pious, K. (2017). *Techniques for Eliciting Quality Requirements – Observation*. [online] Captech Consulting, Inc. Available at: https://www.captechconsulting.com/blogs/techniques-for-eliciting-quality-requirements--observation [Accessed 20 Oct. 2017]. [↑](#endnote-ref-3)