BUSINESS ANALYSIS FOUNDATION

Lecture 4 – Non – Functional and Functional Requirement Analysis

CONTENT

HAI LÚA

01 Initial Steps

02 Non-Functional Req.

03 Functional Req.

04 User Story

05 Homework

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WHAT SHOULD WE DO FIRST?

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1. Information classification
2. Identify Business case
3. Identify Stakeholders
4. Risk Management
5. Responsibility Analysis

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INFORMATION CLASSIFICATION

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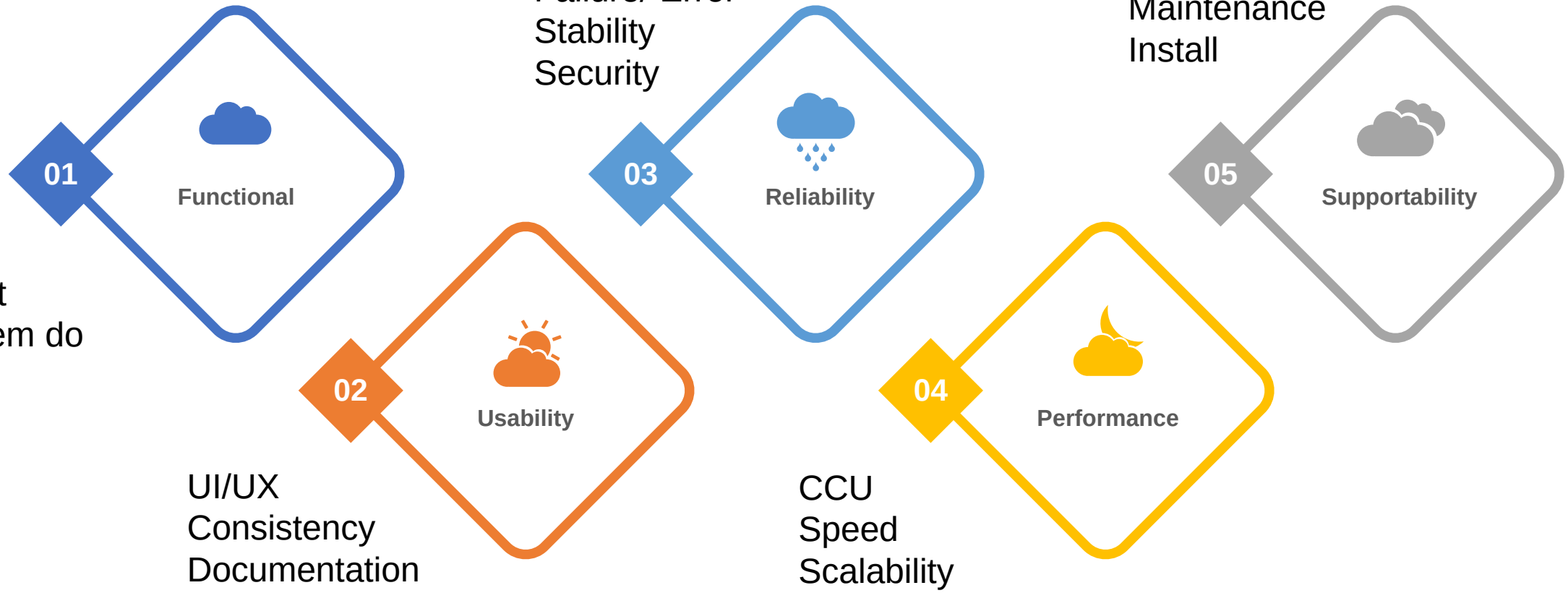

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BUSINESS CASE

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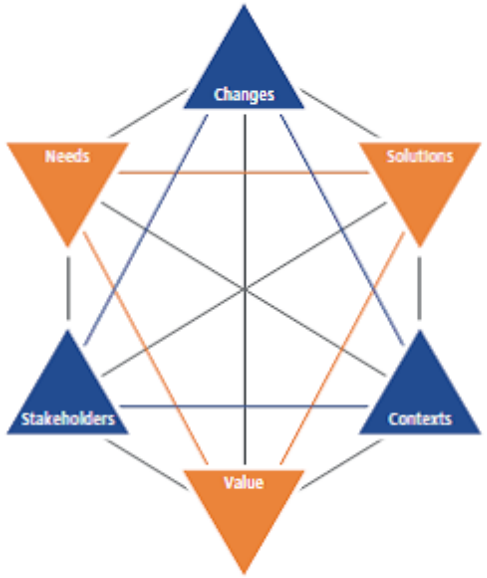
A business case captures the reasoning for initiating a project or task



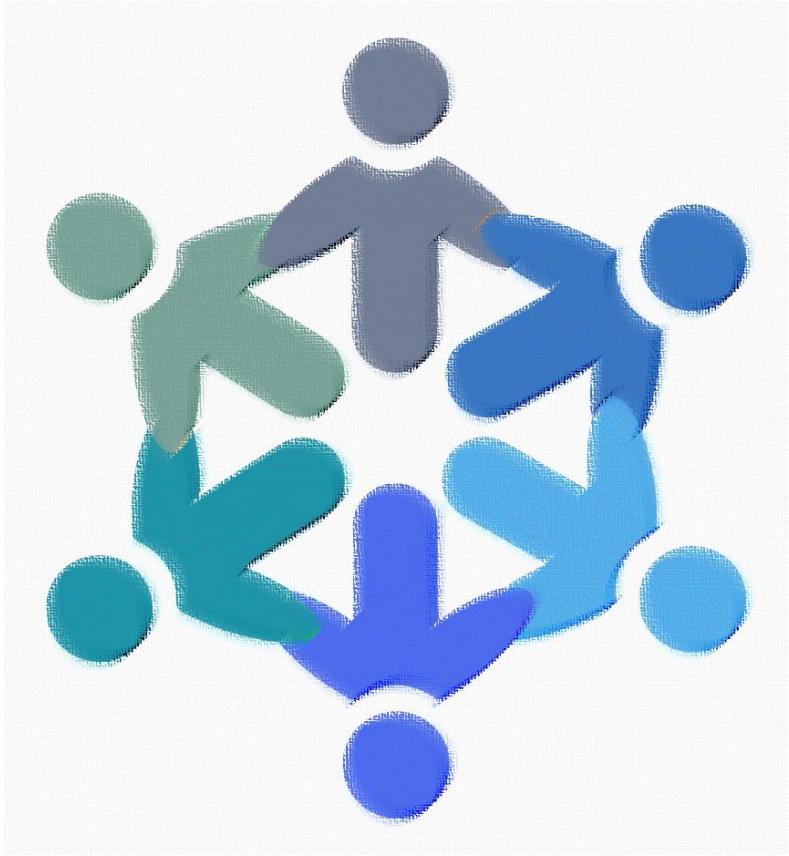
To answer: What BA need to do?

STAKEHOLDER ANALYSIS

HAI LÚA

What are stakeholders?

1. Project team members
2. Customer
3. Suppliers
4. Employees/ Employers (Manager, Director, C-Levels, BOM)
5. Community: city, group of people
6. Professional organizations
7. Any individual impacted by the project
8. Any individual to support the project



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RISK MANAGEMENT

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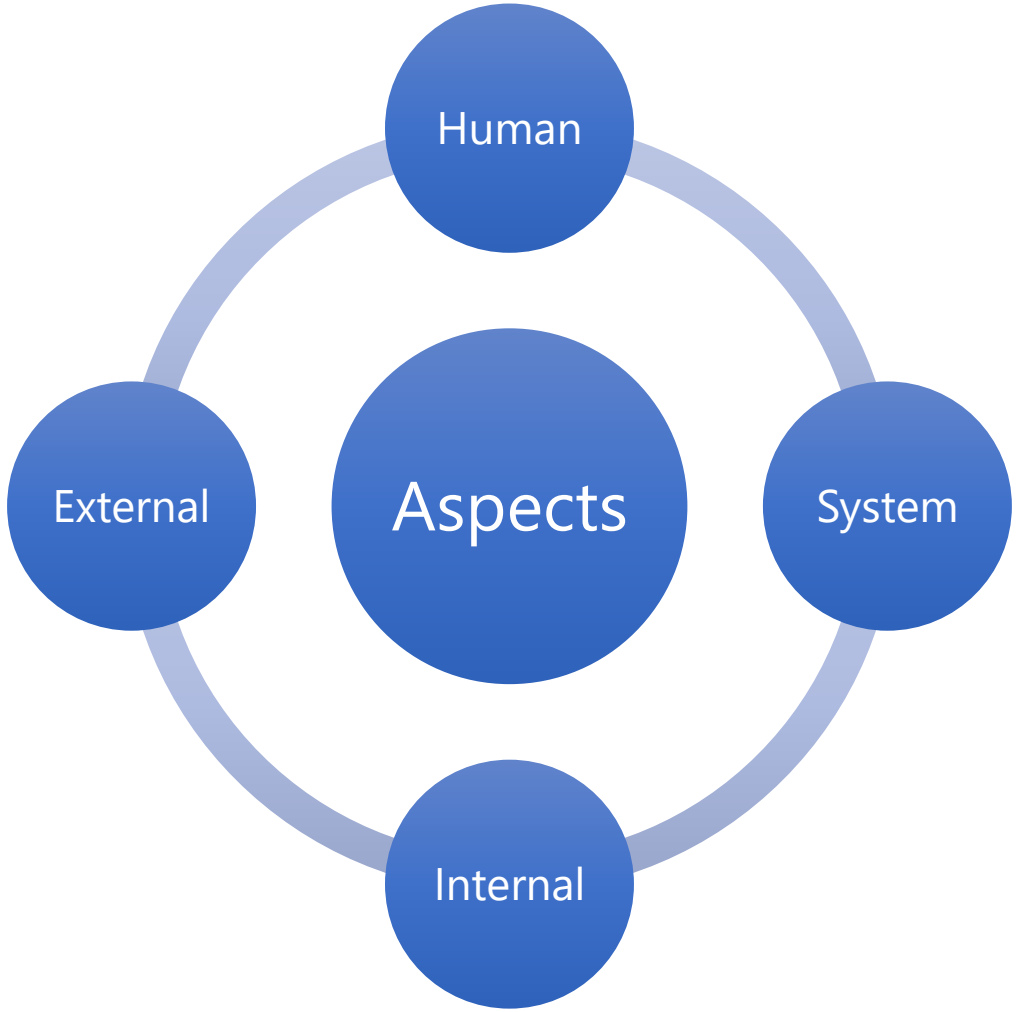

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RESPONSIBILITY ANALYSIS

HAI LÚA

N. Sự / Công việc	Mr. An	Ms. Hằng	Mr. Kiên	Ms. Hà
Training nhân viên mới	A	R	C	I
Chuẩn bị các tài liệu liên quan		A	R	
Phê duyệt Outline đào tạo	AR			
Triển khai đào tạo	A	I	R	I
Đánh giá sau đào tạo	A	R	C	

Responsible: who take responsibility
Accountable: who monitor, approve. Only one "A" for each tasks
Consulted: Subject matter expert, consultant.
Informed: updating information, just for information, no need to know the detail

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FINAL STEP

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DECISION MAKING

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NON-FUNCTIONAL REQUIREMENT

HAI LÚA

- Performance
- Security requirements
- System sizing
- Backup
- Stability
- Design Constraints
- System integration requirement
- User documentation
- Support (Request, help, online)
- Legal requirements, copyright and
- other notes
- Applicable standards
- Other requirements

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FUNCTIONAL REQUIREMENT PHASES

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Important Memorization

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- Identify the Scenario
  - Product or Manufacturing (Inhouse/ Outsourcing)
- Work based on stakeholder requirement (Except you are the main person who producing product)
- Always ask the stakeholder whenever there is something unclear, even the smallest
- Always need stakeholder's confirmation
- Only give suggestion, do not impose anything

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USER STORY

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A user story represents a small, concise statement of functionality or quality needed to deliver value to a specific stakeholder

User stories capture the **needs** of **a specific** stakeholder and enable teams to **define features of value** to a stakeholder using **short, simple documentation**. They can serve as a basis for identifying needs and allow for the **prioritizing**, **estimating**, and **planning of solutions**

User Story reflects the “Business”

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ELEMENTS OF US

HAI LÚA

- Statement of Value: Who, What, Why

As a <who>/ <role>, I need to <what>, so that <why>."

- Acceptance Criteria: boundary of a US, giving the value delivered of the user story.

I know the user story <name> finished when <value delivered>

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HOW TO DO USER STORY (PRODUCT)

HAI LÚA

- Create customer/ user persona
  - Who is it for?
- Conduct research to Gather information and Understand customer to create customer journey
  - What are the expectations?
- Identify: Needs, Problems, Fears, and Frustrations
  - Why are they important?
- Identify the solution
  - When are they done?

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HOW TO DO USER STORY (MANUFACTURING)

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- Requirement Elicitation
- Understand the business
- Identify the users
- Describe the users' demand on the product (business)

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KEY TO SUCCESS

HAI LÚA

- **STAY HIGH LEVEL (Think big)**
- Remember: **User stories ≠ tasks**
- Remember: **Forget the System**
- Think and understand the customer/ user's needs/ demands.
- Each User story is **independent**
- Everything has **Core/ Main vs. Utility/ Additional**

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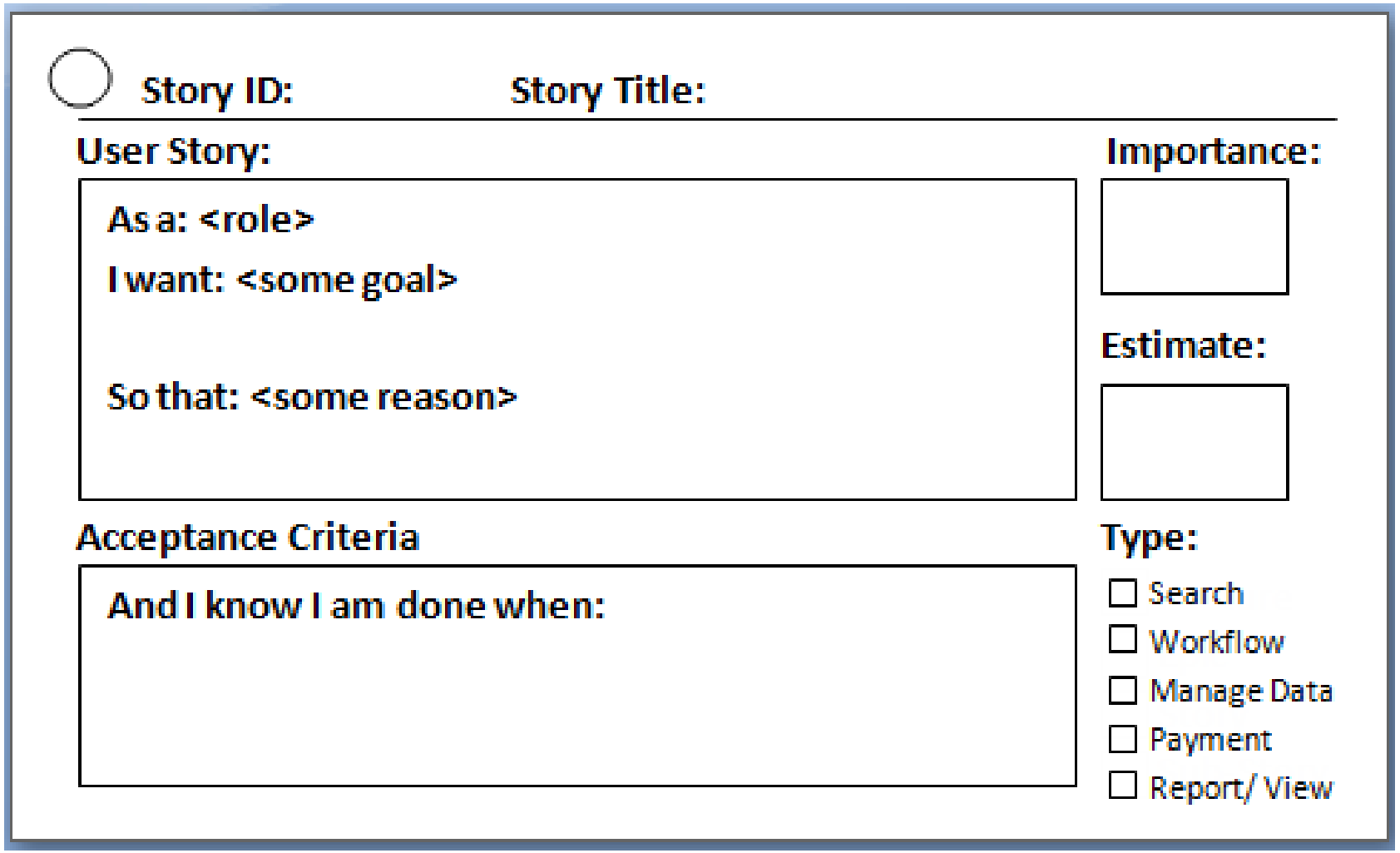
USER STORY TEMPLATES

HAI LÚA



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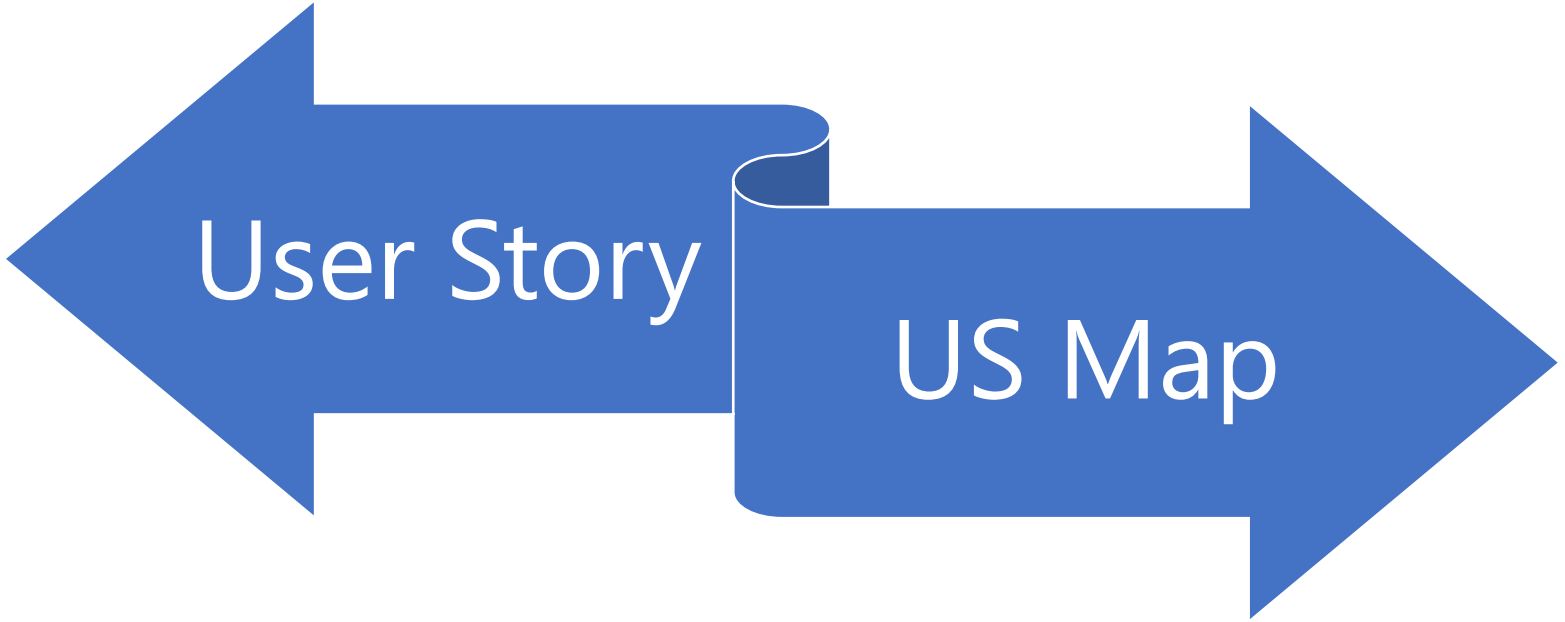
USER STORY MAP

HAI LÚA



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USER STORY MAP

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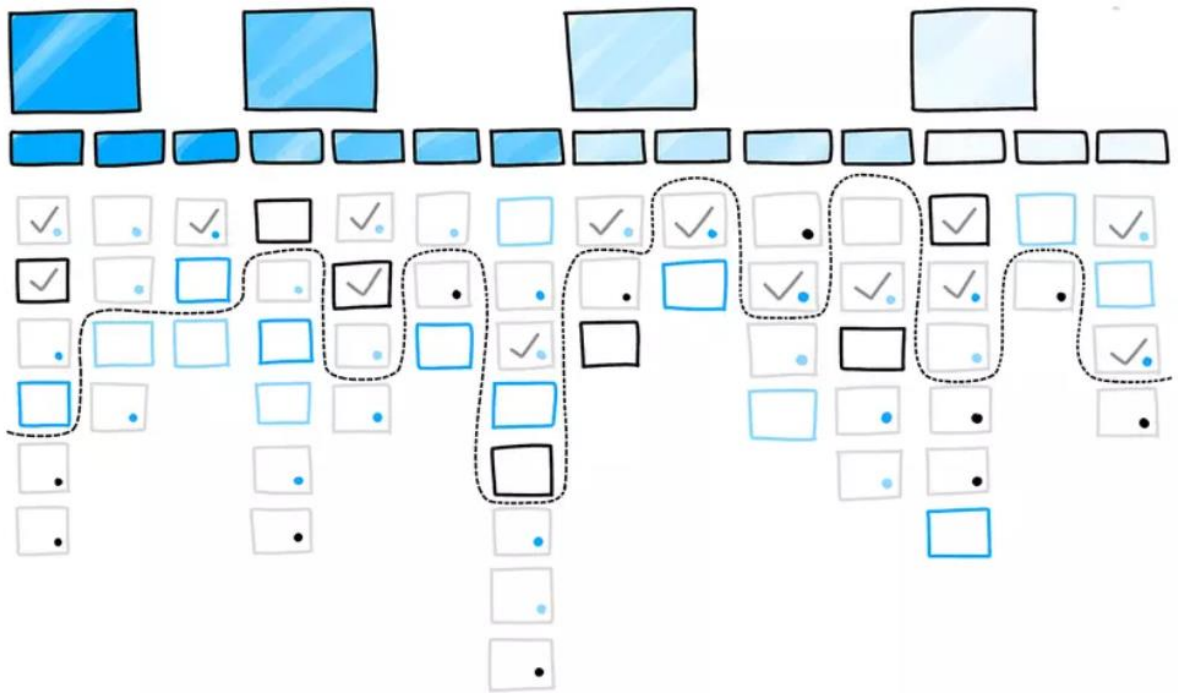
- Used for classification
- Arrange backlog
- Arrange release
- Presentation



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USER STORY MAP GENERAL STRUCTURE

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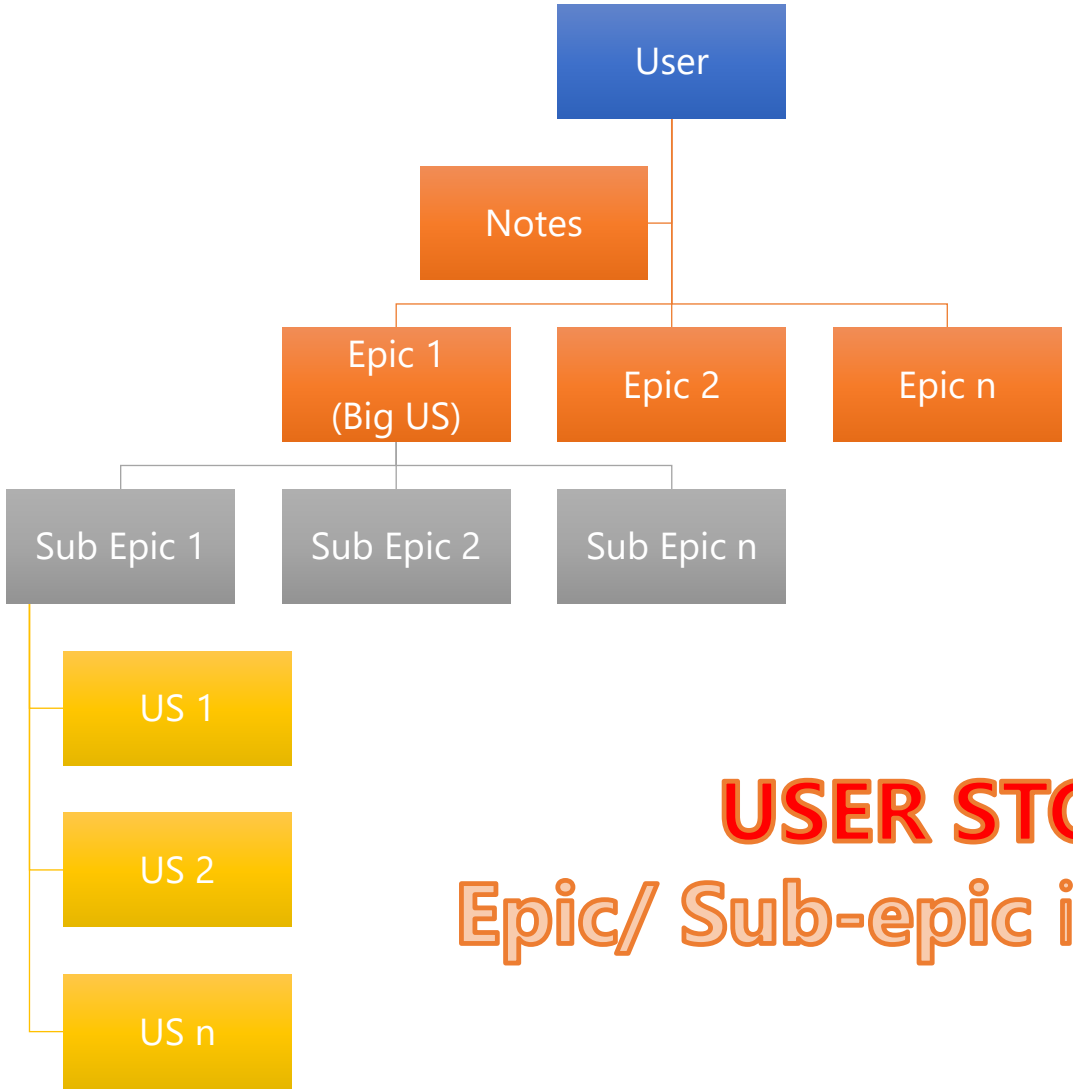
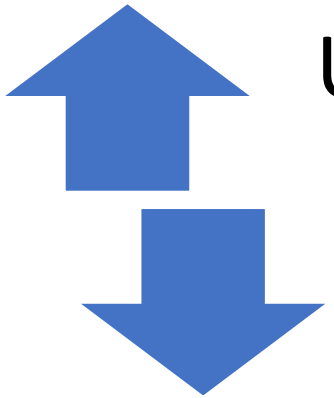


You can do Top-Down or **Bottom-Up** approach



US -> Epic

Epic -> US

USER STORY is the **smallest unit**

Epic/ Sub-epic is just classification/ grouping

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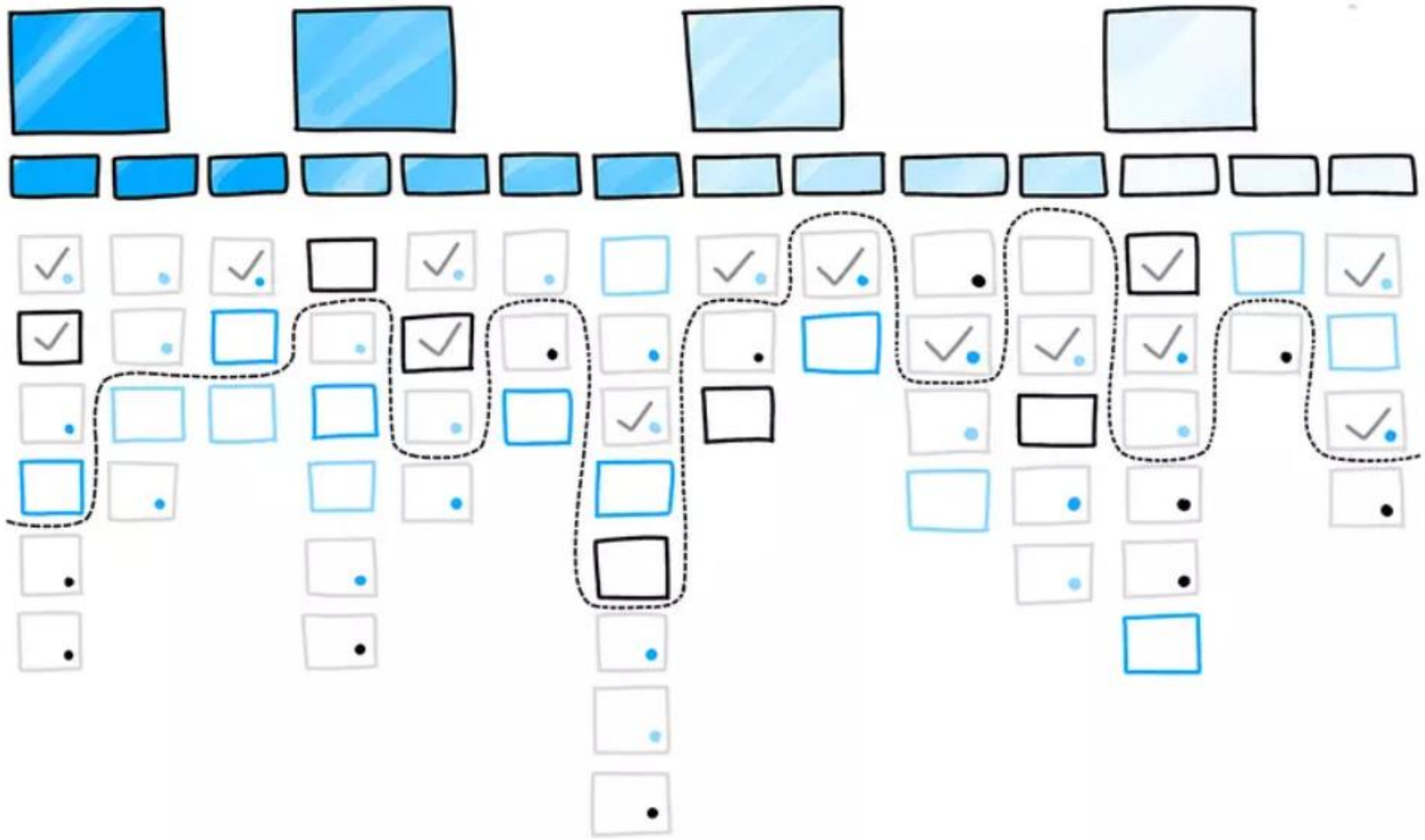
SAMPLE 1

HAI LÚA



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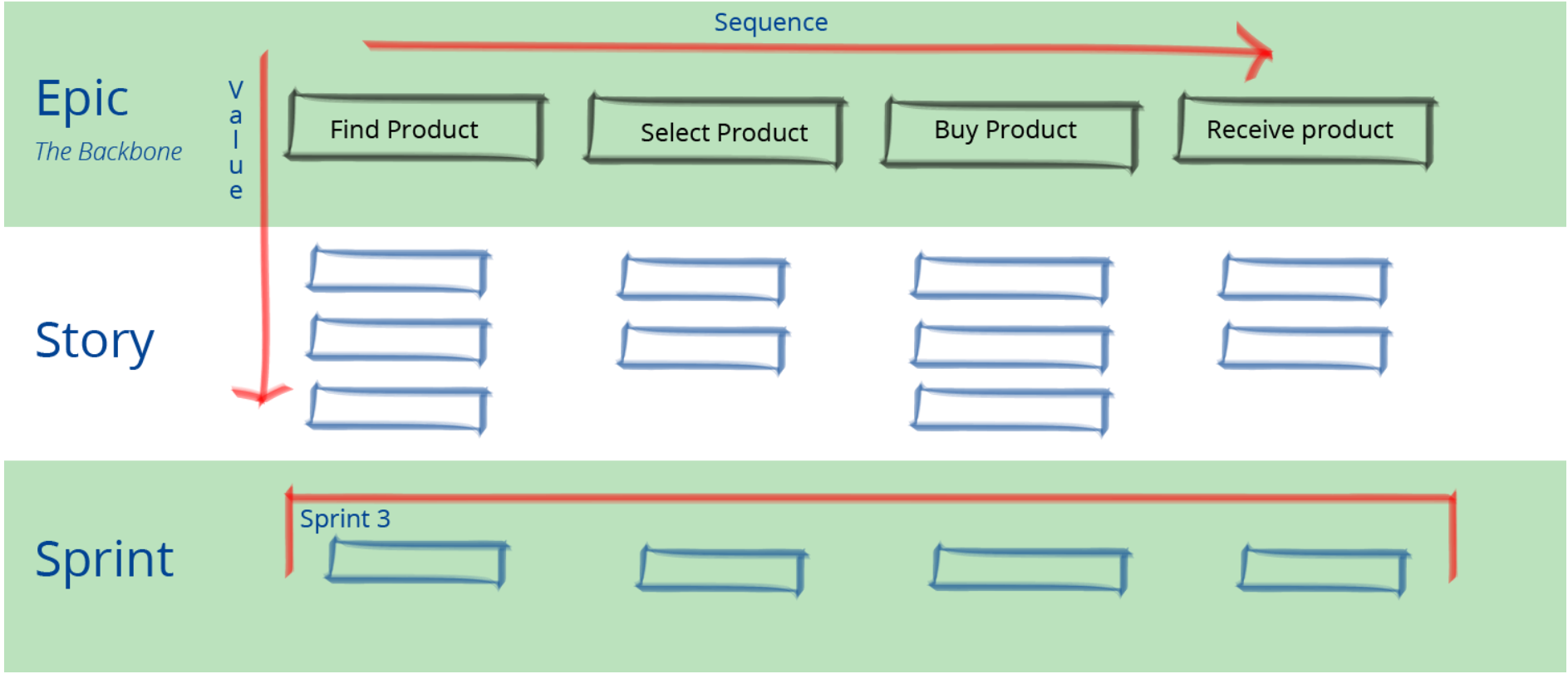
SAMPLE 1

HAI LÚA

crystalloids innovations

Simple user story map



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SAMPLE 3

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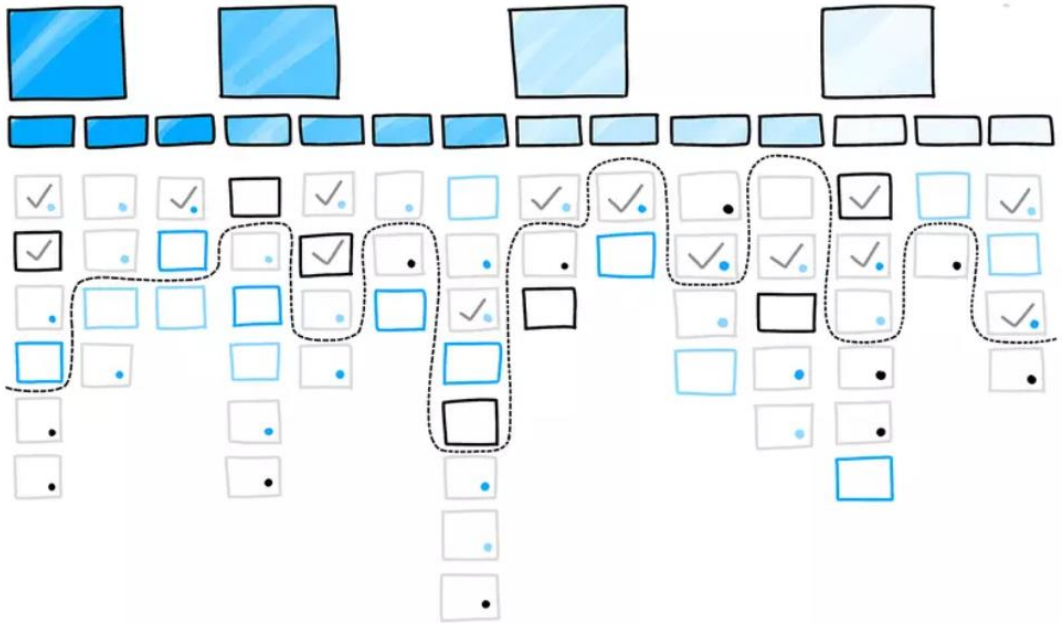
HOMEWORK

HAI LÚA

HL Software Company

Make the User Story of the documentation management system.



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TIPS TO IDENTIFY USER STORY

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- List all the users
- List all the needs, demands of the users
- Identify the CORE needs/ demands and the ULTILITY/ ADDITIONAL needs/ demands
- Describe User Story in detail.
- Don’t be lazy and do it short

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TIPS FOR USER STORY MAP

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- Identify the similar User Stories
- Group the similar US into groups (Sub-Epic)
- Group the similar Sub-Epic into EPIC

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SAMPLE WORK

HAI LÚA

User Story of shipping apps (Viettel Post, GHN…)

As a role	I want			So that (Goal)
	Epic	Sub-Epic	User Story	
Người gửi	Tôi muốn tạo và quản lý đơn hàng	Tôi muốn tạo đơn hàng	**Tôi muốn tạo đơn hàng đơn lẻ**	Để tôi có thể gửi hàng hóa
			Tôi muốn tạo đơn hàng theo lô	Để tôi có thể gửi hàng hóa theo danh sách một cách nhanh chóng
		Tôi muốn quản lý đơn hàng	**Tôi muốn xem danh sách đơn hàng**	Để có thể xem tất cả đơn hàng đã được tạo
			Tôi muốn lọc danh sách đơn hàng theo các tiêu chí	Để sàng lọc danh sách đơn hàng theo các tiêu chí tôi mong muốn nhằm phục vụ các nghiệp vụ khác nhau
			Tôi muốn xuất danh sách đơn hàng theo các dạng file khác nhau	Để tôi có thể lưu trữ hoặc gửi cho người khác
…	…	…	…	…

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THANK YOU !

Any Questions ?

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