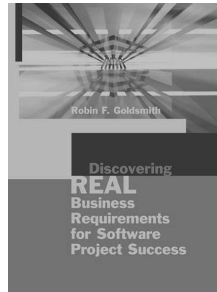
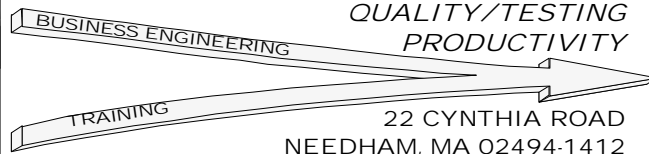


21 Ways to Spot—and Fix— Requirements Errors Early

Robin F. Goldsmith, JD



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Warm-Up

	<u>Disagree</u>	<u>Agree</u>
We're really good at defining requirements	1	2 3 4 5
Users actively participate in development	1	2 3 4 5
We communicate well with management	1	2 3 4 5
Our users never know what they want	1	2 3 4 5
Our requirements change constantly	1	2 3 4 5
We hear "That's not what I expected" a lot	1	2 3 4 5
Our requirements are accurate & complete	1	2 3 4 5
Our designs are accurate and complete	1	2 3 4 5

My role with requirements...

The value of more accurate and complete requirements

To my organization...

To me...

My objectives for this course are...

Objectives

Participants will be able to:

- Identify the importance of and reasons for difficulty testing business requirements
- Apply the CAT-Scan Approach™ to improve testing effectiveness
- Describe 21 methods to test that business requirements are accurate and complete
 - Testing of formats
 - Finding overlooked requirements
 - Evaluating substance/content

Caveats

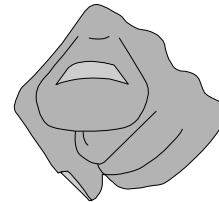
This course teaches how to test whether requirements which already have been defined are accurate and complete. Often it is easier to get buy-in to testing what already has been done than to recognize the need to learn how to do it (defining requirements) better.

This course does not teach how to define requirements, although it often is evident how the tests we use could be applied during initial requirements definition. Our two-day course, *Defining and Managing User Requirements*, specifically addresses how to discover and document business requirements.

Course Topics

- I Value of Testing Up-Front
- II Testing Requirements Formats
- III Finding Overlooked Requirements
- IV Assuring Accuracy/Completeness

***YOU** Are Responsible for Your Results!*

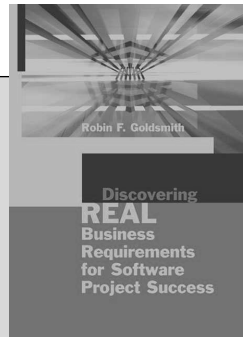


- ☞ Only **YOU** can learn/use the ideas
- ☞ **YOUR** active interest and openness are essential;
“can it work?” not just does it fit your current mold?
- ☞ I try to be open too and answer as best I can.
 - ☞ If you’re not getting what you want, or you’re having trouble with *any* aspect of the class, **YOU** must act to make me aware while there’s time to address your need.
 - ☞ That’s how you get what you need and I improve.

Holding issues for the evaluations at the end is not appropriate

Some Testing Resources

Glenford J. Myers *The Art of Software Testing* John Wiley
 William Hetzel *The Complete Guide to Software Testing* John Wiley
 William E. Perry *A Structured Approach to Systems Testing* John Wiley
 Boris Beizer *Software System Testing and Quality Assurance*
Software Testing Techniques Van Nostrand Reinhold
 Cem Kaner, Jack Falk, Hung Nguyen *Testing Computer Software*
 International Thomson Computer Press
 Daniel P. Freedman & Gerald M. Weinberg *Handbook of Walkthroughs,*
Inspections, and Technical Reviews Little, Brown and Company
 Rex Black *Managing the Testing Process* Microsoft Press

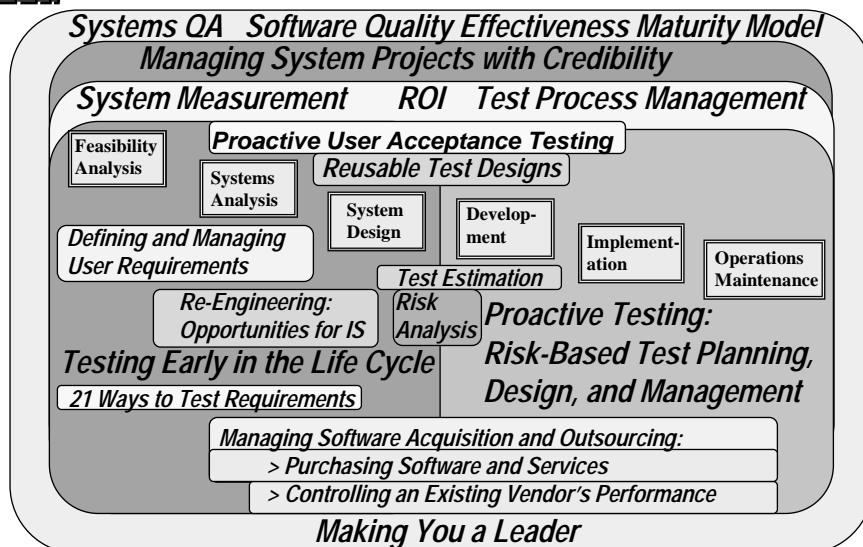


Robin F. Goldsmith *Discovering REAL Business Requirements for Software Project Success*

Artech House <http://www.artechhouse.com/Default.asp?Frame=Book.asp&Book=1-58053-770-7>

IEEE (800) 678-IEEE Computer Society (800) CS-BOOKS (714) 821-8380 www.ieee.org
 American Society for Quality, Software Division (800) 248-1946 (414) 272-8575 www.asq.org
 STAR (Software Testing Analysis & Review) Conference and *Better Software (Software Testing & Quality Engineering, STQE)* magazine (800) 423-TEST (904) 278-0707 www.stickyminds.com
 Software Test & Performance Conference and *Software Test & Performance* www.stpcon.com www.stpmag.com
 PSQT/PSTT (Practical Software Quality Techniques/Practical Software Testing Techniques) and
Journal of Software Testing Professionals International Institute for Software Testing and
 Software Dimensions (651) 306-1387 www.softdim.com

Go Pro Management, Inc. Seminars--Relation to Life Cycle





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- President of Go Pro Management, Inc. consultancy since 1982, working directly with and training professionals in business engineering, requirements analysis, software acquisition, project management, quality and testing. ProveIT.net ROI Value Modeling™ partner.
- Previously a developer, systems programmer/DBA/QA, and project leader with the City of Cleveland, leading financial institutions, and a "Big 4" consulting firm.
- Degrees: Kenyon College, A.B.; Pennsylvania State University, M.S. in Psychology; Suffolk University, J.D.; Boston University, LL.M. in Tax Law.
- Published author and frequent speaker at leading professional conferences.
- Formerly International Vice President of the Association for Systems Management and Executive Editor of the *Journal of Systems Management*.
- Founding Chairman of the New England Center for Organizational Effectiveness.
- Member of the Boston SPIN and SEPG'95 Planning and Program Committees.
- Chair of BOSCON 2000 and 2001, ASQ Boston Section's Annual Quality Conferences.
- Member ASQ Software Division Methods Committee.
- Member IEEE Std. 829 Software Test Documentation Revision Committee.
- Admitted to the Massachusetts Bar and licensed to practice law in Massachusetts.
- Author of book: *Discovering REAL Business Requirements for Software Project Success*