

Glossary

Use the terms and definitions below to understand concepts taught in the course.

Transcript Search: Note that you can search for terms directly within the course. To search video text, switch to the Transcripts tab, then press Command/Control+F on your keyboard to run a search within the active transcript.

Term	Definition
analysis	Examines data elicited to understand where the gaps and impacts are
brainstorming	Gathering a group of stakeholders to produce a whole bunch of ideas around a specific topic; inspires creative thinking, new ideas, and new approaches
context diagram	Analysis technique used to identify scenarios, users, user goals, and external systems
elicitation	Set of techniques used in discovery and progressive elaboration of understanding the needs of stakeholders and customers
mindset	State of mind that keeps attention focused on building the right product for customers, users, and business
process model	Multipurpose tool used as a dialogue starter to create a visual to explain the process or sequence of activities; involves visualization, organization, and analysis
requirement	Decision about how the business and technology will work together on a project
requirements workshop	Tool used to strategically draw out information from stakeholders and customers
stakeholder	Person with interest in the performance of a company or outcome of a project