BUSINESS ANALYSIS TECHNIQUES

The Complete List – From A to Z

BA Helpline

A

Activity Diagram: An activity diagram visually presents a series of actions or flow of control in a system similar to a flowchart or a data flow diagram. It models the actions (or behaviors) performed by the components of a business process or IT system, the order in which the actions take place, and the conditions that coordinate the actions in a specific order.

Ansoff's Matrix: The Ansoff Matrix, often called the Product/Market Expansion Grid, is a two-by-two framework used by management teams and the analyst community to help plan and evaluate growth initiatives.

Active Listening: It is a technique to paraphrase what you heard during a conversation to confirm/clarify understanding.

Assumption Reversal: It is an ideation technique, which ideas are triggered from assumptions that are reversed from those ruling the current situation.

As Is' and To-Be' Comparison: It is a technique to compare the current state (AS-IS) of the organization, process with the future state (TO-BE).

Acceptance Criteria Definition: It is a technique of providing a clear, quantifiable and measurable definition of what is required from the requirement in terms of expected results.

B

Boston Box: The Boston Matrix is a model which helps businesses analyze their portfolio of businesses and brands. The Boston Matrix is a popular tool used in marketing and business strategy.

Balanced Scorecard: The balanced scorecard is a strategic planning and performance management framework that tracks financial and non-financial measures to determine an organization's effectiveness and when corrective action is necessary.

Brainstorming: Brainstorming is a group creativity technique by which efforts are made to find a conclusion for a specific problem by gathering a list of ideas spontaneously contributed by its members.

Brainwriting: Brainwriting is a group-structured brainstorming technique aimed at aiding innovation processes by stimulating creativity.

Brown Cow Model: The Brown Cow model is a way of reducing the complexity of systems modelling by dividing the model's viewpoints.

Business Activity Modelling: It presents a view of the high-level business activities that we would expect to see in an organization that espouses the world view captured in the stakeholder perspective (CATWOE).

Business Model Canvas: It describes the rationale of how an organization creates, manages and delivers value.

Business Process Flow Modelling: Business process modeling in business process management and systems engineering is the activity of representing processes of an enterprise, so that the current business processes may be analyzed, improved, and automated.

Business Process Flow Mapping: Business process mapping refers to activities involved in defining what a business entity does, who is responsible, to what standard a business process should be completed, and how the success of a business process can be determined.

Business process design (BPD): It is the creation of new workflows from scratch in order to achieve a company's goals. The goal of BPD is to develop effective processes and workflows that are scalable and easy to replicate.

BPMN: Business Process Model and Notation is a graphical representation for specifying business processes in a business process model.

Business Use Case Model: It is a technique used to model a high-level view of an organization, division or business system to represent the services that an organization or business system needs to provide.

Background Research: It is a technique for locating and examining existing documentation to identify stakeholders.

Business Event Analysis: It is a technique for examining a business system or an area of activity in order to identify the events the organization needs to handle.

Business Rules Analysis: It is a technique for understanding the impact of the rules and whether or not they are open to discussion or challenge.

Benefits Categorization: It is an extension to the tangible and intangible, that characterizes benefits as either financial, quantifiable, measurable, observable.

Benefits Dependency Framework: A route-map towards the achievement of the business benefits.

Benefits Realization Approach: The set of processes involved in finding out whether the benefits have been achieved – or are likely to be – and taking further actions required if they have not.

Benefits Timeline Chart: A bar chart which shows the deadlines by which the various changes and benefits should be attained.

Burndown Chart: A Burndown Chart is a tool used by multiple software engineering methods to track the progress of work completed. It compares the amount of work remaining (typically measured along the vertical axis) against time (measured along the horizontal axis). The burndown chart gives a quick view of the amount of work that is completed over time.

Business Entity Model: A business entity model is a logical model that documents the entities, or things, that a business or business process uses and interacts with in order to accomplish its business activities and goals.

Business Glossary: A business glossary is a list of business terms and their definitions that organizations use to ensure the same definitions are used company-wide when analyzing data.

C

Context Diagram: A system context diagram in engineering is a diagram that defines the boundary between the system, or part of a system, and its environment, showing the entities that interact with it.

Class Diagram: A class diagram in the Unified Modeling Language is a type of static structure diagram that describes the structure of a system by showing the system's classes, their attributes, operations, and the relationships among objects.

Communication Diagram: A communication diagram is an extension of object diagram that shows the objects along with the messages that travel from one to another.

Cost Benefit Analysis: Cost Benefit Analysis is a technique used to determine if the financial benefits of a project outweigh the associated cost of undertaking the project in the first place.

Convergent Thinking: Convergent thinking is the process of focusing on a few sets of ideas and evaluating them based on selection criteria in order to narrow down the available options.

Concentration Ratio: Concentration Ratio (CR) is a measurement used to understand the level of competition that exists within a market or industry in which a company operates.

Collaborative Game: It is a game with competition between the group of businesses due to the possibility of external enforcement of the cooperative behavior. The Collaborative games are often analyzed through the framework of cooperative theory, which focus on predicting the solution, the joint actions that businesses take and the resulting collaborative solution.

Customer Journey Map: A customer journey map is a visual representation of the customer journey (also called the buyer journey or user journey). It helps you tell the story of your customers' experiences with your brand across all touchpoints.

CATWOE Analysis: CATWOE is a technique that provides a framework for defining and analyzing business stakeholder perspectives. The mnemonic stands for Customer, Actor, Transformation, Worldview, Owner, and Environment.

Cynefin: The Cynefin framework is a conceptual framework used to aid decision-making.

CRUD Matrix: A CRUD matrix is the result of CRUD analysis, which is a technique for mapping data change events across a set of requirements.

Class Modelling: Class Modeling focuses on static system structure in terms of classes (Class, Data Type, Interface and Signal items), Associations and on characteristics of Classes (Operations and Attributes).

Change Management Framework: Change management framework is a process, a structure to follow when generating Insights and a change plan in your organization.

Concerns-Based Adoption Model: The Concerns-Based Adoption Model (CBAM) is a theoretical model for facilitating change that helps leaders and researchers understand, lead, and monitor the complex process of change.

Conscious Competence Model: The Conscious Competence Learning Model or Matrix explains the stages by which we learn and ultimately acquire a new skill. In this model the learner always begins at Unconscious Incompetence, and passes through Conscious Incompetence and Conscious Competence before arriving at Unconscious Competence.

CPPOLDAT: It is an acronym for Customer, Product, Process, Organization, Location, Data, Applications, Technology. It is a technique used for analyzing the impact of business changes.

Critical Thinking: Critical thinking is the ability to think clearly and rationally, understanding the logical connection between ideas.

D

Data Flow Diagram: A data-flow diagram is a way of representing a flow of data through a process or a system. The DFD also provides information about the outputs and inputs of each entity and the

process itself. A data-flow diagram has no control flow — there are no decision rules and no loops.

Decision Table: A decision table is an unambiguous and compact technique for modeling complicated logic using several sets of conditions in a tabular format. They are a concise visual representation for specifying which actions to perform depending on given conditions.

Decision Tree: A decision tree is a decision support tool that uses a tree-like model of decisions and their possible consequences, including chance event outcomes, resource costs, and utility. It is one way to display an algorithm that only contains conditional control statements.

Divergent Thinking: It is the process of generating many ideas that branch out from an original topic or concept.

Document Analysis: It is the systematic examination of data sources, usually forms, but also screen layouts and reports if there is an existing system, to analyze the data requirements of a proposed computerized information system.

De Bono's Six Thinking Hats: "Six Thinking Hats" is a way of investigating an issue from a variety of perspectives, but in a clear, conflict-free way. It can be used by individuals or groups to move outside habitual ways of thinking, try out different approaches, and then think constructively about how to move forward.

DMAIC: DMAIC refers to a data-driven improvement cycle used for improving, optimizing and stabilizing business processes and designs. The DMAIC improvement cycle is the core tool used to drive Six Sigma projects. However, DMAIC is not exclusive to Six Sigma and can be used as the framework for other improvement applications.

Data Dictionary: A Data Dictionary is a collection of names, definitions, and attributes about data elements that are being used or captured in a database, information system, or part of a research project.

Data Modelling: Data modeling is the process of creating a simplified diagram of a software system and the data elements it contains, using text and symbols to represent the data and how it flows.

Design thinking: It is a term used to represent a set of cognitive, strategic and practical processes by which design concepts are developed.

E

Elicitation: It is a technique of gathering requirements from stakeholders. It includes preparing for elicitation by identifying a combination of techniques that will be used, conducting the elicitation using the identified techniques, documenting the elicitation results, and confirming what has been documented.

Enterprise Analysis: Enterprise analysis is the area of the business analysis that describes the Business Analysis activities that take place for the organization.

Entity Relationship Diagram: An Entity Relationship (ER) Diagram is a type of flowchart that illustrates how “entities” such as people, objects or concepts relate to each other within a system.

Ethnographic Study: Ethnography involves observing people in their own environment to understand their experiences, perspectives and everyday practices. This can give in-depth insight into a particular context, group or culture.

Empathy Map: An empathy map is a collaborative visualization used to articulate what we know about a particular type of user.

Estimation: Estimation is the process of finding an estimate or approximation, which is a value that is usable for some purpose even if input data may be incomplete, uncertain, or unstable.

F

Focus Group: A focus group is a group interview involving a small number of demographically similar people or participants who have other common traits/experiences.

Fishbone Diagram: A fishbone diagram is a visualization tool for categorizing the potential causes of a problem.

Feasibility Analysis: It is a technique of assessing the feasibility of each option, considering three dimensions: business, technical and financial.

Force-field Analysis: Force field analysis is a basic tool for root cause analysis that can help you take action once the root cause has been identified.

Functional Decomposition: Functional decomposition is a term that engineers use to describe a set of steps in which they break down the overall function of a device, system, or process into its smaller parts.

Fact Model: A Fact Model is a static model which structures business knowledge about core business concepts and business operations.

Financial Ratio Analysis: Financial ratio analysis is the technique of comparing the relationship (or ratio) between two or more items of financial data from a company's financial statements.

Five WHYs: Five whys is an iterative interrogative technique used to explore the cause-and-effect relationships underlying a particular problem. The primary goal of the technique is to determine the root cause of a defect or problem by repeating the question "Why?" five times.

G

Gap Analysis: Gap analysis is the process of comparing two things in order to determine the difference or “gap” that exists between them. Most often gap analysis is used to compare two different states of something; the current state and the future state.

Gantt Chart: A Gantt chart is a stacked bar chart that contains project tasks on a vertical axis and timelines that represent task duration on a horizontal axis.

Governance process: A process by which appropriate decision makers use relevant information to make decisions regarding a change or solution, including the means for obtaining approvals and priorities.

H

Herfindahl Hirschman Index: The Herfindahl-Hirschman Index (HHI) is a common measure of market concentration and is used to determine market competitiveness, often pre- and post-merger & acquisition (M&A) transactions.

Hothousing: It is an intense face-to- face workshops that bring together people from the IT development and delivery communities along with their customers, business partners and key users.

High level processes: A high-level summary of key processes; often used to help clarify scope.

Horizontal prototype: A prototype that is used to explore requirements and designs at one level of a proposed solution, such as the customer-facing view or the interface to another organization.

I

Interview: Eliciting information from a person or group of people in an informal or formal setting by asking relevant questions and recording the responses; most appropriate for eliciting requirements with one or two individuals at a time.

Impact Analysis: Change impact analysis or impact analysis is the analysis of changes within a deployed product or application and their potential consequences.

Investment Appraisal: It is the process of comparing the financial benefits expected to flow from a proposal or project with the predicted costs, to see if it is worth undertaking.

Interface Analysis: Interface Analysis is a business analysis elicitation technique that helps to identify interfaces between solutions/applications to determine the requirements for ensuring that the components interact with one another effectively.

Ishikawa Diagram: An Ishikawa diagram is a diagram that shows the causes of an event and is often used in manufacturing and product development to outline the different steps in a process, demonstrate where quality control issues might arise, and determine which resources are required at specific times.

INVEST: The INVEST mnemonic for Agile software development projects was created by Bill Wake as a reminder of the characteristics of a good quality Product Backlog Item or PBI for short. It is an acronym for Independent, Negotiable, Valuable, Estimatable, Small, and Testable.

J

Joint Application Development: JAD (Joint Application Development) is a methodology that involves the client or end user in the design and development of an application, through a succession of collaborative workshops called JAD sessions.

K

Key Performance Indicators (KPIs): KPIs are related to the CSFs, and define the specific areas to be monitored in order to determine whether the required level of performance has been achieved.

Kanban Board: A Kanban board is one of the tools that can be used to implement Kanban to manage work at a personal or organizational level. Kanban boards visually depict work at various stages of a process using cards to represent work items and columns to represent each stage of the process.

Kotter's Approach to Change: It is an easy step by step model which provides a clear description and guidance on the entire process of change and is relatively easy for being implemented.

Kurt Lewin's Model of Organizational Change: Lewin’s Change Management Model is a comprehensive change model aiming to

understand why change occurs and what must be done to deliver change in the most seamless way possible. Lewin developed the change model as a way to illustrate how people react when facing changes in their lives. The three stages of this process include unfreezing (the person has an existing state), moving or changing towards new ways of being, and then refreezing into a new state altogether!

L

Leavitt's Diamond: Leavitt's Diamond or the Leavitt Business Diamond is a model that can be applied to and used for change management. This model revolves around four components of organizational change and these elements are: structure, task, technology and people.

Lessons learned: A technique used to learn about and improve on a process or project. A lessons learned session involves a special meeting in which the team explores what worked, what didn't work, what could be learned from the just-completed iteration, and how to adapt processes and techniques before continuing or starting a new.

Lean Change: Lean Change Management is an ecosystem of modern change management ideas carefully crafted for exceptional change agents

Learning Cycle: The stages that people go through in learning a new skill which provides useful insights into the stages that the users of changed processes and systems go through, and into the differing ways in which they may need to be supported through changes

M

McKinsey 7-S Model: It defines the areas of an organization that need to be in alignment if it is to operate effectively. The model is used to identify areas that need to change when implementing a business strategy, and areas that will be affected by proposed business changes.

Mind Map: A visual representation of a set of ideas, words, things or tasks and the relationships between them.

MoSCoW Prioritization: The Moscow method is a prioritization technique used in management, business analysis, project management, and software development to reach a common understanding with stakeholders on the importance they place on the delivery of each requirement.

MOST Analysis: MOST is short for Mission, Objectives, Strategies, and Tactics. MOST analysis is used to improve internal processes and company culture by analyzing the organization's internal environment.

Model-Based-Management: Model-Based Management refers to the activity of managing and making informed decision regarding the future direction of a business, process, or system(s) based on information gleaned and understood from models that document the current state.

N

Nonfunctional Requirements (NFRs) Analysis: It is the analysis of system attributes such as security, reliability, performance, maintainability, scalability, and usability.

O

Observation: It is a technique of seeing people at work, for yourself, usually in their actual work environment, to discover information related to the requirements.

Organization Diagram: The organization diagram pulls together the external business environment and the internal value chain, and provides a view of the high-level processes and the forces that impinge upon the successful delivery of the value chain.

Options Identification: It involves getting as comprehensive a list as possible of the options available, without eliminating any too early (before they have been properly considered).

OSCAR: It is a strategic planning tool used to give the terms-of-reference for new projects. The acronym stands for background, objectives, scope, constraints, assumptions, risks and deliverables.

OLAP: A business intelligence approach that allows users to analyze large amounts of data from different points of view.

Organizational capability: A function inside the enterprise, made up of components such as processes, technologies, and information, used by organizations to achieve their goals.

Organization modelling: The analysis technique used to describe roles, responsibilities, and reporting structures that exist within an enterprise.

Outcome Frame: It is a planning tool to help focus on the outcome and, as a result, helps us to understand which resources we require in pursuit of the outcome.

P

Porter's Five Forces Framework: It examines the business domain or industry within which an organization operates, and identifies the business pressures that may be brought to bear upon that organization.

PESTLE Analysis: It provides a framework for investigating and analyzing the external environment for an organization, when attempting to identify the sources of change: Political, Economic, Socio-cultural, Technological, Legal, Environmental.

Protocol analysis: It is one experimental method that can be used to gather intermediate state evidence concerning the procedures used by a system to compute a function. In protocol analysis, subjects are trained to think aloud as they solve a problem, and their verbal behavior forms the basic data to be analyzed.

Post Up - The Post-up method works in several dimensions. First, it allows people to work simultaneously, thus speeding the session and getting everyone engaged at once.

Problem Solving Model: The six-step model is a tried-and-tested approach. Its steps include defining a problem, analyzing the problem, identifying possible solutions, choosing the best solution, planning your course of action, and finally implementing the solution while monitoring its effectiveness.

Persona Analysis: Persona analysis is a way to get to know the target audience and explore their needs and goals so we can make sure that the product we build will be useful, enjoyable, and indispensable for our intended users.

POPIT Model: The POPIT model ensures that all internal business aspects are considered when investigating a business area. It helps a business analyst identify where problems exist. This holistic approach

helps ensure the analyst considers all relevant areas. The POPIT model is a crucial tool in the business analyst's toolkit.

PDCA Method: A 4-step, iterative method commonly used for Business Process Improvement. PDCA stands for Plan, Do, Check, Act. It is used to create a feedback loop based on measurable results and make incremental changes and improvements over time.

Planning Poker: Planning Poker® is a consensus-based estimating technique. Agile teams around the world use Planning Poker to estimate their product backlogs.

Power/Interest Grid: A two-dimensional matrix on which stakeholders are plotted to categorizes their power/interest.

Principled negotiation: It involves drawing on objective criteria to settle differences of opinion.

Process Redesign Patterns: It is a technique of examining business processes for improvement, providing approaches that may be followed and helping to identify aspects likely to be problematic.

Prototyping: Prototyping is a process in which design teams ideate, experiment with, and bring concepts to life, ranging from paper ideas to digital designs. At its core, a prototype is an early sample of a design that allows users to visualize or interact with it before a final product is developed.

Prosci Change Triangle (PCT) Model: The PCT Model is a simple but powerful framework that shows the four critical aspects of any successful change effort: success, leadership/sponsorship, project management and change management.

Prosci ADKAR Model: Prosci's model of individual change is called the Prosci ADKAR Model. ADKAR is an acronym for Awareness, Desire,

Knowledge, Ability and Reinforcement—the elements an individual needs to move through to achieve successful change.

Prosci 3-Phase Process: Created for organizational change efforts, the Prosci 3-Phase Process is a structured, adaptable and repeatable approach for managing the people side of change. It serves as a critical link between individual change management and organizational change, and enables practitioners to scale change management activities as needed to help people impacted by change move through their ADKAR transitions.

Peer review: A formal or informal review of a work product to identify errors or opportunities for improvement.

Paraphrasing: It involves restating to the speaker, in your own words, what you believe is the essence of what has just been said.

Q

Quality Assurance: Quality Assurance is about Process. It describes the proactive method of establishing a process that is capable of producing a product or deliverable that is error or defect free.

Quality Control: Quality Control is about Products or Deliverables. It describes checking a final product or deliverable to ensure that it is defect or error free and meets specifications.

Questionnaire: A requirements questionnaire is a list of questions about the project requirements.

R

Resource Audit: It is used to analyze key areas of internal capability in order to identify the resources that will enable business change and those that will undermine or prevent such efforts.

RAID Analysis: RAID analysis is a project planning technique for identifying key project Risks (R), Assumptions (A), Issues (I), and Dependencies (D).

RACI Matrix - A RACI chart, also called a RACI matrix, is a type of responsibility assignment matrix (RAM) in project management. In practice, it's a simple spreadsheet or table that lists all stakeholders on a project and their level involvement in each task, denoted with the letters R, A, C or I.

Round-Robin: It is a useful tool for having your team generate ideas, without being influenced unduly by others in the group.

Rich Picture: A rich picture is a drawing of a situation that illustrates the main elements and relationships that need to be considered in trying to intervene in order to create some improvement. It consists of pictures, text, symbols and icons, which are all used to illustrate graphically the situation.

Root Cause Analysis: Root cause analysis (RCA) is the process of discovering the root causes of problems in order to identify appropriate solutions.

Role Activity Diagram: A RAD shows the roles that play a part in the process, and their component actions and interactions, together with external events and the logic that determines which actions are carried out when.

Risk Analysis: Risk analysis is the process of identifying and analyzing potential issues that could negatively impact key business initiatives or

projects. This process is done in order to help organizations avoid or mitigate those risks.

Retrospective: The retrospective is team-driven, and team members should decide together how the meetings will be run and how decisions will be made about improvements.

Root Definition: This consists of the six CATWOE elements, assembled into a paragraph that encapsulates the stakeholder's perspective.

Roles and Permissions Matrix: Roles and Permissions Matrices are grids that define all of the possible user roles, system operations, and the specific permissions on those operations by role. Role names are represented in the columns, and system operations are in the rows.

Review/Walkthrough: It is a method of conducting informal group/individual review.

Rollout Planning: A rollout plan is a description of how to get your change successfully applied to production and working as expected. The process of creating a rollout plan is often more valuable than the plan itself because you will invest time in thinking about what needs to be done to achieve success.

Requirements modeling: It is the process used in software development projects where requirements and solutions constantly evolve through collaborative efforts and teamwork.

Requirement Analysis: Requirements analysis or requirements engineering is a process used to determine the needs and expectations of a new product.

S

SWOT Analysis: SWOT analysis is a strategic planning and strategic management technique used to help a person or organization identify Strengths, Weaknesses, Opportunities, and Threats related to business competition or project planning.

Survey: The Survey Method is an electronic or paper-based method of soliciting needs or requirements from stakeholders. The survey method is a list of questions, directed at identifying stakeholder needs or requirements.

SMART Criteria: The SMART in SMART goals stands for Specific, Measurable, Achievable, Relevant, and Time-Bound. Defining these parameters as they pertain to your goal helps ensure that your objectives are attainable within a certain time frame.

Scope Modelling: Scope models are commonly used to describe the boundaries of control, change, a solution, or a need. They may also be used to delimit any simple boundary (as distinct from horizons, emergent properties, and recursive systems).

Stakeholder Analysis: Stakeholder analysis is the process of assessing a system and potential changes to it as they relate to relevant and interested parties. This information is used to assess how the interests of those stakeholders should be addressed in a project plan, policy, program, or other action.

Stakeholder mapping: It is a process by which project managers/business analyst can identify and analyze project stakeholders to manage their expectations.

Stakeholder Wheel: It defines the groups within which we need to look for stakeholders, and includes both internal and external ones.

SIPOC: A SIPOC (suppliers, inputs, process, outputs, customers) diagram is a visual tool for documenting a business process from beginning to

end prior to implementation. SIPOC (pronounced sigh-pock) diagrams are also referred to as high level process maps because they do not contain much detail.

Spaghetti Map: A spaghetti diagram is defined as a visual representation using a continuous flow line tracing the path of an item or activity through a process.

Story mapping: It is a method for arranging user stories to create a more holistic view of how they fit into the overall user experience.

Scenario analysis: It is a method for predicting the possible occurrence of an object or the consequences of a situation, assuming that a phenomenon or a trend will be continued in the future.

Sequence Diagram: A sequence diagram or system sequence diagram shows process interactions arranged in time sequence in the field of software engineering. It depicts the processes involved and the sequence of messages exchanged between the processes needed to carry out the functionality.

State chart: It is a diagram is used to describe the states of different objects in its life cycle.

SARAH Model: It reflects the stages/reactions people go through, from their initial dismay on learning about the change to re-establishment of optimism once they begin to see the possibilities the change brings.

Seven So What Technique: A great tool for thinking through the consequences of an action is the Seven So Whats. The Seven So Whats force you to go from an early answer to think through all the possible implications and future consequences of your action.

T

TOWS Analysis: It is an extension of the SWOT Analysis, by going further in looking to match up the Strengths with Opportunities and the Threats with Weaknesses.

Time-Boxing: In Agile principles, timeboxing allocates a fixed and maximum unit of time to an activity, called a timebox, within which planned activity takes place. It is used by Agile principles-based project management approaches and for personal time management.

Triple Constraint: It is the time, scope and cost for a project: three interdependent levels that you can adjust when managing projects.

Thomas-Kilmann Conflict Mode Instrument: The Thomas–Kilmann Conflict Mode Instrument is a conflict style inventory, which is a tool developed to measure an individual's response to conflict situations.

Task analysis: It is a systematic method of studying the tasks users perform in order to reach their goals. The method begins with research to collect tasks and goals, followed by a systematic review of the tasks observed.

Traceability Matrix: A Traceability Matrix is a document that co-relates any two-baseline documents that require a many-to-many relationship to check the completeness of the relationship. It is used to track the requirements and to check the current project requirements are met.

Training Needs Analysis (TNA): It is the process in which the company identifies training and development needs of its employees so that they can do their job effectively. It involves a complete analysis of training needs required at various levels of the organization.

U

Use Case Diagram: A use case diagram is a graphical depiction of a user's possible interactions with a system. A use case diagram shows various use cases and different types of users the system has and will often be accompanied by other types of diagrams as well.

Use Case: A use case is a methodology used in system analysis to identify, clarify and organize system requirements. The use case is made up of a set of possible sequences of interactions between systems and users in a particular environment and related to a particular goal.

Use Case Specification: The use case specification provides the details of the functionality that the system will support and describes how the actors will use the system in order to obtain a specific result of value.

User analysis: It is the process by which engineers, developers, and designers track how users engage and interact with their software, product, or application in an attempt to improve their product, bring more users in, improve user engagement with their product, and the general success of their application.

User Story: A user story is an informal, general explanation of a software feature written from the perspective of the end user or customer. The purpose of a user story is to articulate how a piece of work will deliver a particular value back to the customer.

User Interface Design Patterns: User Interface Design Patterns (also commonly referred to as Interaction Design Patterns) document and convey robust UI design solutions, that have proven to be successful over time, to common usability requirements. Properly applying UI Design Patterns ensures the UI designer that the application or website will be intuitive and its features and functionality robust.

V

VMOST Analysis: It analyses what an organization has set out to achieve (the vision, mission and objectives) and how it aims to achieve this (the strategy and tactics).

Value Stream Mapping: Value-stream mapping, also known as "material- and information-flow mapping", is a lean-management method for analyzing the current state and designing a future state for the series of events that take a product or service from the beginning of the specific process until it reaches the customer.

Value Chain Analysis: It shows the different organizational activities that are grouped together to deliver value to customers.

Value Proposition: are the customer perspectives with regard to an organization. They summarize why customers choose to work with certain organizations, and what the customers want from each of them.

Vendor assessment: It is one part of an organization's larger program of maintaining the safety of its internal and customer data and information. Organizations will seek a security review of active and potential vendors, and vendors must demonstrate that they have practices in place to securely manage data.

Version control: It is also known as source control, is the practice of tracking and managing changes to software code. Version control systems are software tools that help software teams manage changes to source code over time.

W

Workshop: A requirements workshop can be defined as a structured and facilitated event for getting carefully selected stakeholders together to discover, refine, prioritize, validate and discuss requirements.

Worldview analysis: It is a participatory tool for understanding a community's perception of what it does to survive and continue with life processes.

Wireframing: A wireframe is a two-dimensional illustration of a page's interface that specifically focuses on space allocation and prioritization of content, functionalities available, and intended behaviors.

Work Break Down Structure: A deliverable-oriented hierarchical decomposition of the work to be executed to accomplish objectives and create the required deliverables. It organizes and defines the total scope of the project.

X

NA

Y

NA

Z

NA