**The customer-development partnership:**

1. Expect BAs to speak your language
2. Expect BAs to learn about your business and your objectives
3. Receive explanations of requirements practices and deliverables
4. Change your requirements
5. Expect an environment of mutual respect
6. Hear ideas and alternatives for your requirements and for their solution
7. Describe characteristics that will make the product easy to use
8. Hear about ways to adjust requirements to accelerate development through reuse (early exp.)
9. Receive a system that meets your functional needs and quality expectations

**The Requirements Baseline:**

A requirements baseline is a set of requirements that has been reviewed and agreed upon and serves as the basis for further development.

A meaningful baselining process gives all the major stakeholders confidence in the following ways:

* + Customer management or marketing is confident that the project scope won’t explode out of control, because customers manage the scope change decisions.
  + User representatives have confidence that the development team will work with them to deliver the right solution, even if they didn’t think of every requirement before construction began.
  + Development management has confidence because the development team has a business partner who will keep the project focused on achieving its objectives and will work with development to balance schedule,   
    cost, functionality, and quality.
  + Business analysts and project managers are confident that they can manage changes to the project in a way that will keep chaos to a minimum.
  + Quality assurance and test teams can confidently develop their test scripts and be fully prepared for their project activities.

If we want to complete our project in successful way then we need to maintain these requirement baseline carefully.

**Essential analyst skills:**

A business analyst bridges communications between customer and development stakeholders. So, we need business analyst with these important skills

* Listening skills
* Interviewing and questioning skills
* Thinking on your feet
* Analytical skills
* Systems thinking skills
* Learning skills
* Facilitation / Simplification skills
* Leadership skills
* Observational skills
* Communication skills
* Organizational skills
* Modelling skills
* Interpersonal skills
* Creativity