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## 7 Requirements and Training

### 7.1 Team Requirements

The UN/CEFACT Modelling methodology requires a team of individuals with different skills to contribute to the various workflows. The composition of the team will change as the work progresses but have some individuals participating in several workflows to provide continuity. The following subsections begin with a list of the types of experts needed for each workflow. The roles and responsibilities of the expert types are then explained.

#### 7.1.1 Business Modelling Workflow

Team requirements for the Business Modelling workflow are:

- Team leader (a convenor that has the skill to chair, motivate and guide the team)
- Business domain experts (3-7)
- Business process analyst acting as a Facilitator
- Technical modellers (1-2)
- Recorders (1-2)

**Business Domain Expert:** The role of the Business Domain Expert is to contribute knowledge of the business processes, rules and information involved in the operation of the business(s) in that domain. Business domain experts will also identify the opportunities and requirements for UN/CEFACT standardisation activities in the domain. Experts may be appropriate members of the BPAWG and EWG or other domain experts who are knowledgeable about the business domain that is being modelled.

**Team Leader:** It is recommended that one of the business domain experts be identified as the team leader. The role of the Team Leader is to convene and chair the meetings between Domain and Technical experts, act as champion for the work, maintain team cohesion, and ensure information exchange from business experts to technical experts is being accomplished.

**Business Process Analyst:** The role of the Business Process Analyst is to guide the knowledge acquisition session in accordance with the UN/CEFACT Modelling Methodology and to keep the group within the context they established.

**Recorder:** The role of the Recorder is to document the meetings and record and collect the information generated in textual form. The user requirements will be structured and recorded in the requirements list.

**Technical Modeller:** The role of the Technical Modeller is to express the information provided by the business experts (and recorded in the requirements list) in the form

of UML models using the selected modelling tool to diagram and store the information.

The Facilitator, Recorder(s) and Technical Modeller(s) work as a team to capture the information in such a manner that it is complete, concise, and unambiguous.

### 7.1.2 Requirements Workflow

Team requirements for the Requirements workflow are:

- Team Leader (preferably a convenor that has continuity with the Business Modelling workflow)
- 3-7 business experts,
- Business Process Analyst acting as Facilitator
- 1-2 Recorders
- 1-2 Technical Modellers

The team is similar in nature to that for Business Modelling, except that the business experts should have in-depth knowledge about the business requirements of the business area selected for the e-business standardisation. If possible the facilitator should be the same as for the Business Modelling workflow.

### 7.1.3 Analysis Workflow

Team requirements for the Analysis workflow are:

- Business Process Analyst
- Technical Modeller(s) familiar with UML, the repository validation process and the repository registration process
- Recorders

The **Team Leader** should be the **Business Process Analyst** who has participated in the Requirements workflow. His role is to convene the technical team and ensure that all the requirements identified by the Business Domain Experts in the previous workflows are correctly reflected in the models.

The role of the **Technical Modeller** is to develop the UML object models for the various deliverables specified in UN Modelling Methodology for the Analysis Workflow. He will apply business information flow patterns to standardize the representation, validate the modelling deliverables against the contents of the Lexicon, and process registration of new modelling deliverables.

### 7.1.4 Design Workflow

- Technical Modellers

The role of the **Technical Modeller** in this workflow is to detail the information model and create common business objects that apply across all class models. He will detail service protocol syntax and semantics. As far as possible he will harmonise the information model with other models developed in the same industry or in similar process areas in different industries.

### 7.1.5 Protocol Specific Standards Workflow

- XML software developers
- UN/EDIFACT experts who are knowledgeable in the business area
- OO systems developers

The roles of the participants in this workflow are to convert the design models into syntax specific EDI message designs or designs for technology specific e-commerce systems.

## **7.2 Process Review**

The Business Process Analyst will ensure that the deliverables from each iteration of each workflow will be reviewed with representative Business Domain Experts and Technical Modellers to ensure that the deliverables correctly represent the requirements. Any omissions, corrections and enhancements will be fed back in further iterations of the relevant workflows and reflected in revised models and documents.

## **7.3 Technical Resources for Modellers and Facilitators**

The Technical modeller requires modelling tools to formally document the Business processes and user requirements. Two key resources that are developed by the teams themselves, from beginning to end of the business modelling process are the Glossary and Requirements List. The Glossary and Requirements List serve as resources and key deliverables of each workflow. The Requirements List is developed primarily during the Business Domain Modelling and Requirements workflows, and is used in succeeding workflows. However, since all workflows in the business modelling process shall be traceable to the requirements, it can be expected that the Requirements List will be updated based on the iterative review of the requirements.

## **7.4 Training/TeamBuilding Requirements**

Business experts are assumed to be highly trained in their respective areas, but are not assumed to be familiar with any system modelling tools or techniques such as UML. For example, the application of UML use case descriptions and diagrams as a formal method of describing information exchanges in the Business Domain Modelling workflow is, in most cases, a totally new analytical approach for most business experts. The utility for such an approach and the steps needed to create use cases and communicate requirements by means of use cases shall be thoroughly explained and agreed to. A major part of training, for a business process modelling team, is to familiarise the team with the general business process modelling terms in the Glossary.

A fundamental training objective is to establish a common understanding of the business process to be modelled. As an example, one training method found to be successful for the Business Scope is storyboarding, i.e., each business expert describes the business process by way of an illustrative scenario.