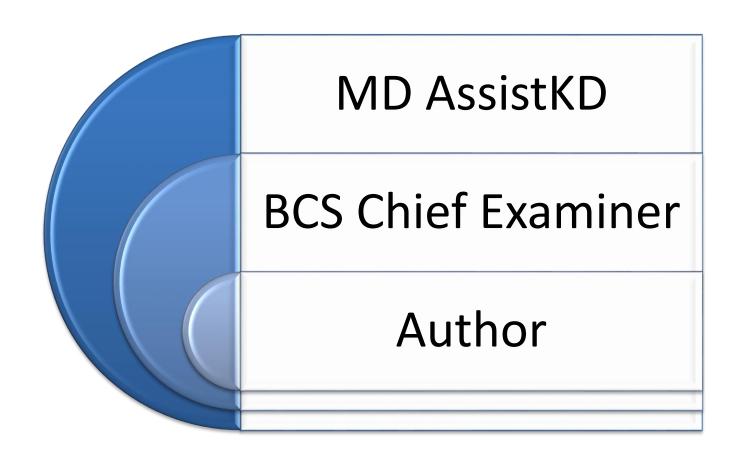
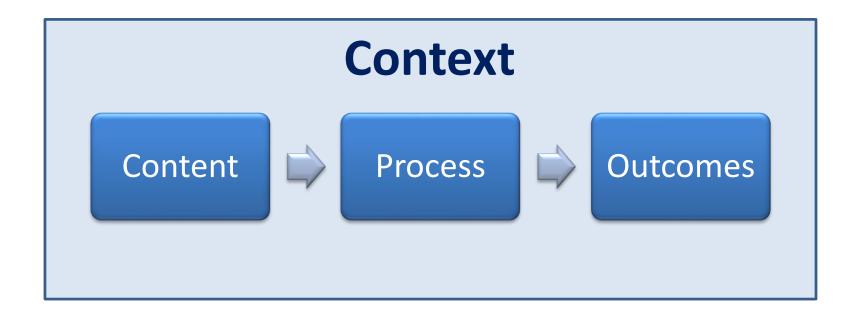
Introduction – Debbie Paul





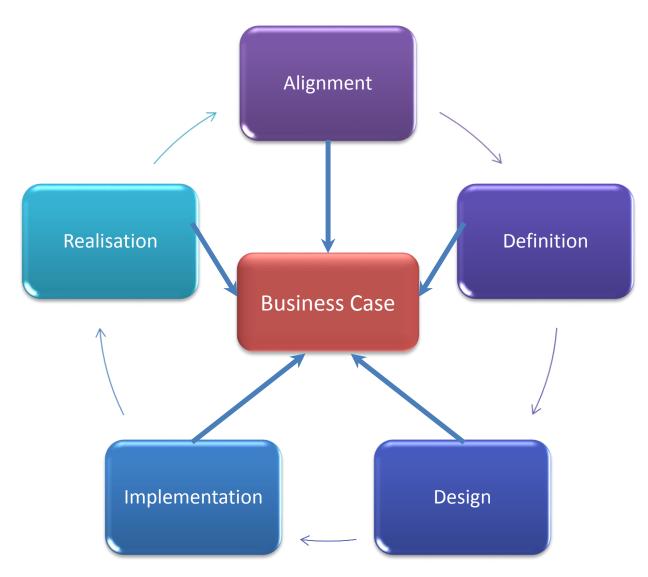
Overview model





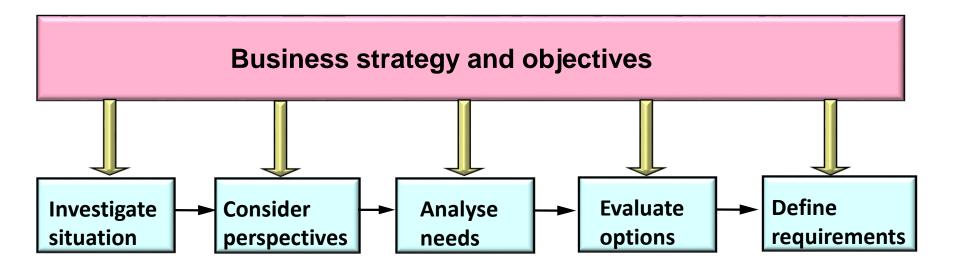
The Business Change Lifecycle





Business analysis process model



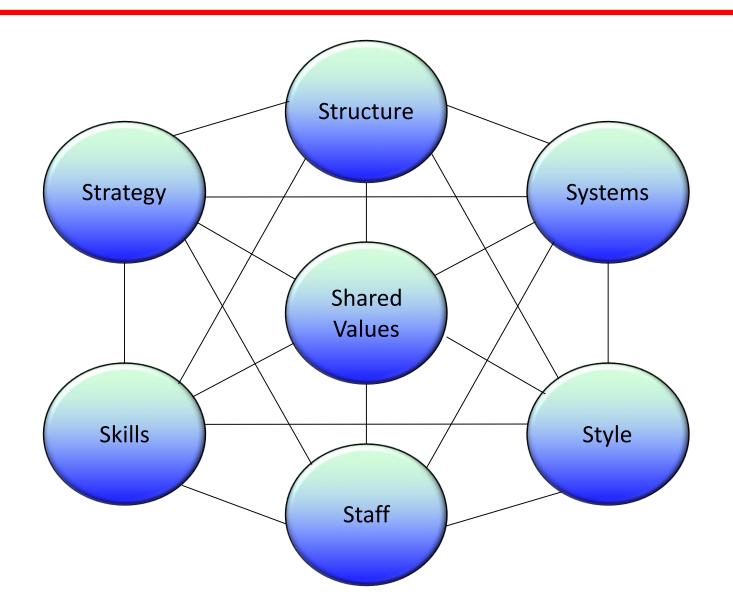


What price accessibility?



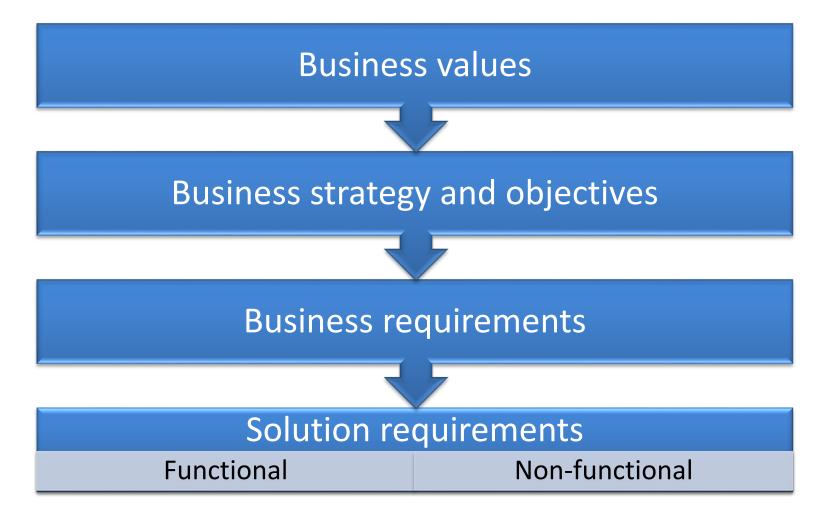
McKinsey 7-S





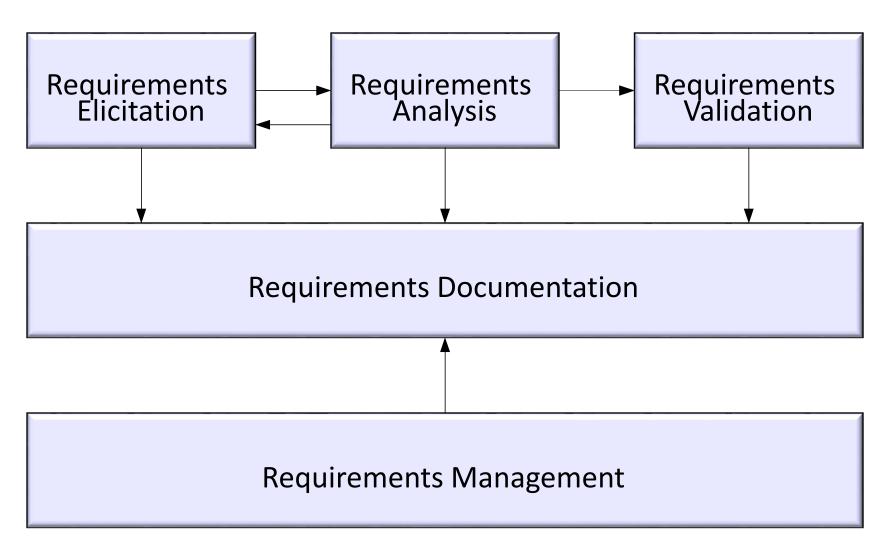
Requirements hierarchy



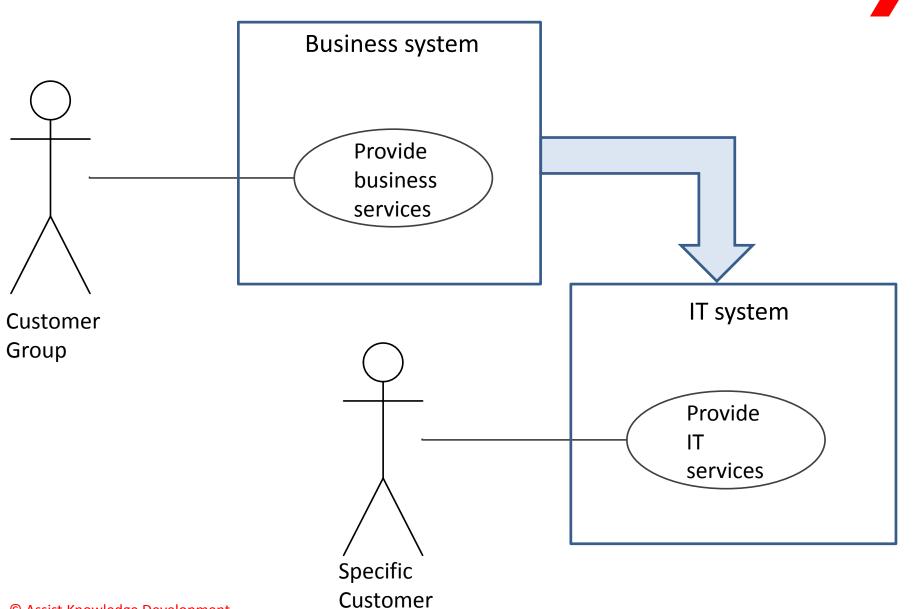


Requirements engineering process





Delivering the right outcome



The BA toolkit



Ethnography Use Cases

State Machines

User Stories
Scenarios

The Business

CATWOE

Task Analysis

Analysis Toolkit

Process Models

Rich pictures
PESTLE
Voice of the customer
Focus Groups

Vose Cases

MosCoW

Fishbone Diagrams

Fishbone Diagrams

Fortotyping

Prototyping

Prototyping

Sampling

Voice of the customer
Personas

Focus Groups

Debbie Paul

Fulfilling accessibility requirements



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