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*Quality results through
focused teamwork*

WISDM Corporation

The Facilitated Approach

The WISDM Requirements Process has guided hundreds of project teams throughout the world to model the future state of business units, products, business processes, and application systems. In every case, these models were based on the experience of subject matter experts. WISDM facilitators helped each subject matter team pool their knowledge and develop models more quickly than ever before.

There are three general approaches to modeling the future (developing requirements):

- An individual creates and records the model using his/her knowledge
- An individual records the model after interviewing subject matter experts
- A team of subject matter experts assemble to interact, gain consensus on the future state, and record their work

WISDM believes that the third approach is most effective, especially in situations where there is no single expert, where many people must agree on the future, and where time is of the essence. The WISDM Requirements facilitated workshop is based on this third approach.

Facilitated team workshops are effective when:

- People have different perceptions about present and the future
- The situation calls for a quick consensus
- An organization does not have a methodology or template for documenting the future

Walter Lippman once said, "Each of us believes that the world we live in is the world that actually exists." Every stakeholder has his or her own perception of a product, process or system "as it should be" based upon knowledge and experience. Requirements should fulfill those perceptions. WISDM's highly trained and experienced facilitators provide the means for team members to hear each others' points-of-view, to understand each others' needs, and to reach consensus.

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A WISDM Requirements workshop is organized into five steps:

- Planning
- Training
- Creating and documenting the model (requirements)
- Peer review
- Final review and approval.

During planning, a small team confirms the modeling objectives, defines the scope of the model, selects the workshop team, and handles workshop logistics. The training step provides team members with an overall understanding of the modeling process and how they will work together. During the third step, creating and documenting the model, the work intensifies. Led by facilitators, the team brainstorms, analyzes, and records their representation of how a business unit, product, process, or system should be at some point in the future. Once the team has documented this model, they share it with peers to ensure that they have properly represented their area's ideas, needs, and interests. Following a successful final review, the model is placed under configuration management, thus allowing the project to move to the next development step.

The WISDM Requirements workshop is successful because it is conducted within the framework of:

- Executive sponsorship that values a model of the future
- Clear objectives and scope
- A well-defined agenda of activities
- An understanding of the workshop result – the deliverable
- A knowledgeable team of stakeholders
- Efficient and effective workshop methods and supporting tools

WISDM Requirements workshops are well organized. Our clients tell us that our workshops are the most efficient and productive meetings they've ever been a part of. WISDM's goal is to use its clients' resources as effectively and quickly as possible – we know time is precious, and that it must produce value.