Inglês Técnico

Análise de Sistemas

Sumário

Introdução

Neste material, iremos explorar os termos e expressões necessárias para uma comunicação eficaz no setor de tecnologia da informação.

Você desenvolverá habilidades para articular conceitos técnicos de forma clara e precisa, enquanto adquire a capacidade de compreender e responder aos desafios e demandas do mundo da análise de sistemas.

Estamos empolgados para iniciar esta jornada de aprendizado com você, contribuindo para o seu sucesso profissional!

Vamos começar!

Orientação

Siga estas orientações para otimizar o uso deste material e potencializar o seu aprendizado

1 Imprima este PDF;

2 Destaque com caneta marca-texto as palavras desconhecidas;

3 Leia a coluna *meaning* para descobrir o significado, sem usar tradutores;

4 Construa frases com aplicação das novas palavras que você está aprendendo.

Se precisar de inspiração, use o **dictionary.cambridge.org**

Faça isso por meio da escrita e não da digitação, pois isso potencializa o armazenamento do novo conhecimento na memória de longo prazo.

Expressões

Exemplos	
Backlog Atraso, acúmulo	**He has given high priority to eliminate the backlog of the older incidents.** Ele deu alta prioridade para eliminar o atraso dos incidentes mais antigos.
Configuration management Gerenciamento de configuração	**What is the need for a software configuration management?** Qual é a necessidade de um gerenciamento de configuração de software?
Constraint Limitação/restrição	**He presented several potential constraints for the university system.** Ele apresentou várias limitações potenciais para o sistema universitário.
Deliverable Entrega	**The deliverables of the action plan have been analyzed.** Os resultados do plano de ação foram analisados.
Development environment Ambiente de desenvolvimento	**We think there is a need to design and implement a development environment that will feel familiar to the team.** Achamos que é necessário projetar e implementar um ambiente de desenvolvimento que parecerá familiar para a equipe.
Evaluation Avaliação	**System evaluation is the process of assessing the performance of a complete system to discover how it is likely to perform in live market conditions.** Avaliação do sistema é o processo de avaliar o desempenho completo de um sistema para descobrir como é provável que ele atue em condições de mercado.
Feasibility Viabilidade	**A feasibility study helps management decide if system development is viable.** O estudo de viabilidade ajuda a gerência a decidir se o desenvolvimento do sistema é viável.
Feature Característica	**It includes the analysis of data which determine the requirement specification and description of features for a new system.** Inclui a análise de dados que determinam a especificação de requisitos e a descrição das características para um novo sistema.
Functional requirement Requisito funcional	**Functional requirements are requirements which describes what something should be able to do.** Requisitos funcionais são requisitos que descrevem o que algo deve ser capaz de fazer.
Input Insumo	**We present two case studies that provide inputs to component analysis applications.** Apresentamos dois estudos de caso que fornecem insumos para aplicativos de análise de componentes.

Expressões

Exemplos	
Iteration Iteração	**The network was trained by processing 12 iterations of the complete training set.** A rede foi treinada processando 12 iterações do conjunto de treinamento completo.
Life cycle Ciclo de vida	**Many of these technological products have only a very short life cycle.** Muitos desses produtos tecnológicos têm um ciclo de vida muito curto.
Non-functional requirement Requisito não funcional	**In software engineering, should non-functional requirements be included in a product backlog?** Na engenharia de software, os requisitos não funcionais devem ser incluídos no backlog de um produto?
Production environment Ambiente de produção	**What is the biggest mistake that happened in your production environment?** Qual foi o maior erro que aconteceu no seu ambiente de produção?
Project management Gerenciamento de projetos	**We are looking for a candidate with strong project management skills.** Estamos à procura de um candidato com fortes habilidades de gerenciamento de projetos.
Proof of concept (POC) Prova de conceito	**A Proof of Concept (POC) is a small exercise to test the design idea or assumption.** Uma Prova de Conceito é um pequeno exercício para testar a ideia ou suposição de design.
Repository Repositório	**Which programming language has the best repository of machine learning libraries?** Qual linguagem de programação tem o melhor repositório de bibliotecas de aprendizado de máquina?
Scope Escopo	**The scope of the work is described on the second page.** O escopo do trabalho está descrito na segunda página.
Staging environment Ambiente de homologação	**I'm wondering if anyone has any experience setting up a staging environment.** Estou pensando se alguém tem alguma experiência em configurar um ambiente de homologação.
Stakeholders Partes interessadas	**In business, a stakeholder is usually an investor in your company whose actions determine the outcome of your business decisions.** Nos negócios, uma parte interessada é geralmente um investidor em sua empresa cujas ações determinam o resultado de suas decisões de negócios.

Expressões

Exemplos	
Statement Declaração	**A problem statement is a clear concise description of the issue(s) that need(s) to be addressed by a problem-solving team.** Uma declaração de problema é uma descrição clara e concisa dos problemas que precisam ser resolvidos por uma equipe de solução de problemas.
Statement of work (SOW) Declaração de trabalho	**A Statement of Work (SOW) is a document within a contract that describes the work requirements for a specific project.** Uma declaração de trabalho é um documento dentro de um contrato que descreve os requisitos de trabalho para um projeto específico.
Survey Pesquisa	**Questionnaires can be used to survey a large sample of system users.** Questionários podem ser usados para pesquisar uma grande amostra de usuários do sistema.
User acceptance test (UAT) Teste de aceite	**The consultancy firm will design user acceptance tests and control the UAT process.** A empresa de consultoria projetará testes de aceitação do usuário e controlará o processo UAT.

Glossário

A

Acceptance criteria	Criteria associated with requirements, products, or the delivery cycle that must be met in order to achieve stakeholder acceptance.
Actor (business analysis)	A human, device, or system that plays some specified role in interacting with a solution.
Adaptive approach	An approach where the solution evolves through incremental delivery based on a cycle of learning and discovery, with feedback loops that encourage late decision-making.
Agile Extension to the BABOK® Guide	A standard on the practice of business analysis in an agile context. The Agile Extension to the BABOK® Guide version 1 was published in 2013 by IIBA®, in partnership with the Agile Alliance.
Applet	A program that runs in the context of a browser. They are deprecated in modern web development.
Application	A program designed to perform a specific task or set of tasks, running on various platforms including web, desktop, or mobile.
Architecture	The design, structure, and behaviour of the current and future states of a system, including the interaction between its components and external environments.
Artifact (business analysis)	Any solution-relevant object that is created as part of business analysis efforts.
Assumption	An influencing factor that is believed to be true but has not been confirmed to be accurate, or that could be true now but may not be in the future.

B

Behavioural business rule	A business rule that places an obligation (or prohibition) on conduct, action, practice, or procedure; a business rule whose purpose is to shape (govern) day-to-day business activity. Also known as operative rule.
Benchmarking	A comparison of a decision, process, service, or system's cost, time, quality, or other metrics to those of leading peers to identify opportunities for improvement.

Glossário

Body of knowledge	The aggregated knowledge and generally accepted practices on a topic.
Brainstorming	A team activity that seeks to produce a broad or diverse set of options through the rapid and uncritical generation of ideas.
Business (business world)	An economic system where commercial, industrial, or professional activities are conducted, often for profit.
Business analysis	The practice of enabling change in the context of an enterprise by defining needs and recommending solutions that deliver value to stakeholders.
Business analysis approach	The set of processes, rules, guidelines, heuristics, and activities that are used to perform business analysis in a specific context.
Business analysis communication plan	A description of the types of communication the business analyst will perform during business analysis, the recipients of those communications, and the form and frequency of those communications.
Business analysis effort	The scope of activities a business analyst is engaged in during the life cycle of an initiative.
Business analysis information	Any kind of information at any level of detail that is used as an input to business analysis work, or as an output of business analysis work.
Business analysis package	A document, presentation, or other collection of text, matrices, diagrams and models, representing business analysis information.
Business analysis plan	You might hear colleagues referring to industry "best practice", which describes a generally acknowledged 'best way of doing things' in order to achieve optimum results.
Business analyst	Any person who performs business analysis, no matter their job title or organizational role.
Business architecture	The design, structure, and behaviour of the current and future states of an enterprise to provide a common understanding of the organization. It is used to align the enterprise's strategic objectives and tactical demands.

Glossário

Business case	A justification for a course of action based on the benefits to be realized by using the proposed solution, as compared to the cost, effort, and other considerations to acquire and live with that solution.
Business decision	A decision that can be made based on strategy, executive judgment, consensus, and business rules, and that is generally made in response to events or at defined points in a business process.
Business goal	A state or condition that an organization is seeking to establish and maintain, usually expressed qualitatively rather than quantitatively.
Business need	A problem or opportunity of strategic or tactical importance to be addressed.
Business objective	An objective, measurable, and quantifiable result indicating that a business goal has been achieved.
Business policy	A directive that controls and influences actions within an enterprise, guiding decision-making but not specifying detailed actions.
Business problem	An issue of strategic or tactical importance preventing an enterprise or organization from achieving its goals.
Business process	An end-to-end set of activities which collectively responds to an event, and transforms information, materials, and other resources into outputs that deliver value directly to the customers of the process. It may be internal to an organization, or it may span several organizations.
Business process management (BPM)	A management discipline that determines how manual and automated processes are created, modified, cancelled, and governed.
Business process re-engineering	Rethinking and redesigning business processes to generate improvements in performance measures.
Business requirement	A representation of goals, objectives and outcomes that describe why a change has been initiated and how success will be assessed.

Glossário

Business rule	A specific, practicable, testable directive that is under the control of the business and that serves as a criterion for guiding behaviour, shaping judgments, or making decisions.

C

Capability	The set of activities the enterprise performs, the knowledge it has, the products and services it provides, the functions it supports, and the methods it uses to make decisions.
Change	The act of transformation in response to a need.
Change agent	One who is a catalyst for change.
Change control	Controlling changes to requirements and designs so that the impact of requested changes is understood and agreed-to before the changes are made.
Change management	Planned activities, tools, and techniques to address the human side of change during a change initiative, primarily addressing the needs of the people who will be most affected by the change.
Change strategy	A plan to move from the current state to the future state to achieve the desired business objectives.
Change team	A group of individuals tasked with leading and managing the execution of a change initiative to ensure successful outcomes.
Checklist (business analysis)	A standard set of quality elements that reviewers use for requirements verification.
Collaboration	The act of two or more people working together towards a common goal.
Command language (CLI)	A set of procedural operators with a related syntax, used to indicate the function to be performed by an operating system.
Commercial off-the-shelf (COTS)	A prepackaged solution available in the marketplace which address all or most of the common needs of a large group of buyers of those solutions. A commercial off-the-shelf solution may require some configuration to meet the specific needs of the enterprise.

Glossário

Competitive analysis	A structured assessment which captures the key characteristics of an industry to predict the long-term profitability prospects and to determine the practices of the most significant competitors.
Component	A uniquely identifiable element of a larger whole that fulfills a clear function and interacts with other components.
Computer program	A sequence of instructions designed to perform a specific task or function, suitable for processing by a computer.
Concept model	An analysis model that defines and structures the meaning of core concepts for a problem domain, including relationships between those concepts.
Constraint (business analysis)	An influencing factor that cannot be changed, and that places a limit or restriction on a possible solution or solution option.
Context	The circumstances that influence, are influenced by, and provide understanding of the change.
Core concept (business analysis)	One of six ideas that are fundamental to the practice of business analysis: Change, Need, Solution, Context, Stakeholder, and Value.
Cost-benefit analysis	An analysis which compares and quantifies the financial and non-financial costs of making a change or implementing a solution compared to the benefits gained.
Create, read, update, and delete matrix (CRUD matrix)	A two-dimensional matrix showing which user roles have permission to access specific information entities, and to create new records in those entities, view the data in existing records, update or modify the data in existing records, or delete existing records. The same type of matrix can be used to show which processes, instead of users, have the create, read, update and delete rights.
Customer	A stakeholder, internal or external, who uses or may use products or services produced by the enterprise.

D

Data Flow Diagram	A diagram representing the flow of data through system processes, showing how data moves within a system.

Glossário

Decision analysis	An approach to decision making that examines and models the possible consequences of different decisions, and assists in making an optimal decision under conditions of uncertainty.
Decomposition	A technique that subdivides a complex problem into its component parts to facilitate analysis and understanding of those components.
Defect	A deficiency in a product or service that reduces its quality or varies from a desired attribute, state, or functionality.
Definitional business rule	A rule that indicates something is necessarily true (or untrue); a rule that is intended as a definitional criterion for concepts, knowledge, or information. Also known as a structural rule.
Deliverable	Any unique and verifiable work product or service that a party has agreed to deliver.
Design	A usable representation of a solution.
Document analysis (business analysis)	An examination of the documentation of an existing system in order to elicit requirements.
Domain	The sphere of knowledge that defines a set of common requirements, terminology, and functionality for any program or initiative solving a problem.
Domain subject matter expert	A stakeholder with in-depth knowledge of a topic relevant to the business need or solution scope.
Dynamic systems development method (DSDM)	An agile project delivery framework that focuses on fixing cost, quality, and time at the beginning while contingency is managed by varying the features to be delivered.

E

Elicitation	Iterative derivation and extraction of information from stakeholders or other sources.
End user	A stakeholder who directly interacts with the solution.
Enterprise	A system of one or more organizations and the solutions they use to pursue a shared set of common goals.

Glossário

Enterprise architecture	A description of the business processes, information technology, people, operations, information, and projects of an enterprise and the relationships between them.
Enterprise readiness assessment	An assessment that describes the enterprise is prepared to accept the change associated with a solution and is able to use it effectively.
Entity-relationship diagram	A graphical representation of the entities relevant to a chosen problem domain and the relationships between them.
Estimate	A quantitative assessment of a planned outcome, resource requirements, and schedule where uncertainties and unknowns are systematically factored into the assessment.
Evaluation	The systematic and objective assessment of a solution to determine its status and efficacy in meeting objectives over time, and to identify ways to improve the solution to better meet objectives.
Event (business analysis)	An occurrence or incident to which an organizational unit, system, or process must respond.
Evolutionary prototype	A prototype that is continuously modified and updated in response to feedback from stakeholders.
Evolutionary prototype	A prototype that is continuously modified and updated in response to feedback from stakeholders.
Experiment	Elicitation performed in a controlled manner to make a discovery, test a hypothesis, or demonstrate a known fact.
External interface	An interaction that is outside the proposed solution. It can be another hardware system, software system, or a human interaction with which the proposed solution will interact.

F

Facilitation	The art of leading and encouraging people through systematic efforts toward agreed-upon objectives in a manner that enhances involvement, collaboration, productivity, and synergy.

Glossário

Fact Finding	Process to determine the requirements of a system's end users. The classical ways include interviews, questionnaires, existing documents, literature search and observations of the existing system.
Feasibility report	Evaluation analysis of a proposed system based on system analysis. Usually contains a cost benefits analysis, identified behavior and estimated time frame with identified difficulties.
Feasibility study	An evaluation of proposed alternatives to determine if they are technically, organizationally, and economically possible within the constraints of the enterprise, and whether they will deliver the desired benefits to the enterprise.
Feature	A distinguishing characteristic of a solution that implements a cohesive set of requirements and which delivers value for a set of stakeholders.
Fishbone diagram	A diagramming technique used in root cause analysis to identify underlying causes of an observed problem, and the relationships that exist between those causes. Also known as an Ishikawa or cause-and- effect diagram.
Focus group	A group formed to to elicit ideas and attitudes about a specific product, service, or opportunity in an interactive group environment. The participants share their impressions, preferences, and needs, guided by a moderator.
Force field analysis	A graphical method for depicting the forces that support and oppose a change. Involves identifying the forces, depicting them on opposite sides of a line (supporting and opposing forces) and then estimating the strength of each set of forces.
Functional requirement	A capability that a solution must have in terms of the behaviour and information the solution will manage.

G

Gap analysis	A comparison of the current state and desired future state of an enterprise in order to identify differences that need to be addressed.

Glossário

Governance process (change)	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.
GUI	Graphical User Interface
Guideline (business analysis)	An instruction or description on why or how to undertake a task.

H

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

Impact analysis	An assessment of the effects a proposed change will have on a stakeholder or stakeholder group, project, or system.
Implementation subject matter expert	A stakeholder who has specialized knowledge regarding the implementation of one or more solution components.
Indicator	A specific numerical measurement that indicates progress toward achieving an impact, output, activity, or input.
Initiative	A specific project, program, or action taken to solve some business problem(s) or achieve some specific change objective(s).
Input (business analysis)	Information consumed or transformed to produce an output. An input is the information necessary for a task to begin.
Inspection	A formal review of a work product by qualified individuals that follows a predefined process, and uses predefined criteria, for defect identification and removal.
Interface	A shared boundary between any two persons and/or systems through which information is communicated.

Glossário

Interoperability	Ability of systems to communicate by exchanging data or services.
Interview	Eliciting information from a person or group of people in an informal or formal setting by asking relevant questions and recording the responses.
Iteration (business analysis)	A single instance of progressive cycles of analysis, development, testing, or execution.

K

Knowledge area (business analysis)	An area of expertise that includes several specific business analysis tasks.

L

Lessons learned process	A process improvement 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 anew.
Life cycle	A series of changes an item or object undergoes from inception to retirement.
Literature search	Establish a basis for a developer to construct a new system to gain experience from other previous results.

M

Matrix	A textual form of modelling used to represent information that can be categorized, cross-referenced, and represented in a table format.
Metadata	A description of data to help understand how to use that data, either in terms of the structure and specification of the data, or the description of a specific instance of an object.

Glossário

Methodology	A body of methods, techniques, procedures, working concepts, and rules used to solve a problem.
Metric	A quantifiable level of an indicator measured at a specified point in time.
Mission statement	A formal declaration of values and goals that expresses the core purpose of the enterprise.
Model	A representation and simplification of reality developed to convey information to a specific audience to support analysis, communication, and understanding.
Monitoring	Collecting data on a continuous basis from a solution in order to determine how well a solution is implemented compared to expected results.

N

Need	A problem or opportunity to be addressed.
Non-functional requirement	A type of requirement that describes the performance or quality attributes a solution must meet. Non-functional requirements are usually measurable and act as constraints on the design of a solution as a whole.

O

Observation (business analysis)	Studying and analyzing one or more stakeholders in their work environment in order to elicit requirements.
Online analytical processing (OLAP)	A business intelligence approach that allows users to analyze large amounts of data from different points of view.
Operating system	Software that controls the execution of programs and that may provide services such as resource allocation scheduling, input/output control and data management.
Operational support	A stakeholder who is responsible for the day-to-day management and maintenance of a system or product.

Glossário

Organization	An autonomous group of people under the management of a single individual or board, that works towards common goals and objectives.
Organizational capability	A function inside the enterprise, made up of components such as processes, technologies, and information and used by organizations to achieve their goals.
Organizational unit	Any recognized association of people within an organization or enterprise.

P

Peer review	A formal or informal review of a work product to identify errors or opportunities for improvement.
Plan	A detailed scheme for doing or achieving something usually comprising a set of events, dependencies, expected sequence, schedule, results or outcomes, materials and resources needed, and how stakeholders need to be involved.
Predictive approach	An approach where planning and baselines are established early in the life cycle of the initiative in order to maximize control and minimize risk.
Prioritization	Determining the relative importance of a set of items in order to determine the order in which they will be addressed.
Problem statement	System inadequacies based on a system investigation. System analysis uses system investigation to determine where the problems exist in an attempt to fix the existing system.
Process	A set of activities designed to accomplish a specific objective by taking one or more defined inputs and turning them into defined outputs.
Process model	A set of diagrams and supporting information about a process and factors that could influence the process. Some process models are used to simulate the performance of the process.
Product (business analysis)	A solution or component of a solution that is the result of an initiative.

Glossário

Product backlog	A set of user stories, requirements, or features that have been identified as candidates for potential implementation, prioritized, and estimated.
Product vision statement	A brief statement or paragraph that describes the goals of the solution and how it supports the strategy of the organization or enterprise.
Project	A temporary endeavour undertaken to create a unique product, service, or result.
Project manager	A stakeholder who is responsible for managing the work required to deliver a solution that meets a business need, and for ensuring that the project's objectives are met while balancing the project constraints, including scope, budget, schedule, resources, quality, and risk.
Project scope	The work that must be performed to deliver a product, service, or result with the specified features and functions.
Proof of concept	A model created to validate the design of a solution without modelling the appearance, materials used in the creation of work, or processes and workflows ultimately used by the stakeholders.
Prototype	A partial or simulated approximation of the solution for the purpose of eliciting or verifying requirements with stakeholders.
Prototyping	The construction of a simple version of a system in the design stage, showing the user interface but without the full processing behind it.

Q

Quality	The degree to which a set of inherent characteristics fulfills needs.
Quality assurance	A set of activities performed to ensure that a process will deliver products that meet an appropriate level of quality.
Quality attributes	A set of measures used to judge the overall quality of a system.
Questionnaire	A set of defined questions, with a choice of answers, used to collect information from respondents.

Glossário

R

RACI matrix	Responsible, accountable, consulted, and informed matrix.
Regulator	A stakeholder from outside the organization who is responsible for the definition and enforcement of standards.
Repository	A real or virtual facility where all information on a specific topic is stored and is available for retrieval.
Request for information (RFI)	A formal elicitation method intended to collect information regarding a vendor's capabilities or any other information relevant to a potential upcoming procurement.
Request for proposal (RFP)	A requirements document issued when an organization is seeking a formal proposal from vendors. An RFP typically requires that the proposals be submitted following a specific process and using sealed bids which will be evaluated against a formal evaluation methodology.
Request for quote (RFQ)	A procurement method of soliciting price and solution options from vendors.
Request for tender (RFT)	An open invitation to vendors to submit a proposal for goods or services.
Requirement	Functional need that a system must be able to perform.
Requirements allocation	The process of assigning requirements to be implemented by specific solution components.
Requirements architecture	The requirements of an initiative and the interrelationships between these requirements.
Requirements artifact	A business analysis artifact containing information about requirements such as a diagram, matrix, document or model.
Requirements attribute	A characteristic or property of a requirement used to assist with requirements management.

Glossário

Requirements defect	A problem or error in a requirement. Defects may occur because a requirement is poor quality (see requirements verification) or because it does not describe a need that, if met, would provide value to stakeholders (see requirements validation).
Requirements life cycle	The stages through which a requirement progresses from inception to retirement.
Requirements management	Planning, executing, monitoring, and controlling any or all of the work associated with requirements elicitation and collaboration, requirements analysis and design, and requirements life cycle management.
Requirements management tool	Special-purpose software that provides support for any combination of the following capabilities: elicitation and collaboration, requirements modelling and/or specification, requirements traceability, versioning and baselining, attribute definition for tracking and monitoring, document generation, and requirements change control.
Requirements model	An abstract (usually graphical) representation of some aspect of the current or future state.
Requirements package	A specialized form of a business analysis package primarily concerned with requirements. A requirements package may represent a baseline of a collection of requirements.
Requirements specification	A document that sets out the customer requirements of a computer system. It is written as a part of the system analysis and can be used later to evaluate the system when implemented.
Requirements specification	A document that sets out the customer requirements of a computer system. It is written as a part of the system analysis and can be used later to evaluate the system when implemented.
Requirements traceability	The ability for tracking the relationships between sets of requirements and designs from the original stakeholder need to the actual implemented solution. Traceability supports change control by ensuring that the source of a requirement or design can be identified and other related requirements and designs potentially affected by a change are known.

Glossário

Requirements validation	Work done to evaluate requirements to ensure they support the delivery of the expected benefits and are within the solution scope.
Requirements verification	Work done to evaluate requirements to ensure they are defined correctly and are at an acceptable level of quality. It ensures the requirements are sufficiently defined and structured so that the solution development team can use them in the design, development, and implementation of the solution.
Requirements workshop	A structured meeting in which a carefully selected group of stakeholders collaborate to define and/or refine requirements under the guidance of a skilled neutral facilitator.
Residual risk	The risk remaining after action has been taken or plans have been put in place to deal with the original risk.
Return on investment (ROI) (business analysis)	A measure of the profitability of a project or investment.
Risk (business analysis)	The effect of uncertainty on the value of a change, a solution, or the enterprise.
Root cause	The cause of a problem having no deeper cause, usually one of several possible causes.
Root cause analysis	A structured examination of an identified problem to understand the underlying causes.

S

Scope	The boundaries of control, change, a solution, or a need.
Scope model	A model that defines the boundaries of a business domain or solution.
SDLC	The process of changes which a system passes from its conception to the termination of its use.
Secondary actor	An actor external to the system under design that supports the execution of a use case.

Glossário

Sequence diagram	A type of diagram that shows objects participating in interactions and the messages exchanged between them.
Service (business analysis)	The performance of any duties or work for a stakeholder, from the perspective of the stakeholder.
Software design	The systematic application of scientific and technological knowledge methods and experience to the design, implementation, and testing of software to optimize its production and support.
Solution	A specific way of satisfying one or more needs in a context.
Solution component	A sub-part of a solution that can be people, infrastructure, hardware, software, equipment, facilities, and process assets or any combination of these sub-parts.
Solution life cycle	The stages through which a solution progresses from inception to retirement.
Solution option	One possible way to satisfy one or more needs in a context.
Solution requirement	A capability or quality of a solution that meets the stakeholder requirements. Solution requirements can be divided into two sub-categories: functional requirements and non-functional requirements or quality of service requirements.
Solution scope	The set of capabilities a solution must deliver in order to meet the business need.
Specification	Set of requirement to be satisfied by a system.
Sponsor	A stakeholder who is responsible for initiating the effort to define a business need and develop a solution that meets that need. They authorize the work to be performed and control the budget and scope for the initiative.
Stakeholder	A group or individual with a relationship to the change, the need, or the solution.
Stakeholder analysis	Identifying and analyzing the stakeholders who may be impacted by the change and assess their impact, participation, and needs throughout the business analysis activities.

Glossário

Stakeholder list	A catalogue of the stakeholders affected by a change, business need, or proposed solution, and a description of their attributes and characteristics related to their involvement in the initiative.
Stakeholder proxy (business analyst)	The role a business analyst takes when representing the needs of a stakeholder or stakeholder group.
Stakeholder requirement	A description of the needs of a particular stakeholder or class of stakeholders that must be met in order to achieve the business requirements. They may serve as a bridge between business requirements and the various categories of solution requirements.
State diagram	An analysis model showing the life cycle of a data entity or class.
Stated requirement	A requirement articulated by a stakeholder that has not been analyzed, verified, or validated. Stated requirements frequently reflect the desires of a stakeholder rather than the actual need.
Statement of work (SOW)	A written description of the services or tasks that are required to be performed.
Storyboard	A diagrammatic form of a prototype showing a planned sequence of screen displays, demonstrating the different paths available to the user.
Strategy	A description of the chosen approach to apply the capabilities of an enterprise in order to reach a desired set of goals or objectives.
Supplier	A stakeholder outside the boundary of a given organization or organizational unit who provides products or services to the organization and may have contractual or moral rights and obligations that must be considered.
Suppliers, inputs, process, outputs, and customers (SIPOC)	A tool used to describe relevant high-level elements of a process. May be used in conjunction with process mapping and 'in/out of scope' tools, to provide additional detail.
Survey	Collecting and measuring the opinions or experiences of a group of people through a series of questions.

Glossário

Swimlane	A horizontal or vertical section of a process diagram that shows which activities are performed by a particular actor or role.
System	A set of interdependent components that interact in various ways to produce a set of desired outcomes.
System analysis	Tasks which analyze, document, and validate, existing systems and the requirements of the new system.
System documentation	Documentation of the result of the systems analysis stage giving the purpose of the system, the required inputs and outputs, a test plan and the result that are expected.
System requirements	Documented, actionable, measurable, and testable requirements related to identified needs.
Systems analyst	A person who carries out a systematic investigation of a real or planned system to determine the information requirements and processes of the system, and how these relate to each other and to another system.
Systems design	The process of defining the architecture, components, modules, interfaces, and data for a system to satisfy specified requirements.
Systems flowchart	A flowchart that illustrates the flow of data through a complete data processing system, including both clerical operations and machine-level processing.

T

Task (business analysis)	A discrete piece of work that may be performed formally or informally as part of business analysis.
Technique	A method or approach used to perform a business analysis task.
Temporal event	An event based on time that can trigger the initiation of a process, evaluation of business rules, or some other response.
Tester	An individual responsible for verifying that the solution meets defined requirements, including creating test cases and conducting the verification process.

Glossário

Throw-away prototype	A prototype used to quickly uncover and clarify requirements or designs using simple tools, sometimes just paper and pencil. It is intended to be discarded when the final system has been developed.
Time-box	An agreed-upon period of time in which an activity is conducted or a defined deliverable is intended to be produced.
Transition requirement	A requirement outlining the necessary capabilities and conditions for transitioning from the current state to a future state, which are temporary and not required post-transition.

U

Unified Modelling Language™	A notation specified by the Object Management Group for describing software application structure, behaviour, and architecture. It can also be used for describing business processes and data structures. The most common UML® diagrams used by business analysts are use case diagrams, activity diagrams, state machine diagrams (also known as state diagrams), and class diagrams.
Use case	A description of the observable interaction between an actor (or actors) and a solution that occurs when the actor uses the system to accomplish a specific goal.
Use case diagram	A type of diagram defined by UML® that captures all actors and use cases involved with a system or product.
User acceptance test (UAT)	A process for assessing whether the delivered solution meets the needs of end users, validated against predefined acceptance criteria.
User interface	Hardware, software, or both, that allow a user to interact with and perform operations on a system, program or device.
User story	A brief statement that describes a feature from the perspective of the user, typically structured as 'As a [type of user], I want [some goal] so that [some reason].

Glossário

V

Validated requirement	A requirement that has been reviewed and is determined to support the delivery of the expected benefits, and is within the solution scope.
Validation (business analysis)	The process of verifying that a deliverable meets its intended purpose and requirements.
Value (business analysis)	The worth, importance, or usefulness of something to a stakeholder in a context.
Value stream mapping	A visual representation of all activities, both value-adding and non-value-adding, involved in delivering a product or service, shown in a time sequence.
Verification (business analysis)	The process of confirming that a deliverable or artifact meets specified standards of quality and fulfills defined requirements.
Verified requirement	A requirement that has been reviewed and is determined to be defined correctly, adheres to standards or guidelines, and is at an acceptable level of detail.
Vertical prototype	A prototype that is used to drill down into a proposed solution to uncover requirement and design considerations through multiple layers of a solution that are not easily understood or that are not discernible on the surface. It may include interaction between several solution components.
Viewpoint	A set of conventions that define how requirements will be represented, how these representations will be organized, and how they will be related.

W

Walkthrough	A review in which participants step through an artifact or set of artifacts with the intention of validating the requirements or designs, and to identify requirements or design errors, inconsistencies, omissions, inaccuracies, or conflicts.

Glossário

Work breakdown structure (WBS)	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.
Work product (business analysis)	A document or collection of notes or diagrams used by the business analyst during the requirements development process.
Workshop	A facilitated and focused event attended by key stakeholders for the purpose of achieving a defined goal.
Verified requirement	A requirement that has been reviewed and is determined to be defined correctly, adheres to standards or guidelines, and is at an acceptable level of detail.

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