



# ENGLISH FOR SYSTEMS ANALYST

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## O vocabulário que todo Analista de sistemas deve dominar:

### Orientação:

- 1º Imprima esse documento;
- 2º Destaque com caneta “marca-texto” apenas as palavras que você desconhece;
- 3º Leia a coluna *meaning* para descobrir o significado e evite usar tradutores;
- 4º Construa frases com aplicação das novas palavras que você está aprendendo. Se precisar de inspiração, use o [www.businessdictionary.com](http://www.businessdictionary.com). Faça isso por meio da escrita e não da digitação, pois isso potencializa o armazenamento do novo conhecimento na memória de longo prazo

Bons estudos!

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*Exemplos explicados na vídeo aula*

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### Português - inglês

#### ☒ 1 Ambiente de desenvolvimento: Development environment

*“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”*

#### ☒ 2 Ambiente de homologação: Staging environment

*“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”.*

#### ☒ 3 Ambiente de produção: Production environment

*“What is the biggest mistake that happened in your production environment?”*

*“Qual foi o maior erro que aconteceu no seu ambiente de produção?”*

☑ **4 Ciclo de vida: life cycle**

*"Many of these technological products have only a very short life cycle."*

*"Muitos desses produtos tecnológicos têm um ciclo de vida muito curto".*

☑ **5 Entrega: Deliverable**

*"The deliverables of the action plan have been analyzed"*

*"Os resultados do plano de ação foram analisados"*

☑ **6 Gerenciamento de configuração: Configuration management**

*"What is the need for a software configuration management?"*

*"Qual é a necessidade de um gerenciamento de configuração de software?"*

☑ **7 Gerenciamento de projetos: Project management**

*"We are looking for a candidate with strong project management skills."*

*"Estamos à procura de um candidato com fortes habilidades de gerenciamento de projetos."*

☑ **8 Insumo: Input**

*"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".*

☑ **9 Partes interessadas: Stakeholders**

*"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."*

☑ **10 Repositório: Repository**

*"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?"*

☑ **11 Requisito funcional: functional requirement**

*"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"*

☑ **12 Requisito não funcional: non-functional requirement**

*"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?"*

☑ **13 Teste de aceite: user acceptance test (UAT)**

*"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".*

☑ **14 Iteração: iteration**

*"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".*

☑ **15 constraint: limitação/restrrição**

*"He presented several potential constraints for the university system"*

*"Ele apresentou várias limitações potenciais para o sistema universitário"*

☑ **16 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"*

☑ **17 Feasibility: Viabilidade**

*"Feasibility study can be considered as a preliminary investigation that helps the management to make a decision about whether the study of the system should be feasible for development or not."*

*"O estudo de viabilidade pode ser considerado como uma investigação preliminar que ajuda a gerência a tomar uma decisão sobre se o estudo do sistema deve ser viável para desenvolvimento ou não."*

☑ **18 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"*

☒ **19 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"*

☒ **20 SOW: statement of work: 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"*

☒ **21 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"*

☒ **22 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."*

☒ **23 scope: escopo**

*"The scope of the work is described on the second page"*

*"O escopo do trabalho está descrito na segunda página"*

☒ **24 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."*

☒ **25 traceability: rastreabilidade**

*"Our traceability systems are probably some of the best in the world"*

*"Nossos sistemas de rastreabilidade são provavelmente alguns dos melhores do mundo"*

**Exemplos adicionais:**

☒ **13 defect: defeitos**

- ☑ 14 deliverable: entrega/entregável
- ☑ 15 prototype: protótipo
- ☑ 16 knowledge area: Área de conhecimento
- ☑ 17 lessons learned: Lições aprendidas
- ☑ 18 requirements: requisitos
- ☑ 19 root cause: causa raiz
- ☑ 20 work breakdown structure (WBS): estrutura analítica de projetos

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*Conteúdo adicional*

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Nº	Word	Meaning
1	acceptance criteria	Criteria associated with requirements, products, or the delivery cycle that must be met in order to achieve stakeholder acceptance.
2	actor (business analysis)	A human, device, or system that plays some specified role in interacting with a solution.
3	adaptive approach	An approach where the solution evolves based on a cycle of learning and discovery, with feedback loops which encourage making decisions as late as possible.
4	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.
5	applet	A program that runs in the context of a browser
6	application	A program that runs when translated by a Java compiler
7	architecture	The design, structure, and behaviour of the current and future states of a structure in terms of its components, and the interaction between those components. See also business architecture, enterprise architecture, and requirements architecture.
8	artifact (business analysis)	Any solution-relevant object that is created as part of business analysis efforts.
9	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.
10	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.
11	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.

12	body of knowledge	The aggregated knowledge and generally accepted practices on a topic.
13	brainstorming	A team activity that seeks to produce a broad or diverse set of options through the rapid and uncritical generation of ideas.
14	business (business world)	An economic system where any commercial, industrial, or professional activity is performed for profit.
15	business analysis	The practice of enabling change in the context of an enterprise by defining needs and recommending solutions that deliver value to stakeholders.
16	business analysis approach	The set of processes, rules, guidelines, heuristics, and activities that are used to perform business analysis in a specific context.
17	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.
18	business analysis effort	The scope of activities a business analyst is engaged in during the life cycle of an initiative.
19	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.
20	business analysis package	A document, presentation, or other collection of text, matrices, diagrams and models, representing business analysis information.
21	business analysis plan	A description of the planned activities the business analyst will execute in order to perform the business analysis work involved in a specific initiative. See also requirements management plan.
22	business analyst	Any person who performs business analysis, no matter their job title or organizational role.
23	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.
24	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.
25	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.
26	business goal	A state or condition that an organization is seeking to establish and maintain, usually expressed qualitatively rather than quantitatively.
27	business need	A problem or opportunity of strategic or tactical importance to be addressed.
28	business objective	An objective, measurable result to indicate that a business goal has been achieved.
29	business policy	A non-practicable directive that controls and influences the actions of an enterprise.
30	business problem	An issue of strategic or tactical importance preventing an enterprise or organization from achieving its goals.



31	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.
32	business process management (BPM)	A management discipline that determines how manual and automated processes are created, modified, cancelled, and governed.
33	business process re-engineering	Rethinking and redesigning business processes to generate improvements in performance measures.
34	business requirement	A representation of goals, objectives and outcomes that describe why a change has been initiated and how success will be assessed.
35	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.
36	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.
37	change	The act of transformation in response to a need.
38	change agent	One who is a catalyst for change.
39	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.
40	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.
41	change strategy	A plan to move from the current state to the future state to achieve the desired business objectives.
42	change team	A cross-functional group of individuals who are mandated to implement a change. This group may be comprised of product owners, business analysts, developers, project managers, implementation subject matter experts (SMEs), or any other individual with the relevant set of skills and competencies required to implement the change.
43	checklist (business analysis)	A standard set of quality elements that reviewers use for requirements verification.
44	collaboration	The act of two or more people working together towards a common goal.
45	command language (CLI)	A set of procedural operators with a related syntax, used to indicate the function to be performed by an operating system
46	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.



47	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.
48	component	A uniquely identifiable element of a larger whole that fulfills a clear function.
49	computer program	A sequence of instructions suitable for processing by a computer
50	concept model	An analysis model that develops the meaning of core concepts for a problem domain, defines their collective structure, and specifies the appropriate vocabulary needed to communicate about it consistently.
51	constraint (business analysis)	An influencing factor that cannot be changed, and that places a limit or restriction on a possible solution or solution option.
52	context	The circumstances that influence, are influenced by, and provide understanding of the change.
53	core concept (business analysis)	One of six ideas that are fundamental to the practice of business analysis: Change, Need, Solution, Context, Stakeholder, and Value.
54	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.
55	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.
56	customer	A stakeholder who uses or may use products or services produced by the enterprise and may have contractual or moral rights that the enterprise is obliged to meet.
57	Data Flow Diagram	Diagram representing the flow of data through system process
58	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.
59	decomposition	A technique that subdivides a problem into its component parts in order to facilitate analysis and understanding of those components.
60	defect	A deficiency in a product or service that reduces its quality or varies from a desired attribute, state, or functionality.
61	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.
62	deliverable	Any unique and verifiable work product or service that a party has agreed to deliver.

63	design	A usable representation of a solution.
64	document analysis (business analysis)	An examination of the documentation of an existing system in order to elicit requirements.
65	domain	The sphere of knowledge that defines a set of common requirements, terminology, and functionality for any program or initiative solving a problem.
66	domain subject matter expert	A stakeholder with in-depth knowledge of a topic relevant to the business need or solution scope.
67	dynamic systems development method (DSDM)	A project delivery framework which focuses on fixing cost, quality, and time at the beginning while contingency is managed by varying the features to be delivered.
68	elicitation	Iterative derivation and extraction of information from stakeholders or other sources.
69	end user	A stakeholder who directly interacts with the solution.
70	enterprise	A system of one or more organizations and the solutions they use to pursue a shared set of common goals.
71	enterprise architecture	A description of the business processes, information technology, people, operations, information, and projects of an enterprise and the relationships between them.
72	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.
73	entity-relationship diagram	A graphical representation of the entities relevant to a chosen problem domain and the relationships between them.
74	estimate	A quantitative assessment of a planned outcome, resource requirements, and schedule where uncertainties and unknowns are systematically factored into the assessment.
75	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. See also indicator; metric, monitoring.
76	event (business analysis)	An occurrence or incident to which an organizational unit, system, or process must respond.
77	evolutionary prototype	A prototype that is continuously modified and updated in response to feedback from stakeholders.
78	experiment	Elicitation performed in a controlled manner to make a discovery, test a hypothesis, or demonstrate a known fact.
79	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.

80	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.
81	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
82	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
83	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.
84	feature	A distinguishing characteristic of a solution that implements a cohesive set of requirements and which delivers value for a set of stakeholders.
85	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.
86	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.
87	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.
88	functional requirement	A capability that a solution must have in terms of the behaviour and information the solution will manage.
89	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.
90	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.
91	GUI	Graphical User Interface
92	guideline (business analysis)	An instruction or description on why or how to undertake a task.
93	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.
94	impact analysis	An assessment of the effects a proposed change will have on a stakeholder or stakeholder group, project, or system.

95	implementation subject matter expert	A stakeholder who has specialized knowledge regarding the implementation of one or more solution components.
96	indicator	A specific numerical measurement that indicates progress toward achieving an impact, output, activity, or input. See also metric.
97	initiative	A specific project, program, or action taken to solve some business problem(s) or achieve some specific change objective(s).
98	input (business analysis)	Information consumed or transformed to produce an output. An input is the information necessary for a task to begin.
99	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.
100	interface	A shared boundary between any two persons and/or systems through which information is communicated.
101	interoperability	Ability of systems to communicate by exchanging data or services.
102	interview	Eliciting information from a person or group of people in an informal or formal setting by asking relevant questions and recording the responses.
103	iteration (business analysis)	A single instance of progressive cycles of analysis, development, testing, or execution.
104	knowledge area (business analysis)	An area of expertise that includes several specific business analysis tasks.
105	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.
106	life cycle	A series of changes an item or object undergoes from inception to retirement
107	literature search	Establish a basis for a developer to construct a new system to gain experience from other previous results
108	matrix	A textual form of modelling used to represent information that can be categorized, cross-referenced, and represented in a table format.
109	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.
110	methodology	A body of methods, techniques, procedures, working concepts, and rules used to solve a problem.
111	metric	A quantifiable level of an indicator measured at a specified point in time.
112	mission statement	A formal declaration of values and goals that expresses the core purpose of the enterprise.

113	model	A representation and simplification of reality developed to convey information to a specific audience to support analysis, communication, and understanding.
114	monitoring	Collecting data on a continuous basis from a solution in order to determine how well a solution is implemented compared to expected results. See also metric; indicator.
115	need	A problem or opportunity to be addressed.
116	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.
117	observation (business analysis)	Studying and analyzing one or more stakeholders in their work environment in order to elicit requirements.
118	online analytical processing (OLAP)	A business intelligence approach that allows users to analyze large amounts of data from different points of view.
119	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
120	operational support	A stakeholder who is responsible for the day-to-day management and maintenance of a system or product.
121	organization	An autonomous group of people under the management of a single individual or board, that works towards common goals and objectives.
122	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.
123	organizational unit	Any recognized association of people within an organization or enterprise.
124	peer review	A formal or informal review of a work product to identify errors or opportunities for improvement. See also inspection.
125	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.
126	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.
127	prioritization	Determining the relative importance of a set of items in order to determine the order in which they will be addressed.
128	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
129	process	A set of activities designed to accomplish a specific objective by taking one or more defined inputs and turning them into defined outputs.

130	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.
131	product (business analysis)	A solution or component of a solution that is the result of an initiative.
132	product backlog	A set of user stories, requirements, or features that have been identified as candidates for potential implementation, prioritized, and estimated.
133	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.
134	project	A temporary endeavour undertaken to create a unique product, service, or result.
135	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.
136	project scope	The work that must be performed to deliver a product, service, or result with the specified features and functions.
137	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.
138	prototype	A partial or simulated approximation of the solution for the purpose of eliciting or verifying requirements with stakeholders.
139	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. This allows the user to propose changes at the design stage
140	quality	The degree to which a set of inherent characteristics fulfills needs.
141	quality assurance	A set of activities performed to ensure that a process will deliver products that meet an appropriate level of quality.
142	quality attributes	A set of measures used to judge the overall quality of a system. See also non-functional requirements.
143	questionnaire	A set of defined questions, with a choice of answers, used to collect information from respondents.
144	RACI matrix	Responsible, accountable, consulted, and informed matrix.
145	regulator	A stakeholder from outside the organization who is responsible for the definition and enforcement of standards.
146	repository	A real or virtual facility where all information on a specific topic is stored and is available for retrieval.
147	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.
148	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.



149	request for quote (RFQ)	A procurement method of soliciting price and solution options from vendors.
150	request for tender (RFT)	An open invitation to vendors to submit a proposal for goods or services.
151	requirement	functional need that a system must be able to perform
152	requirement	A usable representation of a need.
153	requirements allocation	The process of assigning requirements to be implemented by specific solution components.
154	requirements architecture	The requirements of an initiative and the interrelationships between these requirements.
155	requirements artifact	A business analysis artifact containing information about requirements such as a diagram, matrix, document or model.
156	requirements attribute	A characteristic or property of a requirement used to assist with requirements management.
157	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).
158	requirements document	See requirements package.
159	requirements life cycle	The stages through which a requirement progresses from inception to retirement.
162	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.
160	requirements management plan	A subset of the business analysis plan for a specific change initiative, describing specific tools, activities, and roles and responsibilities that will be used on the initiative to manage the requirements. See business analysis plan.
161	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.
163	requirements model	An abstract (usually graphical) representation of some aspect of the current or future state.
164	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.
165	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
166	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.
167	requirements validation	Work done to evaluate requirements to ensure they support the delivery of the expected benefits and are within the solution scope.
168	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.
169	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.
170	residual risk	The risk remaining after action has been taken or plans have been put in place to deal with the original risk.
171	responsible, accountable, consulted, and informed matrix (RACI matrix)	A tool used to identify the responsibilities of roles or team members and the activities or deliverables in which they will participate, by being responsible (doing the work), accountable (approving the results), consulted (providing input) or informed of the completed item after it has been completed.
172	retrospective	See lessons learned process.
173	return on investment (ROI) (business analysis)	A measure of the profitability of a project or investment.
174	RFI	See request for information.
175	RFP	See request for proposal.
176	RFQ	See request for quote.
177	RFT	See request for tender.
178	risk (business analysis)	The effect of uncertainty on the value of a change, a solution, or the enterprise. See also residual risk.
179	risk assessment: Identifying, analyzing and evaluating risks. ROI	See return on investment.
180	root cause	The cause of a problem having no deeper cause, usually one of several possible causes.
181	root cause analysis	A structured examination of an identified problem to understand the underlying causes.
182	scope	The boundaries of control, change, a solution, or a need.
183	scope model	A model that defines the boundaries of a business domain or solution.
184	SDLC	The process of changes which a system passes from its conception to the termination of its use

185	secondary actor	An actor external to the system under design that supports the execution of a use case.
186	sequence diagram	A type of diagram that shows objects participating in interactions and the messages exchanged between them.
187	service (business analysis)	The performance of any duties or work for a stakeholder, from the perspective of the stakeholder.
188	SIPOC	See suppliers, inputs, process, outputs and customers.
189	SME	See subject matter expert.
190	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
191	solution	A specific way of satisfying one or more needs in a context.
192	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.
193	solution life cycle	The stages through which a solution progresses from inception to retirement.
194	solution option:	One possible way to satisfy one or more needs in a context.
195	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.
196	solution scope	The set of capabilities a solution must deliver in order to meet the business need.
197	SOW	See statement of work.
198	Specification	Set of requirement to be satisfied by a system
199	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.
200	stakeholder	A group or individual with a relationship to the change, the need, or the solution.
201	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.
202	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.
203	stakeholder proxy (business analyst)	The role a business analyst takes when representing the needs of a stakeholder or stakeholder group.
204	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.
205	state diagram	An analysis model showing the life cycle of a data entity or class.
206	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.
207	statement of work (SOW)	A written description of the services or tasks that are required to be performed.
208	storyboard	A diagrammatic form of a prototype showing a planned sequence of screen displays, demonstrating the different paths available to the user
209	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.
210	strengths, weaknesses, opportunities, and threats analysis (SWOT)	An analysis model used to understand influencing factors and how they may affect an initiative. Also known as SWOT analysis.
211	structural rule	See definitional business rule.
212	subject matter expert (SME)	See domain subject matter expert; implementation subject matter expert.
213	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.
214	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.
215	survey	Collecting and measuring the opinions or experiences of a group of people through a series of questions.
216	swimlane	A horizontal or vertical section of a process diagram that shows which activities are performed by a particular actor or role.
217	SWOT analysis	See strengths, weaknesses, opportunities and threats analysis.
218	system	A set of interdependent components that interact in various ways to produce a set of desired outcomes.
219	System analysis	tasks which analyze, document, and validate, existing systems and the requirements of the new system
220	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
221	System requirements	Documented, actionable, measurable, and testable requirements related to identified needs.

222	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
223	Systems design	The investigation and recording of existing systems and the design of new systems
224	systems flowchart	A flowchart used to describe a complete data processing system, with the flow of the data through the clerical operations involved, down to the level of the individual programs, but excluding details of such programs
225	task (business analysis)	A discrete piece of work that may be performed formally or informally as part of business analysis.
226	technique	A manner, method, or style for conducting a business analysis task or for shaping its output.
227	temporal event	An event based on time that can trigger the initiation of a process, evaluation of business rules, or some other response.
228	tester	An individual responsible for determining how to verify that the solution meets the requirements defined by the business analyst, and conducting the verification process.
229	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.
230	time-box	An agreed-upon period of time in which an activity is conducted or a defined deliverable is intended to be produced.
231	traceability	See requirements traceability.
232	transition requirement	A requirement that describes the capabilities the solution must have and the conditions the solution must meet to facilitate transition from the current state to the future state, but which are not needed once the change is complete. They are differentiated from other requirements types because they are of a temporary nature.
233	UAT	See user acceptance test.
234	UML®	See unified modelling language.
235	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.
236	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.
237	use case diagram	A type of diagram defined by UML® that captures all actors and use cases involved with a system or product.
238	user	See end user.

239	user acceptance test (UAT)	Assessing whether the delivered solution meets the needs of the stakeholder group that will be using the solution. The assessment is validated against identified acceptance criteria.
240	user interface	hardware, software, or both, that allow a user to interact with and perform operations on a system, program or device
241	user requirement	See stakeholder requirement.
242	user story	A small, concise statement of functionality or quality needed to deliver value to a specific stakeholder.
243	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.
244	validation (business analysis)	The process of checking that a deliverable is suitable for its intended use. See also requirements validation.
245	value (business analysis)	The worth, importance, or usefulness of something to a stakeholder in a context.
246	value stream mapping	A complete, fact-based, time-series representation of the stream of activities required to deliver a product or service.
247	verification (business analysis)	The process of determining that a deliverable or artifact meets an acceptable standard of quality. See also requirements verification.
248	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.
249	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.
250	viewpoint	A set of conventions that define how requirements will be represented, how these representations will be organized, and how they will be related.
251	VSM	See value stream mapping.
252	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.
253	WBS	See work breakdown structure.
254	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.
255	work product (business analysis)	A document or collection of notes or diagrams used by the business analyst during the requirements development process.
256	workshop	A facilitated and focused event attended by key stakeholders for the purpose of achieving a defined goal.

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