Requirement Elicitation

* Brainstorming Sessions
  + Process of generation the idea. The focus is not on solving issues. These may include design thinking, SWOT analysis, innovation brainstorming etc.
* Document Analysis
  + Can be used if businesspeople are not available for a personal interview, where the support documents of the systems are studied.
* Focus Groups
  + Experience of qualified individuals are understood, good decision making. User experience testing, new product development, market research are some of the focus group examples.
* Interviews
  + Most effective way of requirement elicitation, availability of the individuals is the main issue. This may involve interviewing department heads, employees who are directly involved in the process, customers and clients.
* Joint Application Design
  + Business objectives with the potential solutions are discussed. This may involve JAD sessions among various departments to gather requirements.
* Product Evaluations
  + Available solutions are analyzed to check if the implementations meet the business objectives.
* Prototyping
  + Provides hands on analysis of the solutions, developed using existing examples of the systems.
* Questionnaires
  + Must be such that these avoid collecting large amounts of unrelated data. These are used to collect opinions from groups of people, providing standard information for analysis.
* Researching the Past
  + To determine an effective solution, analyzing the past data.
* Structured Walkthroughs
  + Stakeholders review and discuss their specific requirements.
* Verbal protocols
  + A person performing his work while speaking out loud, which provides the requirements to the observer.
* Workshops
  + Planned sessions, aimed at defining, prioritizing the requirements.

**FLIPKART**

Flipkart is an Indian e-commerce company, which started with a primary goal of online book sales and later expanded to lifestyles, groceries, electronics etc.

**SIPOC/IPO**

Supplier, Inputs, process, outputs, customer(SIPOC) diagram, summarizes the elements of business processes, which is helpful in documenting business process.

It points out where things can be minimized and improved.

The below diagram depicts the SIPOC for the process of placing orders in flipkart.

The suppliers include the customers who provide input triggers to the process and the suppliers who sell their products on the platform.

The inputs include username, password which is required for authentication and authorization, the search keys user enters, the product selected, input od delivery location and payment details etc. The process produces the outputs, accordingly, including the display of products matching search keys, display of cart items, payment receipts, order status etc.

The customers are the people who buy the products, logistic partners, Delivery people involved.

**SIPOC/IPO for delivery process**

A diagram of a process

Description automatically generated

**BUSINESS CONTEXT DIAGRAM**

A better analysis of the framework helps reduce the constraints on the system. The Business context diagram is a high-level representation that provides the interaction of the system with external entities.

The below figure demonstrates the BCD for the process of ordering on flipkart. It shows the internal and external stakeholders involved along with the external systems and constraints.

**Business Context Diagram for Order as a process area**

A diagram of a company

Description automatically generated

**PROCESS FLOW(SWIM LANE)**

The process flow diagrams provide the representation for interaction of system with other entities, roles which are responsible for completing a process. These are demonstrated in the form of lanes, where each lane is an entity.

The below figure shows the swim lane diagram for the order process in flipkart, involving entities like the customers, sellers, the flipkart system and the logistic partners.

The customer initially logs into the system and browses a product and completes the order procedure. The conditions on address and payment status are checked to proceed further. The flipkart system proceeds to send the notification to the seller, who packs the package and sends it to the logistic partner for delivery. The delivery status will be updates to the flipkart system, which in turn updates the customer.

**Process flow (swim lane) diagram for order processing.**

A computer screen shot of a diagram

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