Week 2 – Project Deliverable for Analysts

Please read everything.

List of Deliverables

- Client Interview Transcript + Recording
- Draft Requirement Specifications (read: User Stories (w/ scenarios and criteria)

Preparing for the Interview

- Read/Know about the client's business

- Proper business attire

- Schedule an interview please!

- Take down notes.

- Be mindful of the time!

- Invite one member of the developer team.

Guide to Asking Questions

Starting Questions

[BAD]

- Can you give us a summary of what you need?
- What should the software be?
- What features would you like to have?
- What problems do you encounter?
- What do you want to see in the system

Guide to Asking Questions

Tip #1

➢ You're the developers. Therefore it's your job to figure out the technical SOLUTION to their problems. Don't ask the client to spoon feed the SW details!

➢ Conduct the interview to identify their NEEDS and figure out what features to put in the software to address their problems.

Guide to Asking Questions

- Starting Questions

[Good]

  Can you describe the work/tasks you perform?

  How does the process of _____ work currently?

*Start with easy questions – easy for them to answer! What they already know!

Example: Room/Equipment Reservation

Start with:

How do you reserve rooms and equipment currently? Who can do the reservations?

Client responds:

The secretaries call our office or fills up a reservation form to be approved by our director. They provide details like: purpose of activity, duration of use, room, date, equipment to be borrowed.

Example: Room/Equipment Reservation

- **Follow the conversation! Follow up! Follow Up!**
- How long does it take to approve requests? Who approves?
- Who compiles the requests? How are they stored?
- What could be the reasons for declining the requests?
- How many days before must the reservation be made?

More Examples of Follow Up

- Any penalty if equipment is not returned on time?

- What happens in case of lost/dmged equipment? How do you keep track of this? Do you trace it back to the reservation

- Do you check for the equipment inventory daily?

- How do you follow up on equipment not yet returned?

Understand the Process/Task/Activity

The starting questions aim to help you understand the context of the software!

Understand the intricacies of the process – what can go wrong – special cases, etc.

This way you will understand how the problem happens and the impact it has!

Understand the Process/Task/Activity

Ask about the information they keep track of and produce!

What is important to know? How is the information used?

Asking about the problems

Remember from INTRODB : common data problems are good starting points

Don't ask "generic" problems – BE specific.

Asking about Problems

- How many requests do you get per day? Is it difficult to manage?

- What information do you keep track of? How do you get this information? What do you use it for?

- Do you encounter inaccurate/incorrect information? How often? Why does it happen? What happens when there are incorrect information? What do you do currently to prevent this?

Dealing with Technical Questions

- Avoid asking directly technical questions. Meet your client's level and use easy to understand terms!

- Instead of: Which system and hardware should the software run on? (What OS do you use currently? What kind of computers do you have? Can we get a specs?)

Dealing with Technical Questions

- Instead of "Do you have any specific implementation or language in mind?" → Ask instead: "Do you have any similar technology in mind that you want us to look at for reference?"

Try to get the technological background/expertise of target users! What kind of applications are they familiar with?

Ending the Interview

- Allot 15 minutes for FEEDBACK
  - Explain to the client what you got from the interview –

  - how you understood their process and the identified problems –

  - you want them to check if you have understood the information correctly!

Remember to Interview ALL user groups!

- Include the different roles in the process!

- You may conduct more than one interview with the client!

- Have fun and be comfortable – otherwise your interviewee will also feel uncomfortable.