Elicitation Methods

Okay, so when you're trying to figure out what people want from a new system, one thing you can do is interview them. Basically, you just ask them a bunch of questions to find out what they need and what they expect from the system. It's a good way to get to know your users and make them feel like you care about what they think.

But interviews can also have some issues. They take a lot of time and money, and you might not get completely honest answers if the person you're talking to feels like they're being judged or if they don't want to hurt your feelings.

So, when you're doing interviews, you need to make sure you're asking the right questions. You want to cover all the important stuff, like what the system is supposed to do, who's going to use it, and what kind of limitations or challenges there might be. You also want to be able to dig a little deeper and ask follow-up questions when you need more info.

After you do the interviews, you'll have a bunch of notes and recordings to go through. This can take a while, but it's worth it. You can use all the info you collected to figure out what the system needs to do and how it should work. Then, you can put together a set of requirements that describe everything the system should be able to do.

One way to make your interviews even better is to use personas. These are just made-up characters that represent different types of users. By creating these personas, you can get a better idea of what different kinds of people might want from the system. You can also use the personas to check your requirements and make sure they work for everyone.