Due Wednesday 14th

# Instructions

Carry out a brainstorming session to identify different requirements elicitation techniques. Each member of the team is to investigate one requirements elicitation technique under the following headings:

1. Student name
2. Description of elicitation technique
3. Advantages/Disadvantages of this technique
4. Applicability of the technique to your project

# Deliverable

Create one review document per Project Group on completion of tasks 1. The document should have the following format:

1. Table of contents
2. Each members review work

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# Antonio — Interviews

## Description of Elicitation Technique

The interviewing method of elicitation is a more personal approach to gathering information from the public. Both parties are in direct contact with one another and the interviewee is usually more obligated to answer given questions in an honest manner.

## Advantages

1. The interviewer can prep questions that can invoke a better feedback response from the interviewee. Since both parties are in the same room, if the interviewee responds with an answer that isn't satisfactory with what the interviewer has asked, whether that be because of a misunderstanding or otherwise, the interviewer can rephrase the question until a satisfactory answer is given. This is something that is lost when you take out physically meeting directly with your elicitation participants.
2. An experienced interviewer should be able to set their participants at ease during the duration of an interview, allowing for more honest/open answers for the purpose of acquiring personal, satisfactory answers.

## Disadvantages

1. The interviewer needs to prep a detailed criterion of questions to ask the interviewee beforehand and need to have the skills to not stay too far away from the planned delivery of the interview. Straying away on a tangent can be an issue since there can be times when a topic of interest, that was originally unaccounted for when initially preparing the interview questions, works its way into the conversation and the interviewer wishes to delve in further on the topic.
2. The more experienced the interviewer is with giving interviews, the smoother the interview can be carried out. They need to be able to carry a certain amount of confidence when carrying out the interview, be comfortable with social interactions, to help put the interviewee at ease during the interview. If the interviewee fails to do so, that could leave the interviewee uncomfortable and and less open when answering questions.
3. Interviews require a lot of time and setup. There’s a limitation of people you can see throughout the time that’s designated for an interview, especially when there’s a time restriction to have all your interviews done by.

## Applicability to Project

When it comes to the project, interviews can be used to get more personal answers from the target audience of our service and by doing so, adjust the service to better suit our problem.

# Deirdre — Focus Groups

## Description of Elicitation Technique

A focus group is a gathering of deliberately selected people who participate in a planned discussion that is intended to elicit consumer perceptions about a particular topic or area of interest. This is done in a non-threatening environment, where members are encouraged to share their opinions. This allows other members to influence and brainstorm within the group.

## Advantages

1. Focus groups are flexible in that you can direct the topic of conversation based on what the group members are saying, or how the atmosphere in the room is. Surveys are static; the participant is given a set list of questions, and will interpret them in their own way. Focus groups are dynamic; the topic is given to the group, and is open for discussion. This can be facilitated by a moderator, who can clarify any misunderstandings.
2. You can receive direct feedback from the participants. You may find it easier to quantify the results as you can observe the focus group in action.
3. You may observe non-verbal communication, such as body language and facial expressions, which may help put the verbal responses into context.

## Disadvantages

1. There may not be enough diversity in the range of participants, especially if members were recruited from a similar pool (ie, all from the same university course, all living in student accommodation, all living within 10km of the college, all 18-22 year olds, etc).
2. The participants may not feel comfortable enough to share their honest thoughts. They may feel pressured to answer a certain way, or be influenced by other group members. Some may find it easier to convey their answers in a written format, as opposed to verbally.

## Applicability to Project

This method can be used to gather information about how staff and students travel to college. It will be easy to find willing members within the college, but effort must be taken to ensure that the participants recruited have different experiences (such as walking to college, commuting, living at home, living in student accommodation, etc). The findings will aid in designing the IT system, as it will be used by staff and students who actually attend the college on a daily basis.

# David — Prototyping

## Description of Elicitation Technique

Prototyping by definition refers to the initial stage of software development in which the software has basically functionality but has multitude of work to do on it before the full release of the product. Prototyping is a staged process where the program or product is improved upon constantly with each update in accordance with feedback from selected users.

Advantages

1. The biggest advantage to prototyping is that it encourages the consumer to play an active role in the development means more accurate feedback and opinions.
2. Prototyping is extremely helpful when developing system.
3. Test the usability and practicality of the product or service to find problems.

## Disadvantages

1. Very expensive.
2. Requires a significant amount of work at the start of the project.
3. If the designers knowledge is limited they may not be able to accurately estimate the difficulty of implementation

## Applicability to Project

Prototyping could be very applicable to our project as ever with a single car journey we would be able to get estimates on fuel costs and travel time and adjust our prices and ratios. The problem would lie within getting a driver since no member of our team currently drives meaning we would need somebody outside the group to use as our prototype subject.

# Bart — Surveys

## Description of Elicitation Technique

Surveys can be performed in numerous ways, which means that they can be adapted to the product or environment in which the developers are working. For example, a survey on VPNs which are used exclusively by IT-literate people, can be done online and shared through social media. On the other hand, a survey for a product that improves ease of access, like text-to-speech, will most likely be targeted at people who don’t use computers much and/or have issues with using them. A survey for this product will most likely be better if printed, handed out and collected. In this specific example it would be beneficial to cooperate with a visual impairment clinic.

## Advantages

1. You get specifically the information you need
2. Easy to develop
3. Cost-effective
4. Online surveys are easy to process

## Disadvantages

1. Additional insight is not encouraged
2. Not effortless for people to fill them in
3. Annoying kids put down senseless answers on purpose
4. Difficulty in finding substantial amounts of participants

## Applicability to Project

Anybody who has a bad experience of getting to CIT will probably be keen to fill out surveys.

The surveys have to be well designed in order to provide relevant information to us.

In order to encourage people to fill in the surveys additional incentive should be provided, like a lottery.