Talk nerdy to me

Mapping Mornings
and asking the right questions

Imagine a morning without **cloudflight** …

No embedded HMI

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No embedded HMI

No IOT railway sensor data platform

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No embedded HMI

No IOT railway sensor data platform

No Voice2Order AI automation

Agenda

01 **Story Mapping**
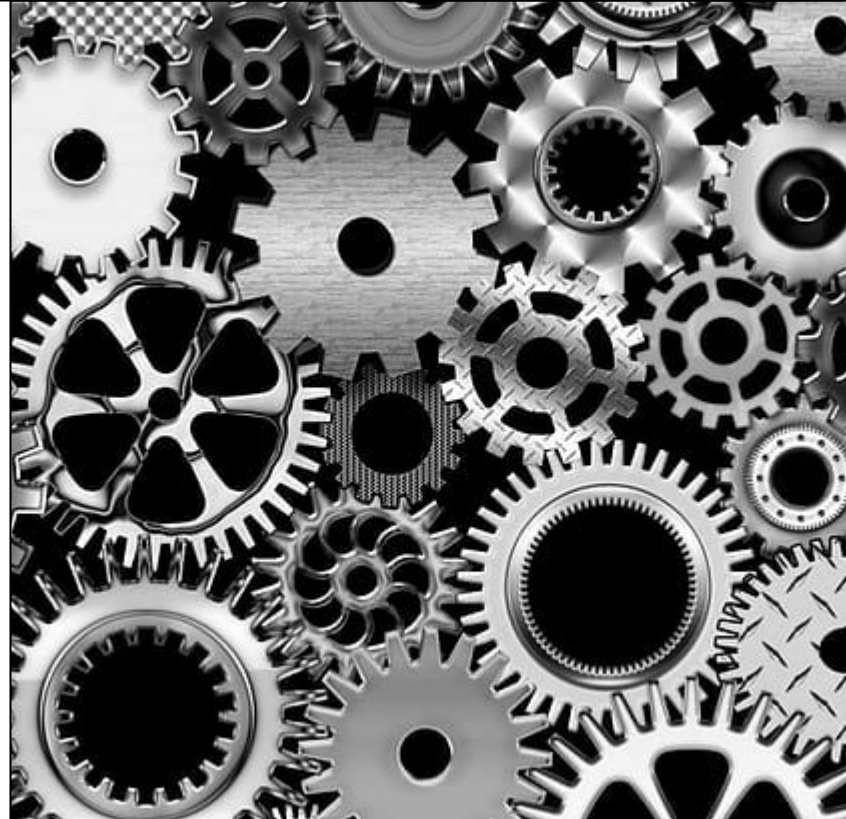Understand RE through
a relatable daily routine

02 **Identify & Discover**
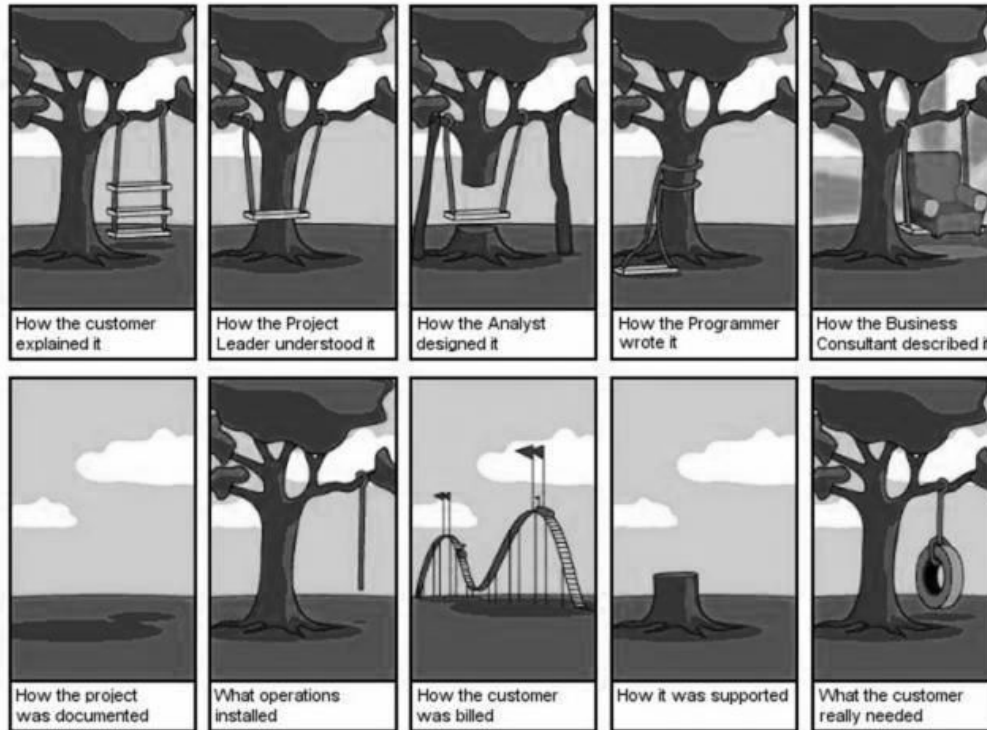Roles & Perspectives

03 **Get deeper insights**
Experience systemic question
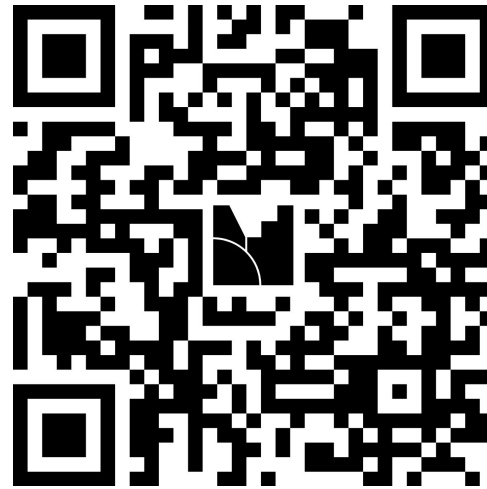techniques to discover requirements

Let's do magic

EXPERIMENT: Getting ready for work

Close your eyes
to get on your journey

What would be your perfect morning?

Let´s exchange with your neighbours!

Compare your notes.

What would be your perfect morning?

What differences did you identify when comparing your mornings?

[Mentimeter](https://www.menti.com/alah1vyzm76i)

https://www.menti.com/alah1vyzm76i

Mentimeter

Story Mapping Example

What is the bare minimum that needs to be done?

| MVP backbone |

more detail

Wake up
- Open your eyes
- Stop alarm
- Get out of bed
- Stretch

Do body hygiene
- Go to bathroom
- brush your teeth

Get dressed up
- Go to closet
- Choose clothes
- put on clothes

Go to work
- Leave house
- Take public transport to work place

Timeline / User Flow →

Release 1
- Drink a black tea
- Eat some muesli
- Lock the door

Release 2
- Do make up

Release X

other features

Backlog
- Prepare food for lunch
- Have a conversation with my roomie
- Read a book
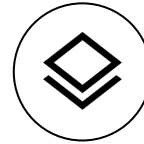- Water your plants in summer
- clean dishes
- ...

Getting ready for work…

Influence on user tasks – Story Mapping

Focus on activities
Write down a verb for every single step done

Check Depth/Aggregation
Break down in smaller subtasks or sum up differences in behaviour

Order items
Narrative flow ☐
Getting an overview,
Identify missing tasks / hidden needs

Identify output
Identify the bare minimum MVP

WHO'S WHO

YOUR MORNING AS A PROJECT		
Everyday Role	**Project Role**	**Function in the Example**
Myself	Customer / PO	Has expectations: being on time, feeling good
My Planner	Requirements Engineer	Identifies dependencies & clarifies details
My Body	Developer	Implements the requirements
Environment	System / Stakeholder	Provides constraints (time, kids, weather)

What do you really need?

What a User wants ≠
What a User really needs

Business Value?!

E.g. I don't want to feel stressed in the morning

...Might lead to misunderstanding in projects/at home

SYSTEMIC PRINCIPLES & MINDSET

EXPERT
The user knows its needs best

EYE LEVEL
Atmosphere & building rapport

WORD ANCHOR
Use the same wording

RESPECT
Consider all input with respect

EXPLORING
Avoid assumptions

FOCUS ON SOLUTION
Work into the future

INTERCONNECTEDNESS
Understand the whole system around

PACING & LEADING
Questions show interest

SYSTEMIC QUESTIONS

A set of questions & techniques to focus on

WHAT FOR

○ Ask Goal-oriented questions

○ Be solution-focused

○ Clarify previous strategies

○ Draw explanatory metaphors

○ Work with circular questions

○ Identify external & internal resources

○ Form perspective questions

○ Ask for Exceptions

○ Apply time/miracle question
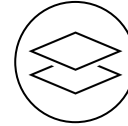
○ Use scaling questions

PRACTICAL TAKEAWAYS

REQUIREMENTS
Requirements are rarely clear-cut and rooted in everyday logic

COMMUNICATION
RE is not just about documentation, it's about communication

MULTIPLE LAYER
Communication has multiple layers

TRANSLATE
RE acts as translator, investigator, and structure-giver

HIDDEN NEEDS
Systemic questions reveal hidden needs

PROJECTS
Your morning shows how much 'project' lives in each of us

Annika & Verena

ANY QUESTIONS?