



東北大學  
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# 软件工程

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## 3.4

# Requirements?



# DISCUSS

- 1. It is said that sometimes it is hard for client and developers to understand each other. Do you think so, why?**

# Difficulties & Challenges

- **Knowledge and techniques**
  - **Most developers learn computer technique in school. They are not good at communicating with users.**
  - **Developer cannot achieve proper requirements documentation.**
  - **Many developers lack domain knowledge.**



# Difficulties & Challenges

- **Users cannot describe their requirements**
  - **“I know you believe you understood what you think I said, but I am not sure you realize that what you heard is not what I meant!”**  
**----- by American vice president**
  - **We know our feet very well, but we cannot describe their size and shape exactly. Only when we try and feel the shoes, could we determine the right shoes.**

# Difficulties & Challenges

- **Both misunderstand requirements**
  - **What is asked for is not what is really needed. The answer is not what is really asked.**
    - **Who can help me to change a 100RMB note?**
  - **The user misunderstand developer's suggest or reply.**
    - **Advertisement on Information Highway**
- **User changes requirements often.**



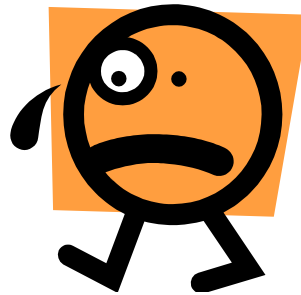
# DISCUSS

**2. Do you think that all users or all members of the client organization will be happy to expect the target software system? Why?**

**---- Employees of the client organization feel threatened by computerization.**

# DISCUSS

## Case 1. Why did the product fail?



**---- Requirements should come from clients and users, rather than developers themselves.**



# DISCUSS

## Case 2. What is wrong with the project?



**----Requirements team members must be able to negotiate. The client's needs may have to be scaled down.**

# DISCUSS

## Case 3. Can the project terminate?



**---- The importance of key employees of the  
client organization**