Elicitation Notes

User Characteristics can be found here.

General Techniques

Requirement Elicitation:

- **Interviews** - Interview techniques should be used for building strong relationships between business analysts and stakeholders. In this technique, the interviewer directs the question to stakeholders to obtain information. A one-to-one interview is the most commonly used technique.
- **Focus group** - By using a focus group, you can get information about a product, or service a group. The Focus group includes subject matter experts. The objective of this group is to discuss the topic and provide information. A moderator manages this session.
- **User observation** - The main objective of the observation session is to understand the activity, task, tools used, and events performed by others.
- **Document analysis** - used to gather business information by reviewing/examining the available materials that describe the business environment. This analysis is helpful to validate the implementation of current solutions and is also helpful in understanding the business need.
- **Brainstorming** - used to generate new ideas and find a solution for a specific issue. The members included for brainstorming can be domain experts and subject matter experts. Multiple ideas and information give you a repository of knowledge and you can choose from different ideas.
- **Questionnaire** - a set of questions is given to stakeholders to quantify their thoughts. After collecting the responses from stakeholders, data is analyzed to identify the area of interest stakeholders.
- **Prototyping** - Prototyping is used to identify missing or unspecified requirements. In this technique, frequent demos are given to the client by creating the prototypes so that client can get an idea of what the product will look like. Prototypes can be used to create a mock-up of sites, and describe the process using diagrams.

Examples of Stakeholders

Internal - People or groups within the business such as team members, managers, executives, etc.

- Some software systems are built for employees to work with at a physical location, for example, a cash register system used by a commerce store would have the employees as stakeholders since they will be using the system.
- Some software systems will need an admin mode that is out of reach from regular employees but is used by management, and this would make the management a stakeholder in the process of using the said feature.
- Within a company, the decision could be split up to a board for the software to be built, and if this is the case they would be considered the client making them stakeholders in the success of the software being developed.

External - People or groups outside the business such as customers, users, suppliers, or investors.

- When building software that allows customers to place an order for a product the customer would be considered a stakeholder as the product is based on their experience.
- Software that works with inventory, any suppliers to the inventory would be stakeholders as the software works around them
- Investors who put money into the development of a project are not technically a part of the business but externally are stakeholders who hold a stake in the success of the project.

Identifying Stakeholders

Typically speaking a good rule of thumb to always have in the back of your mind is that if anyone has any interest or any effect on your project, then they can be deemed as stakeholders.

- **Project Charter** - A project charter names the project manager and officially starts the project. This document contains other high-level information, like the name of the project manager, client, sponsor, other influential stakeholders, and more.
- **Contract Documents** - If you confirmed the project through a contractual agreement, review the contract documents carefully. The contract agreement can give you the names of suppliers, local agents, and contacts from the client's side.
- **Brainstorming Sessions** - Brainstorming is a good technique for collecting information and identifying stakeholders for your project. You can brainstorm with your team members and experts. You can ask some high-quality questions to get a better picture in your mind of who is influenced or interested in your project.
- **OPA and EEF** - The government is a key stakeholder in any project, and their support is critical to the success of your project. You must maintain a good working relationship with various governmental authorities. You can get information on government entities from the enterprise environmental factors.
- **Experts Interviews** - Interviewing with an expert on the subject matter of your project or economic field that you will be working on will give you insight into the bigger picture, as well as who would economically be influenced by your company's software.

Sources

Some of the information shown below is a general idea of where these sources can be used to procure requirements, but below are some in-depth examples of where to elicit requirements from.

Requirement elicitation:

- **Employees** - Upper management in companies aren't always going to directly work with the software as much as an employee would, so it is important to consult those who directly use the software more than the managers who want the software to achieve a specific outcome.
- **Customers** - keeping things at high ease of use is important for the users if they interact with the system directly, the last thing you want is an irate customer leaving a poor review of your software.
- **Management** - management has a better vision for bigger picture problems that some employees might not fully consider, so it is important to source them for ideas when creating requirements.
- **Expert** - If your company is going into a new field it is important to speak with those who are long-time users in the field, as they will be able to tell you the things that have already been done or what needs to be done to revolutionize the field.
- **Investors** - While investors don't directly influence the project it is possible for them to give you an understanding of why they invested and what they would like to see from the company.

Elicitation Summary **See User Stories Notes here**

<u>Summary</u>

I met with Garret Stone who is a manager at The Commons Beach Club, Garret assisted me during my elicitation of user stories. We had a long conversation mostly about the current system in place, giving me more perspective on how the club operates from his point of view as a manager. He expressed to me the issues that he would have with the current system, and things he wish were a feature that is not current features in the system. While it was hard to get most of the interview questions written down since it was over zoom and he only had thirty

minutes I will include the main questions below. Overall it was a decent meeting and with the information provided, I will structure my user stories and present them to him for feedback and perspective on anything that I may have missed during their development.

Q&A:

What things would you like to change about the current system in place?

The reason we would want to change the current system is that the layout is outdated and the software itself is not simplistic or visually appealing. When we want to see a log of how many members have checked in it takes about 30 minutes for a sheet of paper to be printed, and we no longer want to print the sheets of paper as this can be costly. We also want to integrate an online reservation system since we keep a physical book of reservations. Lastly, we would like to fix the general UI so it is less complicated for new employees to use the system.

What kind of features would you like that are not currently used in the system?

I would personally like to have a better statistical idea of what is going on in terms of member activity, that way I can come to my lead manager and express to her about staffing when or how many employees we should have for different times of the season. Having these kinds of understandings would be great, as well as being able to see things about the members while checking them in like their membership status in terms of activity and whatnot.

What is the most important purpose of the system?

As a base the whole point is to keep track of memberships to ensure those who come to the club are supposed to be there, that is number one. Secondly, employees should be able to charge them for any extra services like guests or food or anything in between. Lastly, the employees must be able to commit reservations to ensure that we are not overbooked. Anything else is tertiary to the system, without these three functions, the club itself will be in scrambles during the season.

**How would the system work under high-intensity days of operation?**

The system must be able to perform the three things that we talked about before at a minimum, but also possibly giving members capacity statistics would be great based on the rate that members are checking in to the club, maybe there could be some sort of live count on the club's website.

What features come to mind as a bonus and not a necessity?

I think statistical evidence would be great but obviously, the core functions would be check-in, reservations, and charging. Although I would love statistical analysis the beach club is not something that needs to be rocket science, but data is always a beautiful tool when maximizing efficiency, especially in the world of hospitality.

Mockup (Source)

The process I took to make the mockup was conversing with Garret Stone over iMessage and over the phone sending him my rough sketch and getting him to revise my concepts and requirements. While iMessage and phone calls are not always practical for most situations as it is very shorthand that was all that Garret Stone could make time for as the season is so busy currently. I was able to get a phone call with Garret Stone for only roughly nine minutes as well so I could explain to him my thoughts on everything before I started my wireframe sketches.
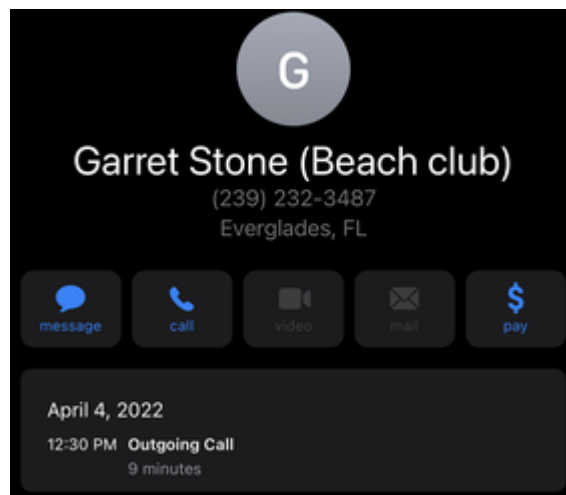

In terms of the process I took when I was creating my Mockup, I first started by understanding all the functions I wanted to perform, and how many pages I would need to complete those functions. After determining it would take roughly 6 unique pages I made 6 boxes in my notes and started sketching roughly what they should look like. This lead me to the completed wireframe below, which was a very rough and unfinished concept. This is what I presented to garret over iMessage and the phone where he gave me some better concepts about

how the layout should look and feel since it will be used outside. That allowed me to complete the mockup below, which is much more polished and he was fully on board and ready to see a prototype.

The Mockup Page is included below:
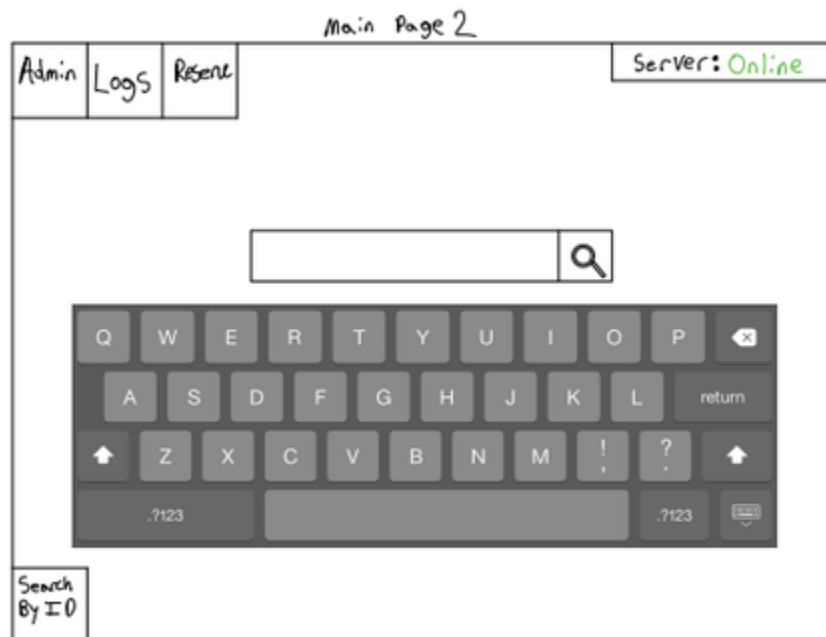
Wireframe

Below I used the app notion on my iPad to create a manual sketch before working in Figma to deliver my concepts with much more thought since it will be my first time using Figma.
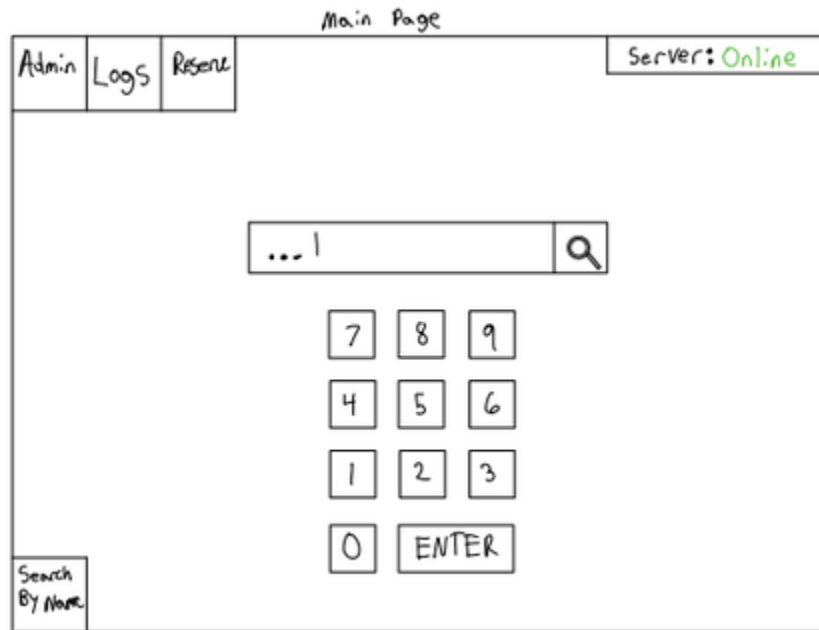
This is the main page that will be displayed

A modified version of the main page to allow employees to use a keyboard to search by name while giving them the choice to go back to ID.

Check-in

← Back

ID	Name	Relation	Status
123456	John Doe	membership holder	Active
123456-A	Jane Doe	wife	Active
123456-B	mike Doe	Brother	Active
123456-C	Sam Doe	Sister	Active
123456-D	Josh Doe	Son	Active

John Doe

Guests

| − | 0-6 | + |

Check-in

Highlight = Selected for Check in

Once a guest has been identified this page will display, each time a name is clicked it will display their photo for proof.

Reservations

← Back

| mm | DD | yyyy | GO |

ID

BENCH

| Tbl 3 = 4 PPL | Tbl 4 = 6 |
| Tbl 2 = 6 PPL | Tbl 1 = 4 PPL |

Pav 1 – Tables & Chairs

| Table 6 = 8 PPL | Table 5 = 8 PPL | Table 4 = 8 PPL |

Pav 2 – Picnic Tables

| Table 3 = 8 PPL | Table 2 = 8 PPL | Table 1 = 8 PPL |

Date
N/A

Pav 3
Tables &
Chairs

RT1

RT2

HT1

RT3

HT2

HT4

HT3

Pav 4
Tables &
Chairs

HT5

Tbl 1 = 4 PPL

Tbl 2 = 6 PPL

Tbl 1 = 4 PPL

| Tbl 2 = 6 PPL | Tbl 3 = 4 PPL |
| | Tbl 4 = 6 PPL |

| Tbl 2 = 6 PPL | Tbl 3 = 4 PPL |

| Tbl 4 = 6 PPL |

BENCH

Size

TIME
:

7	8	9
4	5	6
1	2	3
0	ENTER

Confirm

The above shows the option if the reservation is clicked from the home screen showing that you can use the keypad on the right to select a month day and year to display the reservation. Once a table is selected (green highlight) the employee must put in the information above the keypad before the confirmation will work.

Admin Log in

← BACK

Username

GO

Password

Q	W	E	R	T	Y	U	I	O	P	⌫
A	S	D	F	G	H	J	K	L	return
⇧	Z	X	C	V	B	N	M	!	?	⇧
.?123									.?123	⌨

When the admin button is pushed it will display the login with a touch keyboard for the manager to input their information to view the admin page.

Admin logs

← BACK   Search Post check-in   Member history

	ID	Name	Date	time	Guests
1	21354	John Doe	01/01/22	12:00	Yes
2	24135	John Doe	01/01/22	16:00	Yes
3	61482	John Doe	01/01/22	9:00	No

Member ID   GO
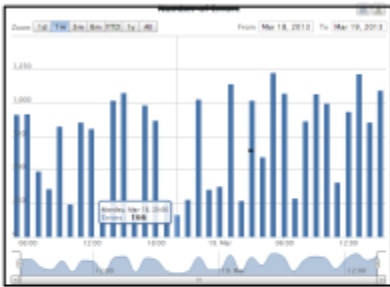
7	8	9
4	5	6
1	2	3
0	ENTER

Export Log

Remove Reservation

Name	ID	Party	Time	
John doe	1463	6	13:00	✕
John doe	1654	5	15:00	✕
John doe	1832	4	9:00	✕
John o	2614	3	12:00	✕

mm/DD/yyyy

Select Date Pop out

This is what the admin will see after a successful login giving them the options to remove reservations, search the logs of a specific member, and view the analytics of check-ins with the ability to narrow down ranges displayed.

Mockup

I used the web-based software Figma.com to create my mockup based on the wireframe above.

Main Page:

HOME   Admin   Reservations

Member ID Search

123456

SEARCH

1	2	3
4	5	6
7	8	9
	0	⌫

Search By Name

Main Page (Extended):

HOME   Admin   Reservations

Member Name Search

John Doe

SEARCH

q w e r t y u i o p
a s d f g h j k l
⇧ z x c v b n m ⌫

Search By
ID Number

Admin Login:

HOME

Admin Log in

Username

•••••••••••

LOG IN

q w e r t y u i o p

a s d f g h j k l

⇧ z x c v b n m ⌫

Admin Dashboard:

HOME

NAME	ID	DATE	TIME	GUESTS
JOHN DOE	123456	00/00/0000	08:00	YES
JOHN DOE	123456	00/00/0000	10:00	YES
JOHN DOE	123456	00/00/0000	11:00	NO
JOHN DOE	123456	00/00/0000	13:00	NO
JOHN DOE	123456	00/00/0000	14:00	YES
JOHN DOE	123456	00/00/0000	16:00	NO

CHECK-IN STATISTICS

● Rate

Members

300
100
90
80
60
40
20
0

2022.01   2022.02   2022.03

123456

SEARCH

1	2	3
4	5	6
7	8	9
Export	0	⌫
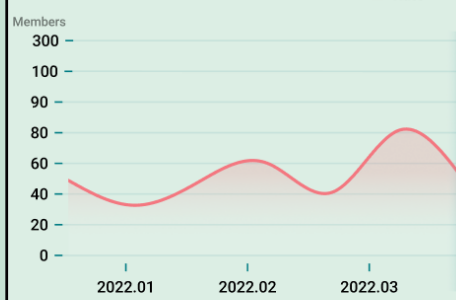
NAME	ID	PARTY	TIME	
JOHN DOE	123456	2	12:00	✕
JOHN DOE	123456	4	16:00	✕
JOHN DOE	123456	5	14:00	✕
JOHN DOE	123456	6	10:00	✕
JOHN DOE	123456	3	13:00	✕
JOHN DOE	123456	8	15:00	✕

00/00/0000   Search Date

Reservation:

HOME

Date

00/00/0000

ID

123456

Party Size

12

Time

12:00

BENCH

Tbl 3 = 4 PPL

Tbl 4 = 6

Tbl 2 = 6 PPL

Tbl 1 = 4 PPL

Pav 1 – Tables & Chairs

Table 6 = 8 PPL

Table 5 = 8 PPL

Table 4 = 8 PPL

Pav 2 – Picnic Tables

Table 3 = 8 PPL

Table 2 = 8 PPL

Table 1 = 8 PPL

HT1

HT2

HT4

HT3

HT5

Pav 3
Tables &
Chairs

RT1

RT2

RT3

Pav 4
Tables &
Chairs

Tbl 2 = 6 PPL

Tbl 1 = 4 PPL

Tbl 2 = 6 PPL

Tbl 1 = 4 PPL

Tbl 3 = 4 PPL

Tbl 4 = 6 PPL

Tbl 3 = 4 PPL

Tbl 4 = 6 PPL

BENCH
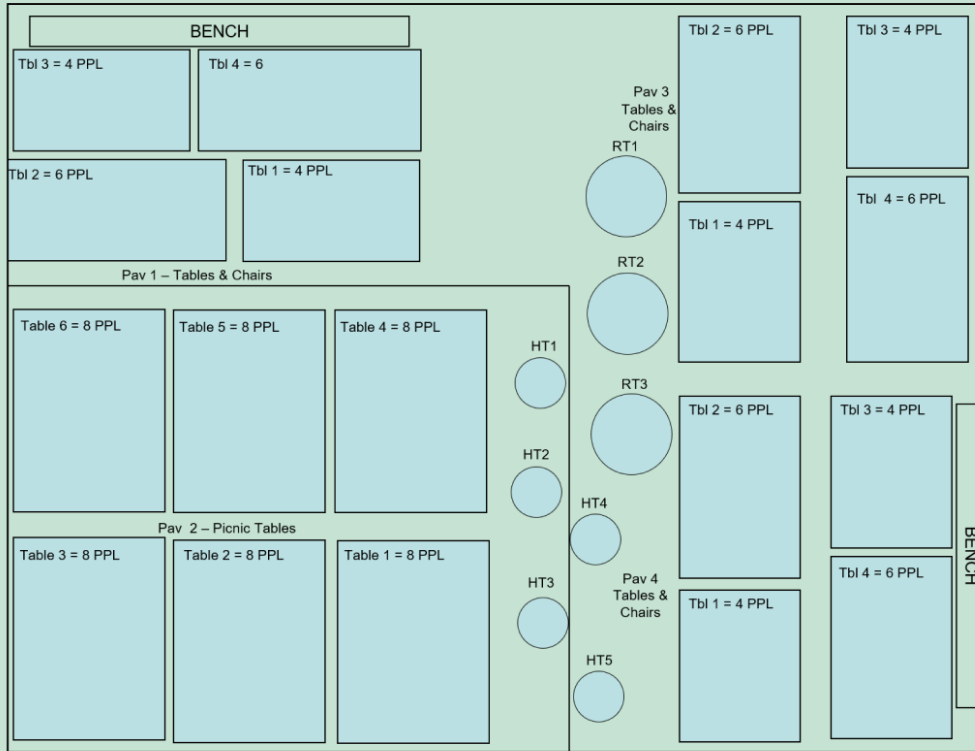
1	2	3
4	5	6
7	8	9
ENTER	0	⌫

CONFIRM

Check-in:

HOME

ID	Name	Relation	Status
123456	John Doe	Member Holder	Active
123456-A	Jane Doe	Wife	Active
123456-B	Mike Doe	Brother	Active
123456-C	Sam Doe	Daughter	Active
123456-D	Joe Doe	Son	Active

John Doe

Guests

+ | 0 - 6 | -

Check-in

System Design Constraints

- The software shall follow Microsofts User experience guidelines
- The software shall function in windows 8.1 minimum requirements
- The software shall use color schematics that will work well with screen glare and being seen outdoors
- The software shall include on-screen keyboards, buttons, and number pads that function with touch screen windows 8.1 laptops.