Elicitation Report

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Process of eliciting requirements for a software project. Include at least 4 sources and 4 techniques.

When eliciting requirements for a business, it is important to understand the business goal and business rules first before proceeding to develop the requirements. Knowing what the goal of the business is and how the product will benefit them within their scope is an important piece of information to obtain to elicit the specific requirements for a product being developed. The business rules could be part of a government organization and may impose laws, rules and regulations that will impose constraints on the set of requirements being developed. When understanding the business, take into consideration who the stakeholders are that will affect the products development and who will be affected by the product after development. Some stakeholders could be part of the business aside from the primary client such as developers, leaders, anyone who will directly be affected or influenced during the development stage of the project. These kinds of products may be explicitly used by the company themselves, making them the primary users. If this is the case, understanding the operational environment could bring up important pieces of information that can be used to elicit key requirements about the needs of the business.

Keeping in mind the sources of where to elicit the requirements, there are some techniques that can shed some light of the business and their goals. Interviewing the client is a must since they will be the one person within the business the analyst will meet with on a normal basis. Creating facilitated meetings with the client and any other stakeholders involved is a key strategy to have everyone involved and up to date on the state of the development cycle. Having everyone involved in the development of the product can give some insight into the process of making the product and come to a summative conclusion. As a result, the client must be aware of what is going on within the process so having a sense of transparency will give the client the idea that they are fully involved with the development of the product. Any stakeholder can be interviewed, but when it comes to showing full transparency, the client should have that importance since the client could be the head of the company or someone who will report the progress to their higher up. Along with the facilitated meetings, the people in those meetings can enact scenarios to see where there can be some errors to avoid and what are some important factors to take in when creating the requirements. If creating scenarios is out of the question, a simpler method is simply observing the environment in question. The analyst can obtain some valuable information but may miss out on some potential benefits when relying on observation alone since there is only so much time within the workday.

How requirements engineering process support the elicitation of behavioral requirements?

First, we must understand what behavioral requirements are. These requirements define what a systems behavior is to be. In other words, these requirements are satisfied, or not satisfied by what the system does when it runs. Essentially it is requirements process that is used to document user interfaces such as what will happen if User A interacts with the system by performing X number of actions and documenting what the system does as a result. These are defined through use cases. But how does the requirements engineering process support the behavioral requirements? The first step in the process is to elicit requirements. One method of eliciting requirements is use case approach. The use cases describe the sequence of interactions between the actor and the system. Since the first stage of the requirements engineering process involves requirements elicitation and a method of eliciting requirements is through use cases, these use cases provide an understanding for the behavioral requirements so that the analyst can provide to the developers an understanding of how the system should behave during different scenarios.

Fundamental challenges of requirements elicitation.

Some challenges that are imposed when creating requirements can consist of not defining the boundaries of the system. The client could define unrelated or unnecessary functions aside from the important ones that may result in unreasonably large implementations. When interviewing stakeholders and clients, it is sometimes hard to get a clear understanding of their needs. It shouldn't be explicitly stated, but sometimes the customer isn't always right. Maybe they know what they need but for implementation they haven't planned it out. A common issue is conflicting requirements. This occurs when two different stakeholders have a need that contradicts each other's. It can also happen if it is just a single stakeholder with two contradicting needs. Improper meeting times are an issue since one job that is stressed the most is meeting with the client consistently and frequently. Not being able to meet with the client as much can cause them to be left out, leading to unwanted requirements that the client may not want, which if implemented without their consent can cause distrust between the client and the analyst, which will negatively impact the project.

My process in eliciting requirements

As of recently, I was able to meet with my sponsor several times within a week to catch up and confirm sets of requirements and ideas for the product and get the ok from him. Some techniques were interviewing my sponsor and a friend who golfs, so I considered him as a customer in this case. After the interview with both my sponsor and friend, I was able to create some user stories as a result, but it wasn’t enough to come up with some decent requirements. I decided to give my sponsor some scenarios and with my guidance come up with what the system can do to solve the issue in the event a customer tries to perform an action and an error comes up, or the customer interacts with the system and what should be expected of the system to do.

Stakeholders

- Sponsor
- Customer

Business Rules

- Product conforms to reliability.
- In lesson setting, client and trainers must conform to professionalism.
- Instructors must be educated (Certification in PGA Class A).