

SWEBOK Chapter 1 - Requirements Elicitation

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Elicitation Process

The process of elicitation is a process of getting the stakeholders articulate requirements so that the business analyst role can write down these requirements for the Software Engineers. Requirements are hard to be articulated which is why elicitation is not a passive process but an active process. Aside from eliciting the requirements and writing them down it is crucial to plan, verify, and validate the requirements within elicitation. The different sources of elicitation could be coming from goals, domain knowledge, stakeholders, business rules, and the operational environment. The techniques for elicitation could include interviews, scenarios, prototypes, facilitated messages, observation, and user stories.

The requirements engineering process is designed to help in all aspects of requirement seeking for a team. This process will find functional, non-functional, and even behavioral requirements. Behavioral requirements are specifically found when interviewing stakeholders that are users and eliciting requirements from the user side of the process. The user is a stakeholder in the system so analyzing all of the user's behaviors and responses to the system will help create better software overall.

Challenges of Requirement Elicitation

The challenges with eliciting requirements comes from the difficulty in getting the stakeholders and clients to articulate exactly what they envision in their head. In response to this challenge we have created multiple ways to elicit these requirements through different processes, processes discussed earlier. These processes should navigate around the difficulties that we face within the elicitation process to obtain better requirements.

My Elicitation Process

The specific process in eliciting the requirements needed for the FGCU Complete database email tool was created through the use of elicitation processes such as interviewing, observations, and user stories which were created to dive into the problem. The sources that we used inside this process involved interviewing specifically Kristen Vanselow, the leader of the project and operator of FGCU Complete. This interview was conducted for multiple hours to understand multiple parts of the system as well as the underlying problems that FGCU had to solve. This system has formulated a set of constraints specifically from the FGCU Complete webpage which contains rules of the program [FGCU Complete](#). The sources inside of these methods of elicitation involve diving into the goals of the program, exploring the domain knowledge, speaking with the stakeholder of the program, as well as diving into the operational environment.

Sources:

List of Goals-

- Increase turn out for FGCU Complete
- Email to all students who fit in requirements
- Improve FGCU Complete awareness

List of Stakeholders-

- Kristen Vanselow
- FGCU Advising
- Transfer students above 2.0 GPA, 30 transferable credit hours, above a C in English Comp course

List of business rules-

- Emails must all be connected to FGCU
- Students must not be sent over one email per week.
- Students in program must not be emailed