Chapter 2. Requirements Elicitation

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Outline

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Objectives

- To identify key users
- To collect information on requirements using different techniques

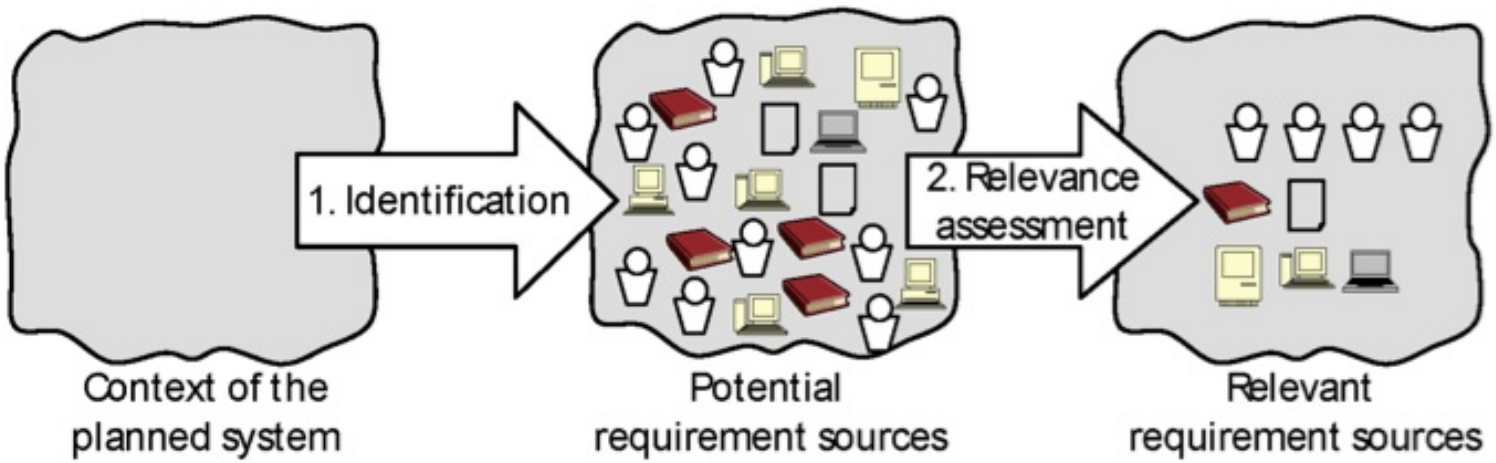
Motivation

Requirements origin
Elicitation Problems

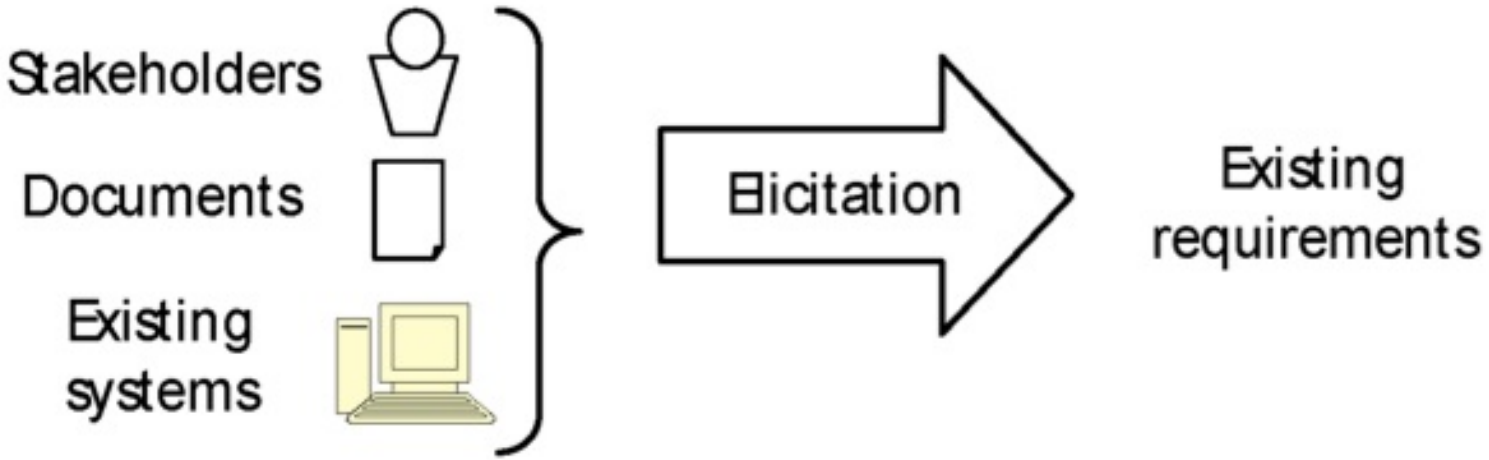
Sub-activities [Pohl 2010]

- Identifying relevant requirement sources
- Eliciting existing requirements
- Developing new and innovative requirements

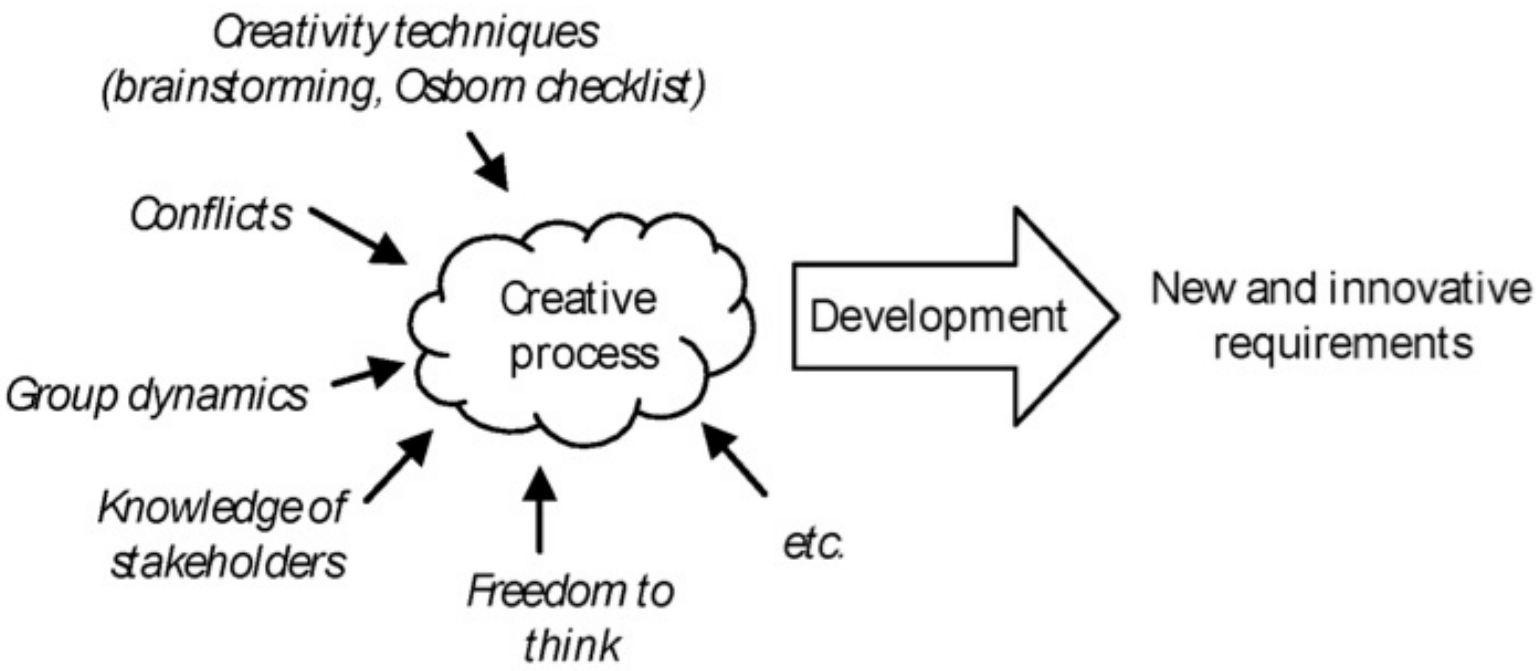
Identifying relevant requirement sources



Eliciting existing requirements



Developing new and innovative requirements



Outline

Elicitation Techniques [Pohl 2010]

- Interviewing
- Questionnaire
- Workshop
- Focus group
- Observation
- Perspective-based reading

Assistance Techniques [Pohl 2010]

- Prototyping
- Brainstorming
- KJ Method or Affinity Diagram
- Mind Mapping
- Elicitation check-lists

Motivation

Traditonal techniques
Other techniques

Ten Gold Rules to Elicit Requirements

1. To prepare the physical space
2. To prepare the interview script
3. To define key user's profile
4. To define the scope of the interview
5. To make the six basic questions
   who? what? where? when? how? why?
6. To make short questions from one topic
7. To listen
8. To maintain contact visual
9. To take notes or register the interview
10. To lead the interview

More about decalogues ...

- http://reqtest.com/requirements-blog/how-to-use-interviews-to-gather-requirements/
- http://www.clasesdeperiodismo.com/2010/12/13/20-claves-para-hacer-entrevistas/

Success Factors [Craig 2006]

1. Establishing rapport
2. Encouraging communication
   - Eye contact
   - Body language
   - Silence
3. Asking the right questions: open or closed
4. Active listening
   - Encourages
   - Clarifying
   - Reflection
   - Paraphrasing
5. Summarising and consolidating what you have heard
6. Managing bias
7. Trouble shooting difficult interviews

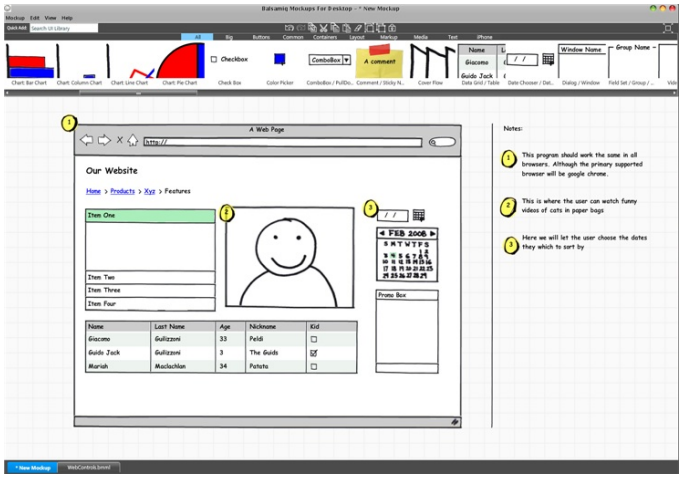
Common Mistakes [Craig 2006]

- Asking a question, getting an answer, and going straight on with the next question, instead of exploring the provided answer
- Not following a key thread from a given answer
- The interviewee says the same thing many times, thinking you haven't listened to them
- Jotting down an answer and not asking the reasons behind it, then you review your notes and wonder why the interviewee said that
- The interviewee often says *didn't I just answer that earlier?* or *I just said that*
- You say so *you do that because ...*, and the interviewee frequently says *no, that's not it ...*
- Asking too many closed questions, getting monosyllabic answers, and having the interview end in half the expected time
- Finding that your notes don't help with defining the end users' requirements, so you fill in the gaps with what toy think they meant

Overview

Concept

Prototypes are a valuable tool for providing a context (specify) within which users are able to better understand the system they want to build [escalona 2004]



Types

- Mock-ups of screen designs
- Functional prototypes

Web Links

- http://www.balsamiq.com/
- http://www.justinmind.com/
- http://www.mockflow.com/
- https://gomockingbird.com/
- http://pencil.evolus.vn/

Developing new and innovative requirements