

# 313-Recitation 4: Requirement Interviews

**Goal:** In this recitation, students will practice interviewing stakeholders and resolving conflicts.

## **Part 1: Conflicting Requirements (15 min.)**

Pair up. Consider the following conflicting requirements. For each scenario, identify if there is a conflict and, if so, how can the conflict be resolved?

1. Security: Fraudsters should never be able to withdraw funds.

Manager: Customers should not be inconvenienced.

2. Manager: The authorities should be notified of any suspicious activity.

Emergency services: Don't bother us with spurious calls.

3. Lawyer: We are required to maintain chain of custody for evidence to be admissible in trial.

Manager: We'll need to use a cheap cloud storage provider to keep costs down.

## **Part 2: Bad Interviews (15 min.)**

For this part, we are going to work on a new ATM security feature for PNC Bank. The customer wants to use the existing security cameras in the ATMs to automatically detect suspicious activity and take appropriate action. For example, the ATM should limit withdraw amounts if a customer is not recognized or call the security guard and/or authorities if someone is attempting to steal from the machine

Suppose that you are conducting interviews to gather requirements for this system.

- In your group, brainstorm what kind of questions you should ask the stakeholders. (5 min.)
- Your group will be given an interview bad practice. Prepare a 1 minute interview showcasing the bad practice. (10 min.)

- Each group will act out their bad interviews. The class will identify what went wrong and how to avoid it.

1. Believe of knowing everything
2. Denial by prior knowledge
3. Rudeness
4. Closed questions only
5. Politics
6. Influencing answers
7. Asking incorrect questions
8. Conflicting knowledge