INFORMATION SYSTEMS ANALYSIS & DESIGN

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Fact Finding Techniques for Requirements Discovery

References

Whitten, J.L., Bentley, L.D. (2011), Chapter 6, *Systems Analysis and Design Methods (p. 6-41, 7th ed*.), McGraw Hill Irwin.

Discussion 1

What's the difference between **functional** and **non-functional** requirements?

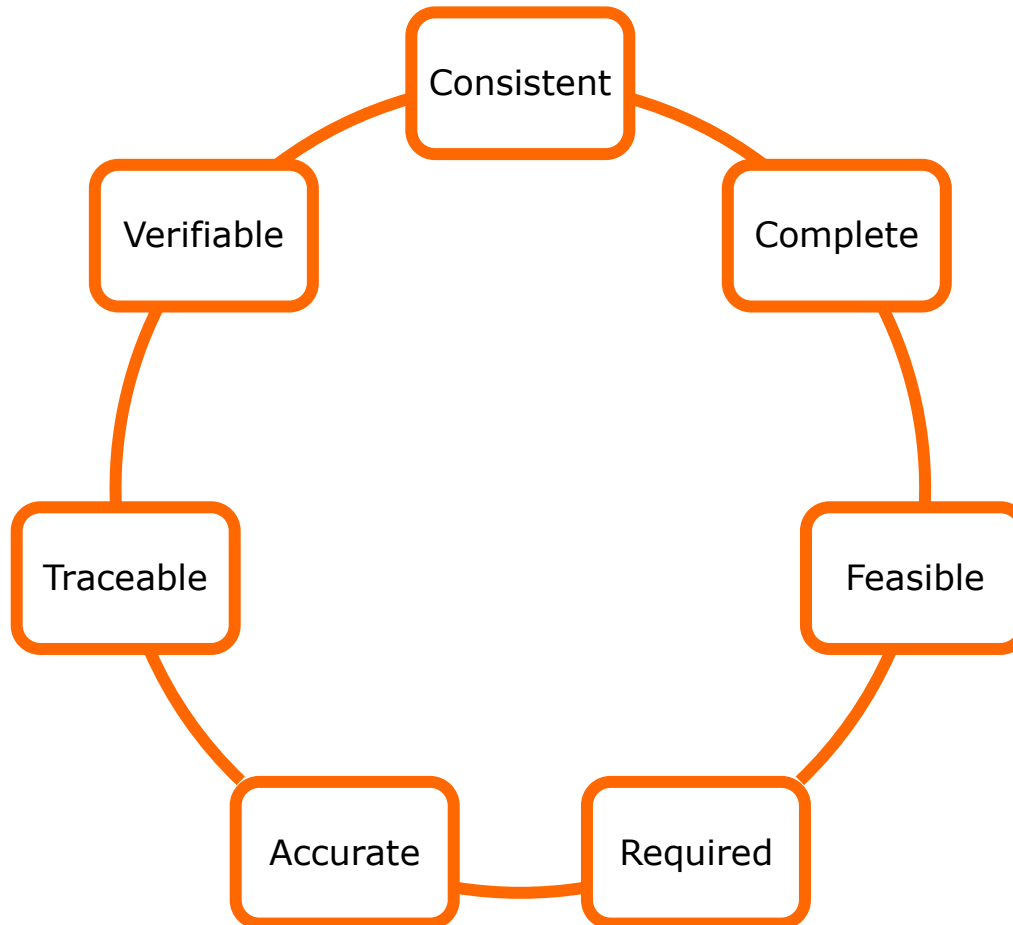# Requirements

- Functional

  Any **feature/function** that the system must do

- Non-Functional

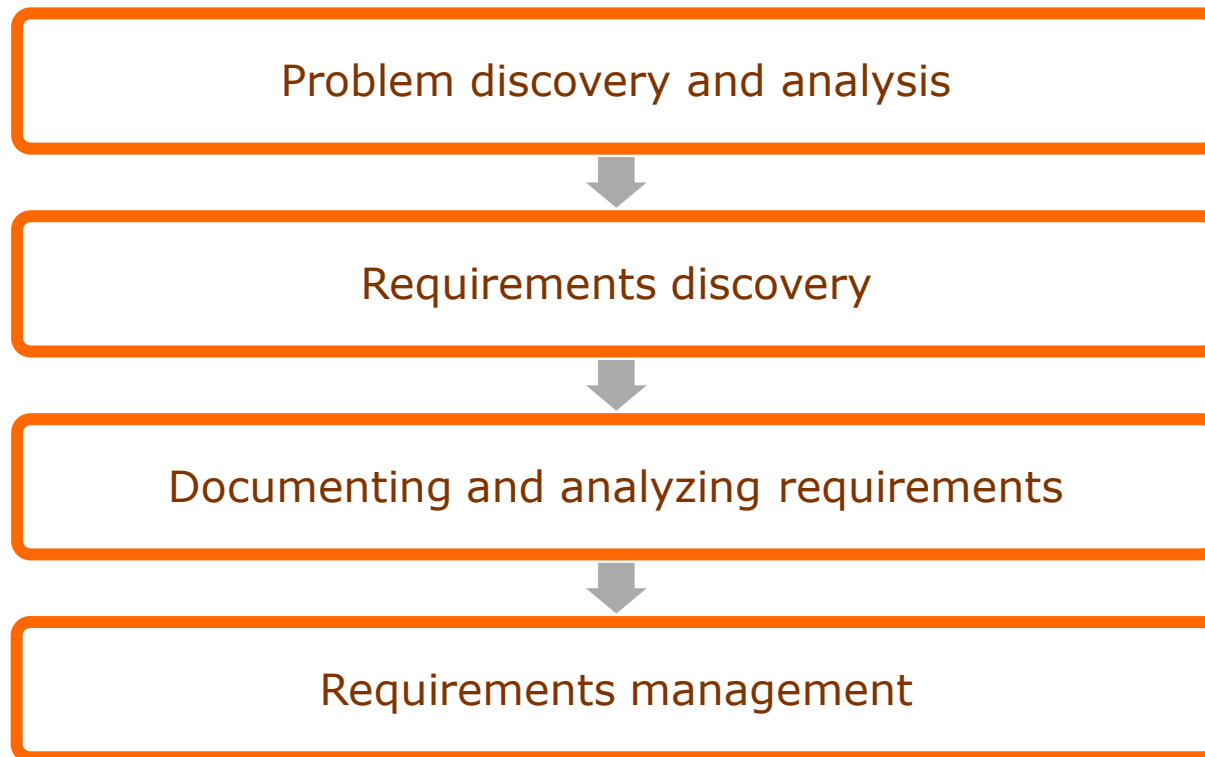 Any **property/quality** that the system must have
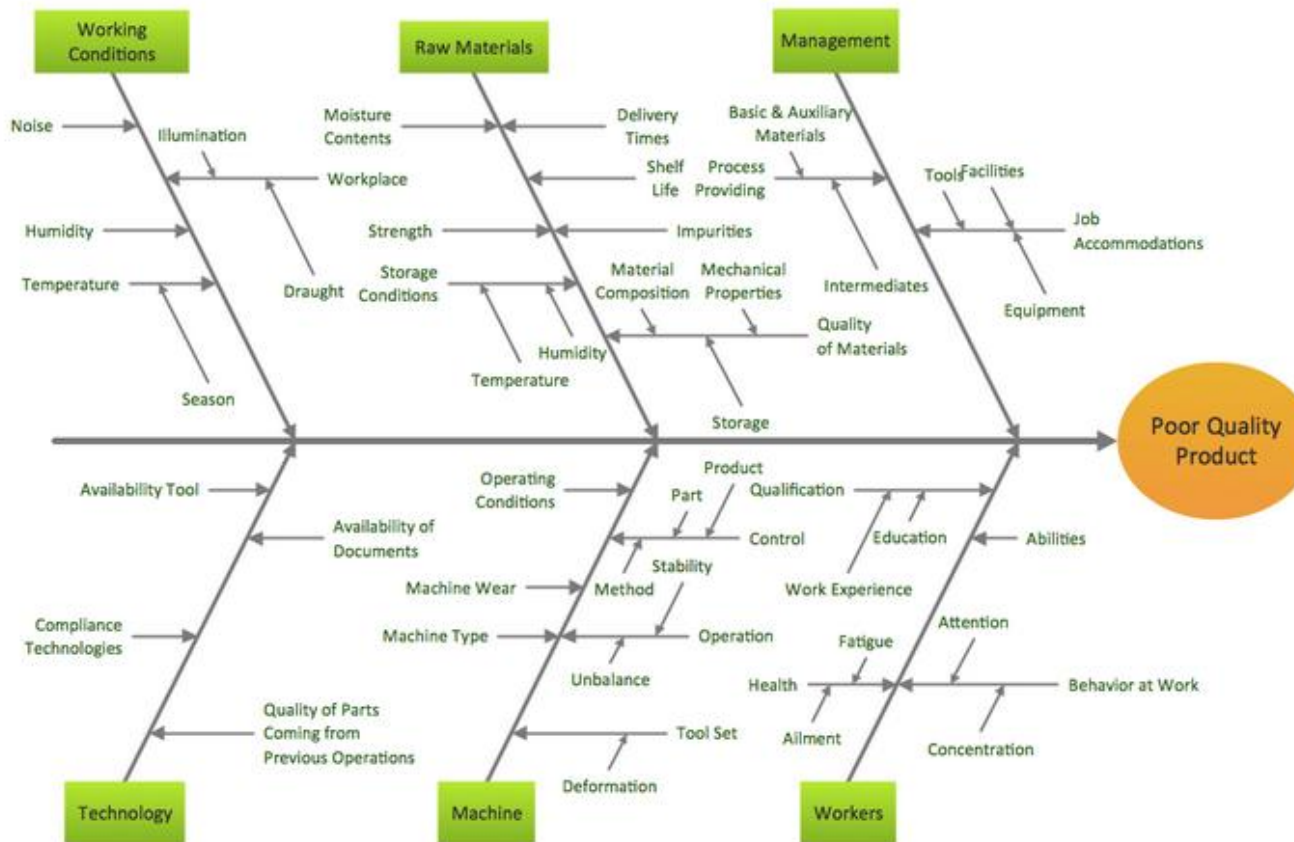
Requirements Criteria

Process of Discovery

Problem discovery and analysis

⬇

Requirements discovery

⬇

Documenting and analyzing requirements

⬇

Requirements management

Fish Bone Diagram
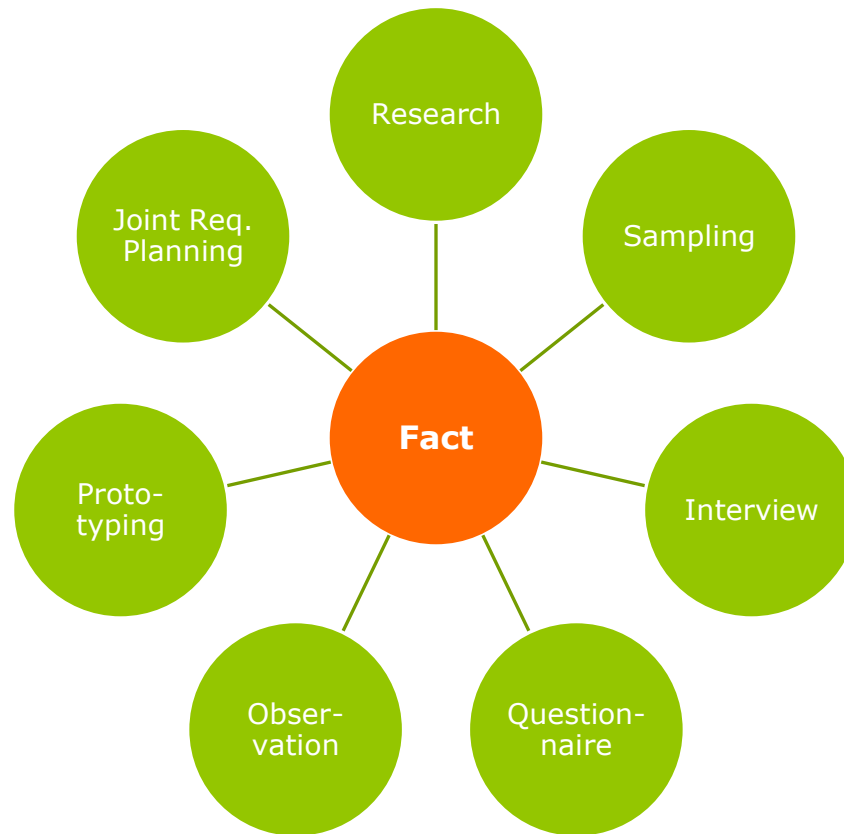
Fact Finding Techniques

Techniques

Document Sampling

- **Business**
  - Mission statement & strategic plan
  - Objectives for sub-units
  - Policy manuals
  - SOPs or job outlines
  - Completed transaction forms
  - Report samples

- **Technical**
  - Development flow charts or diagrams
  - Project repositories
  - Project documentation
  - User manuals

Discussion 2

What's the
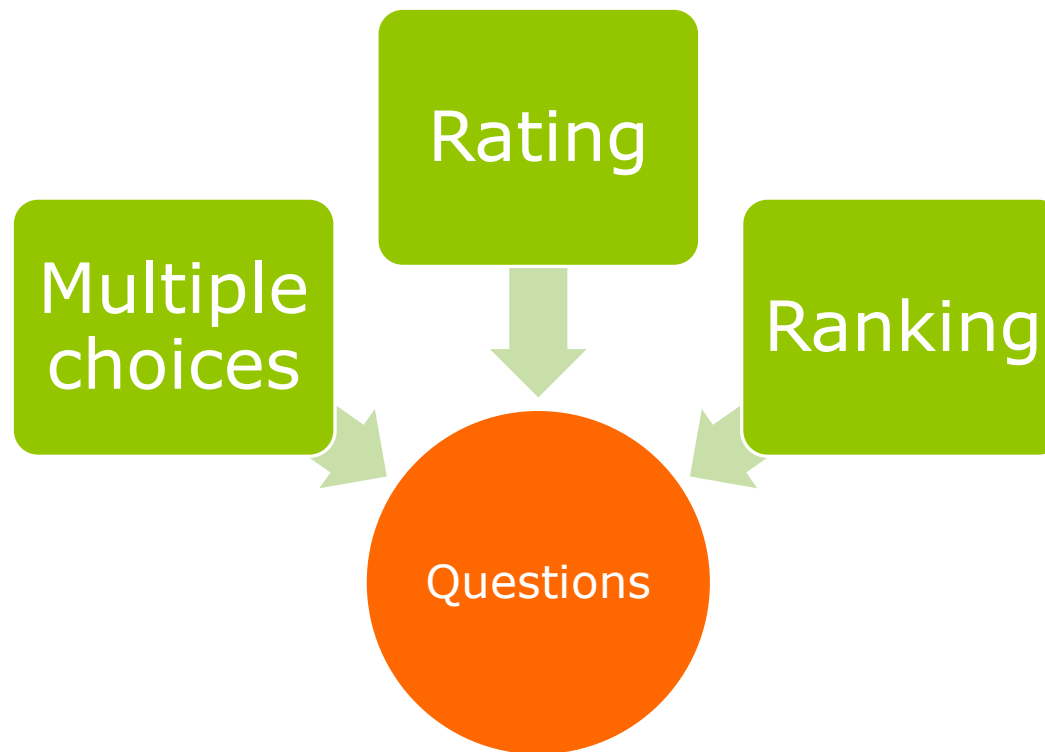advantages and disadvantages of
site visits and **observations**?

Discussion 3

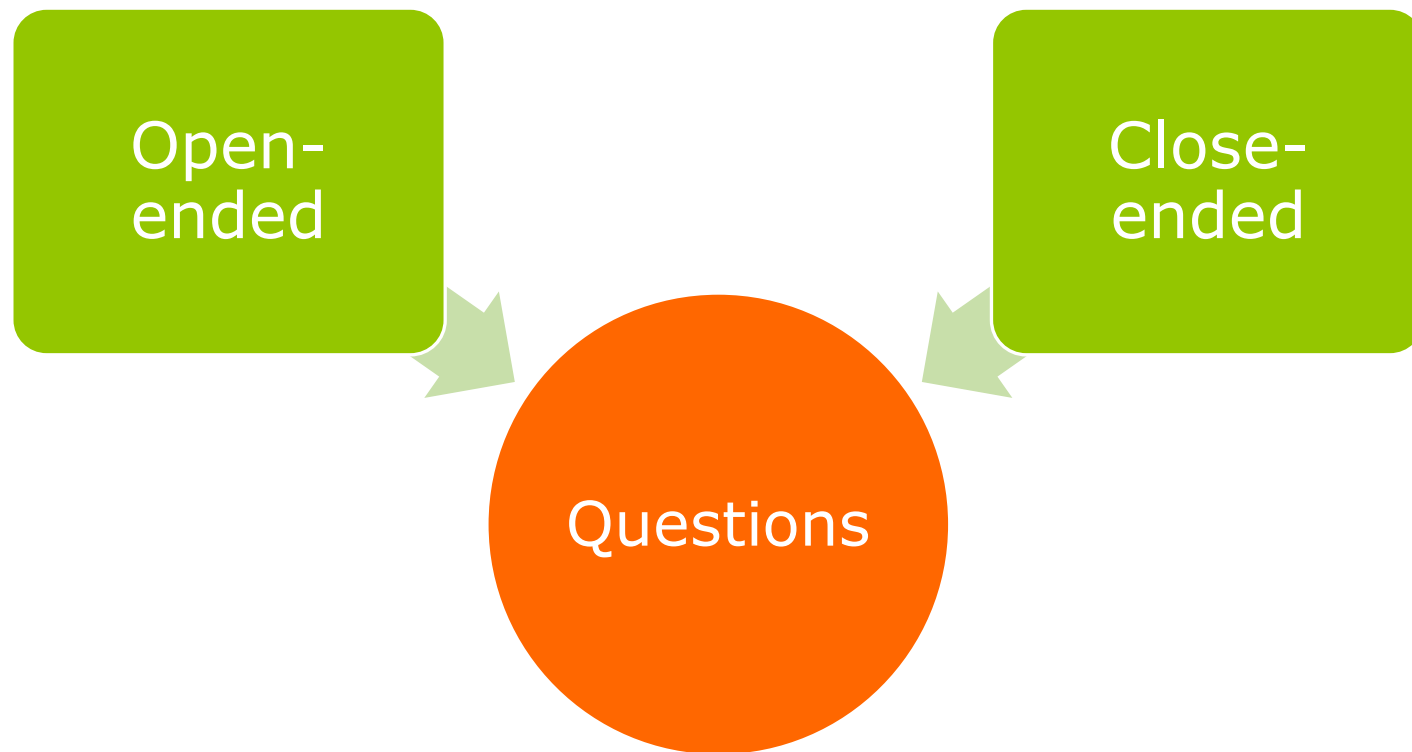What's the
advantages and disadvantages of
Using questionnaires?

Questionnaires

Interviews

Open-ended

Close-ended

Questions

Interviews

Time Allocated	Interviewer Question or Objective	Interviewee Response
1 to 2 min.	**Objective** Open the interview: • Introduce ourselves. • Thank Mr. Bentley for his valuable time. • State the purpose of the interview — to obtain an understanding of the existing credit-checking policies.	
5 min.	**Question 1** What conditions determine whether a customer's order is approved for credit? **Follow-up**	
5 min.	**Question 2** What are the possible decisions or actions that might be taken once these conditions have been evaluated? **Follow-up**	
3 min.	**Question 3** How are customers notified when credit is not approved for their order? **Follow-up**	
1 min.	**Question 4** After a new order is approved for credit and placed in the file containing orders that can be filled, a customer might request that a modification be made to the order. Would the order have to go through credit approval again if the new total order cost exceeds the original cost? **Follow-up**	
1 min.	**Question 5** Who are the individuals who perform the credit checks? **Follow-up**	
1 to 3 min.	**Question 6** May I have permission to talk to those individuals to learn specifically how they carry out the credit-checking process? **Follow-up** If so: When would be an appropriate time to meet with each of them?	
1 min.	**Objective** Conclude the interview: • Thank Mr. Bentley for his cooperation and assure him that he will be receiving a copy of what transpired during the interview.	
21 minutes	Time allotted for questions and objectives	
9 minutes	Time allotted for follow-up questions and redirection	
30 minutes	Time allotted for interview (1:30 p.m. - 2:00 p.m.)	

Interviews Do's and Dont's

Do

- Dress appropriately.
- Be courteous.
- Listen carefully.
- Maintain control of the interview.
- Probe.
- Observe mannerisms and nonverbal communication.
- Be patient.
- Keep the interviewee at ease.
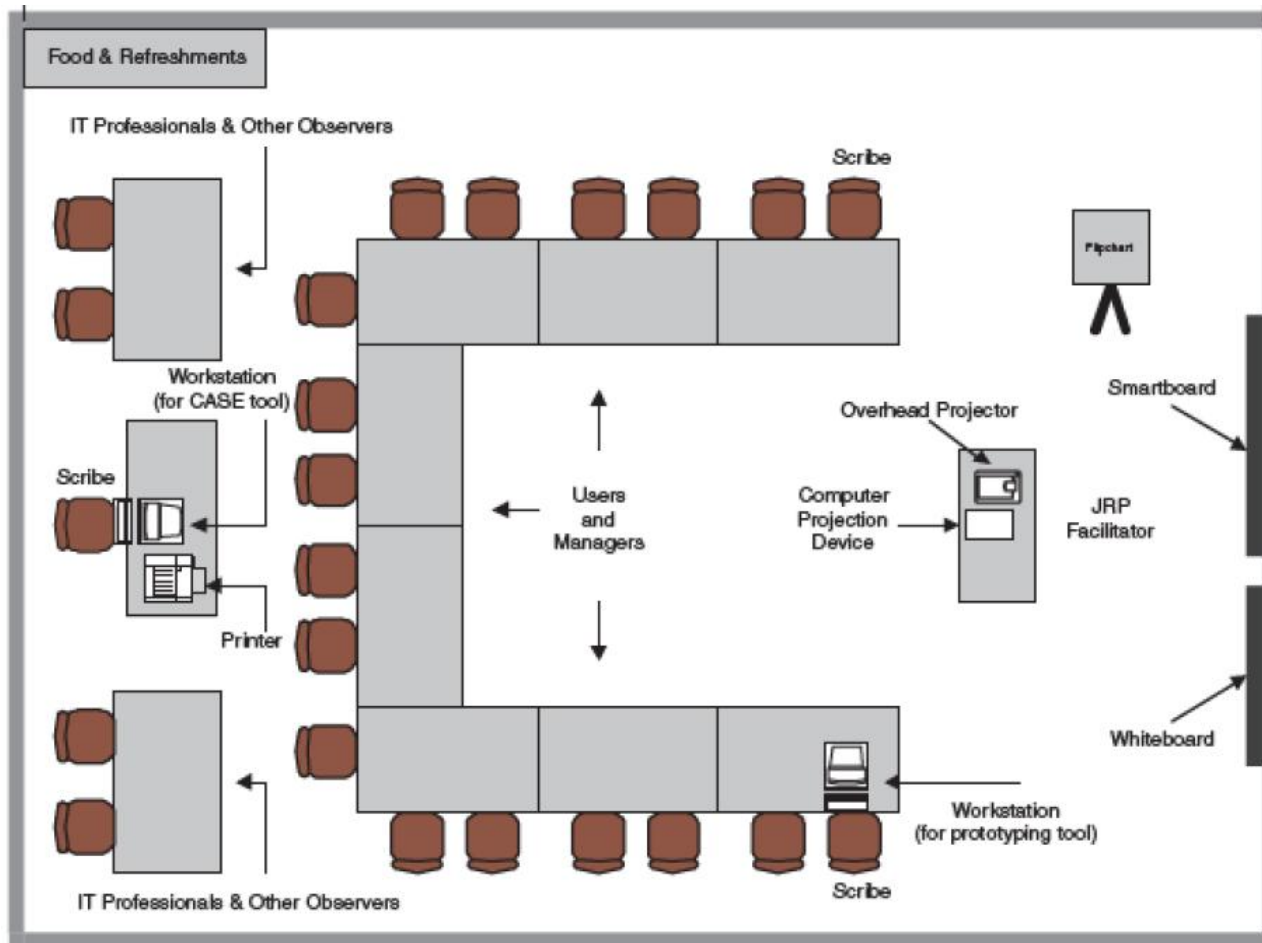- Maintain self-control.
- Finish on time.

Avoid

- Assuming an answer is finished or leading nowhere.
- Revealing verbal and nonverbal clues.
- Using jargon.
- Revealing your personal biases.
- Talking instead of listening.
- Assuming anything about the topic or the interviewee.
- Tape recording—a sign of poor listening skills.

JRP (Joint Req. Planning)

Documenting Requirements

REQUIREMENTS DEFINITION DOCUMENT

1. Introduction
    1.1. Purpose
    1.2. Background
    1.3. Scope
    1.4. Definitions, Acronyms, and Abbreviations
    1.5. References
2. General Project Description
    2.1. Functional Requirements
3. Requirements and Constraints
    3.1. Functional Requirements
    3.2. Nonfunctional Requirements
4. Conclusion
    4.1. Outstanding Issues
Appendix (optional)

Thank you!

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