Looking at different ways at of describing and working/using with requirements

The purpose of the assignment for project session 2 is to make you think about different ways of capturing and managing requirements. For that purpose, we will use the small case story for the Sweet Delights Bakery (which was described in a separate document).

Contents

Part 1 – Scan the Requirements Case Study document

The Requirements Case Study document describes the initial considerations when it comes to requirements for the new IT system Brain Food Bookshops is considering. There's a lot of details, but you are not supposed to take it all in and understand everything. Just do a quick read, to see what's in there. All the details are just there to create a suitably "feature rich" context that allows us to think about different ways of describing requirements. So, for this assignment it's fine to focus on selected parts that you find interesting and/or relevant

Part 2 - Reflect on different forms of requirements capture

Reflect on the different approaches for describing requirements (such as user stories, job stories, problem stories, and improvement stories) demonstrated in the case story. Feel free to include other forms of describing requirements if you want to.

Use the questions below as a guide while you discuss the different ways of describing requirements with your team members (or the person(s) next to you).

Questions for reflection on pros & cons of different approaches

1. **Comparative Analysis**: How do user stories, job stories, improvement stories and feature descriptions differ in their structure and focus? Which elements are emphasized in each method?
2. **Context Suitability**: In what contexts might one type of story be more effective than the others? Provide examples of scenarios where each method would be the most beneficial.
3. **Stakeholder Engagement**: Which type of story do you think is most effective for engaging different stakeholders (e.g., technical teams, business managers, end-users)? Why?
4. **Clarity and Completeness**: Which method provides the clearest and most complete requirements? Discuss how each method handles ambiguity and the level of detail provided.
5. **Adaptability**: How adaptable is each method when changes occur in project scope or user needs during the development process?

Questions for reflection on working with multiple forms of requirements description

6. **Applicability of using more than one method for describing requirements**: Would it be applicable (useful and manageable) to use more than one method for describing requirements?
7. **Describing different aspects of the same requirement**: Would it be useful to describe different aspects of the same requirement using multiple formats? Why (or why not)?
8. **Keeping track of relations between requirements**: If the answer to question 7 is yes, how would you keep track of how different "sub requirements" (each in a different form) are related?

Part 3 - Requirements development and analysis

Interview with Alex, bookshop manager at Brain Food Bookshops

Here's an interview with Alex who does inventory management for Sweet Delights Bakery:

Interviewer: Good morning, Alex. Thanks for taking the time to discuss the new IT system. To start, can you tell us what features you're most looking forward to?
Alex: Good morning! I'm particularly excited about the real-time inventory tracking. Currently, managing stock levels across multiple locations is cumbersome. This feature will allow us to see exactly what's available, where, and adjust more swiftly to customer demands.

Interviewer: That sounds like a significant improvement. How do you anticipate this system will change your daily workflow?
Alex: It's going to streamline a lot of processes. For one, the automated reordering will save us a lot of time and reduce the risk of human error. We often have to manually calculate and predict our stock needs. With automation, the system can generate purchase orders based on sales trends and stock levels, which means I can focus more on customer service and less on backend operations.

Interviewer: It seems like efficiency is a key benefit here. Are there any other features that will directly impact how you manage the store?
Alex: Yes, the mobile point-of-sale systems are another big plus. They will enable our staff to complete transactions anywhere in the store, helping reduce long lines at the checkout counters,

especially during high traffic times like weekends or holidays. Also, having easy access to customer purchase history will help us provide a more personalized shopping experience.

Interviewer: With all these advancements, do you have any concerns about the new system?
Alex: Naturally, there are always concerns with implementing new technology. My main worry is about the training and adoption phase. We need to ensure that all our staff are comfortable and proficient with the new system quickly to avoid any disruption in service. Additionally, I'm a bit cautious about data security, especially concerning customer information and business data.

Interviewer: Those are valid concerns. How is the transition being managed to alleviate these issues?
Alex: The company has promised comprehensive training for all staff members, including several hands-on sessions before we go live. They've also assured us that the system includes strong security protocols to protect our data. I'll be closely involved in the training and implementation process to make sure everything goes as smoothly as possible.
Interviewer: Lastly, what are your hopes for the future once this system is fully integrated into your operations?

Alex: I'm really hoping that once we're all up to speed, the new system will not only make our operations more efficient but also improve our overall customer satisfaction. With more accurate stock information and faster service, I believe we can enhance our customer relationships and see tangible growth in sales. Plus, the system's scalability means we can continue to grow without outgrowing our technical capabilities, which is exciting for the future.

Interviewer: Thank you, Alex, for sharing these insights. It sounds like there are exciting times ahead for you and your team.
Alex: Absolutely, we're all looking forward to it. Thank you for the opportunity to share our plans and expectations!

Comparing an interview to requirements

9. **Coupling requirements to interview**: If you compare the interview with the job stories as seen from a bookshop manager's perspective in the case story, can you recognize any of the job stories in the interview? Why/why not?
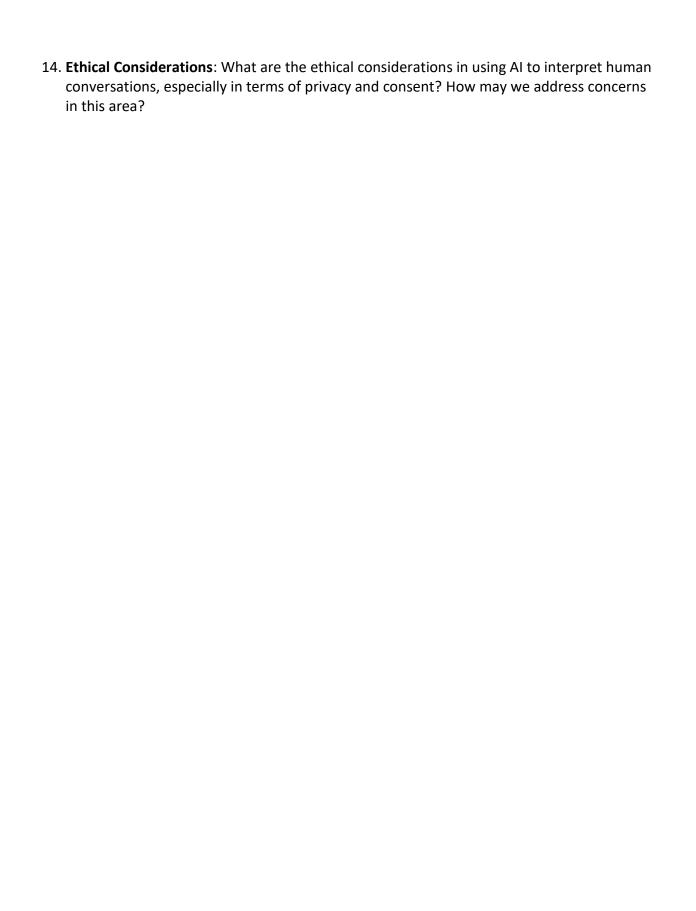
Using Ai for practical requirements development and analysis

10. **Coupling requirements to interview**: Are you able to distill the interview into requirements using something like ChatGPT or CoPilot?
11. **Different requirements formats**: Can you make ChatGPT or CoPilot convert between different forms of requirements as described in the case story?

Concerns about using AI to develop and analyze requirements

12. **Human Oversight:** What role should human oversight play in reviewing and editing AI-generated requirements? How can we balance automation with human expertise?
13. **Efficiency vs. Creativity:** Can the use of AI in generating requirements stifle the creative process that often benefits from human-driven brainstorming sessions? How might we mitigate this?

14. **Ethical Considerations**: What are the ethical considerations in using AI to interpret human conversations, especially in terms of privacy and consent? How may we address concerns in this area?