

# Interviews

Prof. Rodrigo Spínola



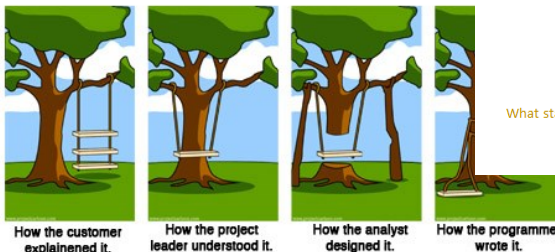
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## Last time

- Introduction to requirements elicitation
  - Context, techniques, activities
- In general, it can be difficult to figure out what our "goal" is



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# Agenda

- Interviews
- Hands on activity



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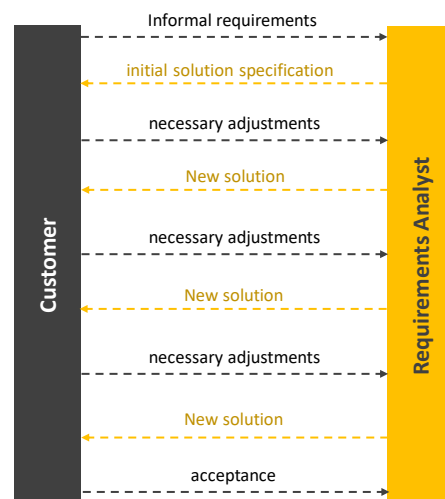
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# Interviews

- Most commonly used technique
- Must be carefully planned and prepared
  - Know who will be interviewed and why
  - Define the objective(s) of the interview
  - Prepare in advance the questions that will be asked (or part of them)
- **Some rework is expected at this stage!**



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# Task of the Day



## 4 volunteers

- 2 of them will act as requirements analyst
- 2 of them as users



Preparation: 10 min

Interview: 10 min



## Procedure:

1. Perform interviews
2. Identify information to specify the requirements (in details) of an information system



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# Scenario

You will interview people from this area

about this functionality

- FR4: The software must enable **managers** to maintain customers.

create, read, update, delete

- **Now: prepare yourselves!**

- Think about what questions you'll ask during your interview session



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# Scenario

RF4: The software must allow managers to maintain (create, read, update, and delete) customers.

A Web Page  
https://

Customer Registration

SSN\*

Next Cancel

**Business rule 1:** all fields are required.

A Web Page  
https://

Customer Registration

SSN\*

First Name\*

Last Name\*

Address\*

State\*

E-mail\*

Add Back

A Web Page  
https://

Customer Registration

SSN\*

First Name\*

Last Name\*

Address\*

State\*

E-mail\*

Update Delete Back



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# Scenario

- ☐ Did they explicitly get information about the context?
- ☐ Did they explicitly get information about navigation through the forms (process)?
- ☐ Did they explicitly get information about the fields (and if they are required)?
- ☐ Did they cover all expected functionalities?



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# Scenario

## Solution 2

The image displays three sequential browser window mockups for a 'Customer Registration' form. Each window has a title bar 'A Web Page' and a URL bar 'https://'.  
 - The first window shows the 'Customer Registration' title and a single input field for 'SSN\*'. Below it are 'Next' and 'Cancel' buttons.  
 - The second window shows the same form with additional fields: 'First Name\*', 'Last Name\*', 'Address\*', 'State\*' (a dropdown menu showing 'Virginia'), and 'E-mail\*'. Below these fields are 'Add' and 'Back' buttons.  
 - The third window shows the form with all fields populated with placeholder text: 'blablabla' for SSN, First Name, Last Name, and Address; 'Virginia' for State; and 'blablabla@bla.com' for E-mail. Below these fields are 'Update', 'Delete', and 'Back' buttons.



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# Interviews



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# Interviews

From open

To specific questions

- Get information about the **context**
- Get information about the **process**
- Focus on a specific **activity** of the process
- Get information about the **steps** performed for that activity
- Get information about the **data** and **business rules** of each step



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# Interviews

From open

To specific questions

- Get information about the **context**

*Why do you need this functionality?  
Who are the users that can access it?*



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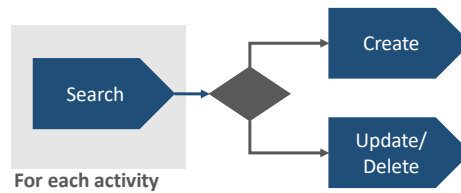
# Interviews

From open

To specific questions

Get information about the **process**

*How will the maintenance of customers work?*



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# Interviews

From open

To specific questions

Get information about the **data** and **business rules** of each step

*Attributes of a customer?*

*Option?*

*Business rules?*

A Web Page

https://

Customer Registration

SSN\*:

Next Cancel



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# Scenario

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E-mail\*

Add Back

A Web Page  
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Customer Registration

SSN\*

First Name\*

Last Name\*

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State\*

E-mail\*

Update Delete Back



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**Class is  
over,  
questions?**



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