

# Analisis Kebutuhan Perangkat Lunak

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# REQUIREMENT FROM CUSTOMER PERSPECTIVE

# Introduction

*Gerhard, a senior manager at Contoso Pharmaceuticals, was meeting with Cynthia, the manager of Contoso's IT department. "We need to build a chemical tracking information system," Gerhard began. "The system should keep track of all the chemical containers we already have in the stockroom and in laboratories. That way, the chemists can get some chemicals from someone down the hall instead of always buying a new container. This should save us a lot of money. Also, the Health and Safety Department needs to generate government reports on chemical usage and disposal with a lot less work than it takes them today. Can you build this system in time for the compliance audit in five months?"*

*"I see why this project is important, Gerhard," said Cynthia. "But before I can commit to a schedule, we'll need to understand the requirements for the chemical tracking system."*

*Gerhard was confused. "What do you mean? I just told you my requirements."*

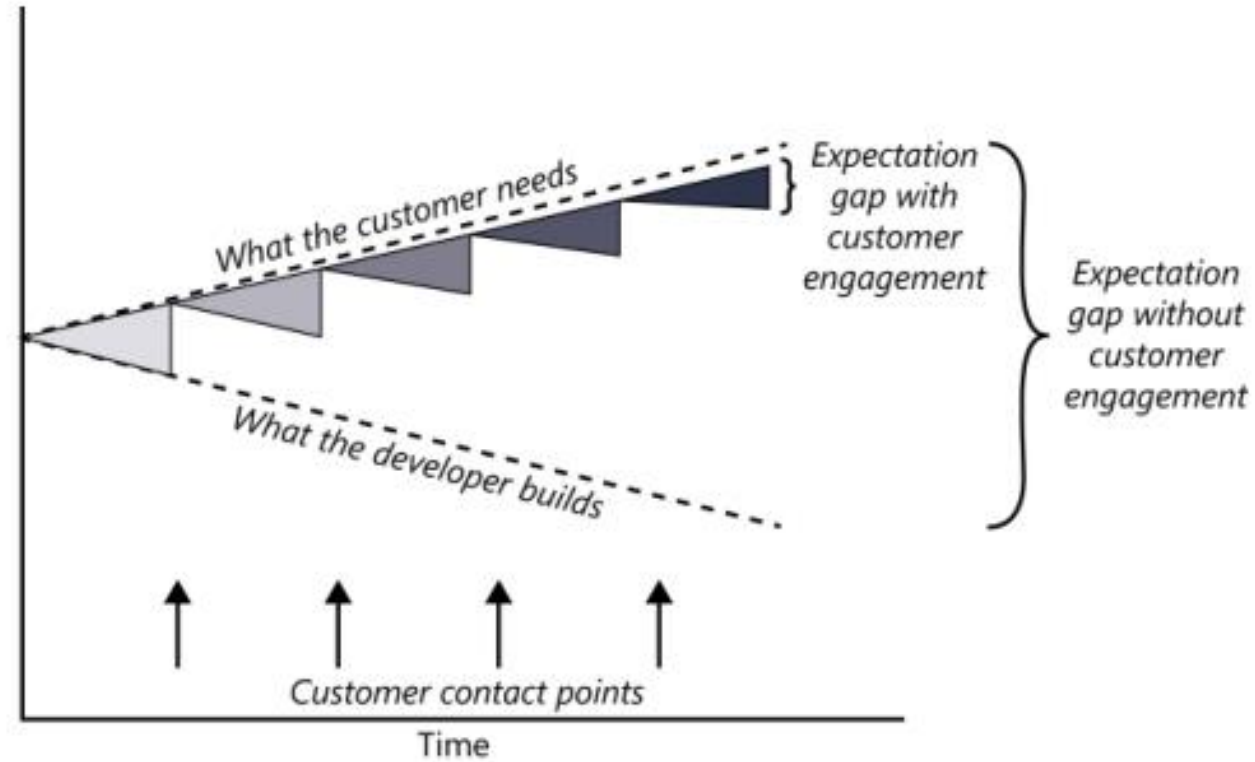
*"Actually, you described some general business objectives for the project," Cynthia explained. "That doesn't give me enough information to know what software to build or how long it might take. I'd like to have one of our business analysts work with some users to understand their needs for the system."*

*"The chemists are busy people," Gerhard protested. "They don't have time to nail down every detail before you can start programming. Can't your people figure out what to build?"*

*Cynthia replied, "If we just make our best guess at what the users need to do with the system, we can't do a good job. We're software developers, not chemists. I've learned that if we don't take the time to understand the problem, nobody is happy with the results."*

*"We don't have time for all that," Gerhard insisted. "I gave you my requirements. Now just build the system, please. Keep me posted on your progress."*

# Expectation GAP



**FIGURE 2-1** Frequent customer engagement reduces the expectation gap.

# Who is Stakeholders?



**FIGURE 2-2** Potential stakeholders within the project team, within the developing organization, and outside the organization.

# Customer-Development Partnership

- An excellent software product results from a well-executed design based on excellent requirements.
- Excellent requirements result from effective collaboration between developers and customers (in particular, actual users)—a partnership.

# Requirement Bill of Right

**TABLE 2-1** Requirements Bill of Rights for Software Customers

You have the right to
1. Expect BAs to speak your language.
2. Expect BAs to learn about your business and your objectives.
3. Expect BAs to record requirements in an appropriate form.
4. Receive explanations of requirements practices and deliverables.
5. Change your requirements.
6. Expect an environment of mutual respect.
7. Hear ideas and alternatives for your requirements and for their solution.
8. Describe characteristics that will make the product easy to use.
9. Hear about ways to adjust requirements to accelerate development through reuse.
10. Receive a system that meets your functional needs and quality expectations.

# Requirement Bill of Responsibilities

**TABLE 2-2** Requirements Bill of Responsibilities for Software Customers

You have the responsibility to
1. Educate BAs and developers about your business.
2. Dedicate the time that it takes to provide and clarify requirements.
3. Be specific and precise when providing input about requirements.
4. Make timely decisions about requirements when asked.
5. Respect a developer's assessment of the cost and feasibility of requirements.
6. Set realistic requirement priorities in collaboration with developers.
7. Review requirements and evaluate prototypes.
8. Establish acceptance criteria.
9. Promptly communicate changes to the requirements.
10. Respect the requirements development process.



# Creating the culture to respect the Requirements



# Identifying Decision Maker



# Reaching agreement on Requirement



# Agreement on Agile Project

1. Agile projects do not include a formal sign-off action.
2. Agile projects generally maintain requirements in the form of user stories in a product backlog.
3. The product owner and the team reach agreement on what stories will be developed in the next iteration in a planning session. The set of stories is chosen based on their priority and the team's velocity (productivity).
4. After that set has been established and agreed to, the stories contained in the iteration are frozen. Requested changes that come in are considered for future iterations. There's no attempt on an agile project to achieve stakeholder approval on the full scope of requirements for the project up front, however.
5. In agile projects the full set of functionality is identified over time, although the vision and other business requirements do need to be established at the outset.

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