Elicitation

Stakeholder and User Classes

Stakeholders

💡Stakeholders are individuals or groups who have an interest in, are actively involved, or are affected by a project.

- *Internal Stakeholders*

  💡 Stakeholders that are part of software team, their goal is to solve software problems through optimised processes and to build the best product

    - Software team (developers, testers, product owner)

- *External Stakeholders*

  💡 Stakeholders that are lie outside the software team, their goal is to gain the most benefit from the project with the last risk to their own interest

    - Direct users (artists, musicians, creative industry professionals)
    - Research team
    - General Public

User classes

💡 User classes are groups of users who share similar characteristics and requirements for the software project.

Favoured User Classes :

💡 Users who's satisfaction is most closely aligned with achieving the project's objectives.

- Users who have synaesthesia (might be frequent user or registered user)
- Research team
- Developer team

Disfavoured User Classes:

💡 Users who are not meant to use the product for legal and security reasons.

- Hackers who try to steal users' data for malicious purposes
- User impersonators or bots

Ignored User Classes:

💡 User who uses the product, but the product is not specifically built to suit them

- General public who does not have synaesthesia

🛠️ Technique

The development team will choose to **interview** clients via weekly meetings to gather requirements for the following reasons.

1. The project is on a tight schedule and the resource that the development team can access is limited. Also, the development teams have no communication channel with all categories of users.
2. Considering that neither the clients nor the students dedicate their full-time efforts to the project, it is essential to utilize an effective method for gathering information and facilitating communication.
3. The scarcity of relevant documentation could be used as a project reference, coupled with the absence of an existing system to perform similar tests.

In this context, conducting virtual interviews emerges as a particularly advantageous approach for both parties involved. The primary reason for this is the inherent value derived from the direct feedback exchanged during these interviews within a limited time. Such technique offers an opportunity for misunderstandings and misconceptions to be immediately clarified in order to stay within the scope of the project. Plus, the development team will be able to address possible concerns from clients and boost efficiency through thorough preparation before the interview.

Role and Responsibilities

- The product owner will act as the facilitator, interacting with the clients with prepared questions.
- The note taker will be assigned to the current scrum master. They will be taking meeting minutes, and won't be able to interact with clients directly.
- In the interview, the product owner will be the main person holding the interview. Other developers asking for follow-up as needed. The interview will be recorded on the premise of permission from all involved stakeholders. Further clarification required after the interview from clients will be conducted by the product owner via Slack.

Questions & Answers

1. *What is the main functionality of the platform (specific about two-dimensional colour consistency tests)?*
    - Test for audio-to-visual synaesthesia and determine whether the user has synaesthesia.
    - Test including playing single musical notes or songs and ask the user to select or describe a colour or drawing the image formed in brain.
    - The result of test will depends on user's consistency in their response to similar tones or songs
2. *In terms of online tools, are we building a web applications or IOS/Android apps ?*
    - The client is giving flexibility to the team whether the team prefers to build web applications, apps or software tools.
3. *What is the domain we are using to do the test (for example, letters, numbers, symbols and etc)?*
    - The domain is single musical notes and/or songs depending on the complexity level of algorithm.
4. *For the results, what key features or information would the client prefer to display to end user (eg description, score, etc.)?*
    - Test result whether the user has synaesthesia
    - Score result of user computed by the algorithm
    - details yet to be discussed
5. What is the colour range chosen by the end user ?
    - Two-dimensional colour picker
    - The user might choose to draw or describe shapes using text instead of choosing colour
6. After we get results from test, are we meant to evaluate if an individual has synaesthesia ?
    - Yes, we should evaluate if a user has synaesthesia by the algorithm-computed score based on consistency of choices that the user made
7. If a person decided to use the tool more than once by taking the test again, would the prompts be expected to be different every time, possibly in randomised way?
    - We can increase the complexity of the testing, for example instead of listening to one note, a user can listen to snippets of a note
8. For the tool, will we be focusing on just grapheme-colour synaesthesia ? Or will other forms apply (e.g. audio-to-visual)?
    - For this project, we will focus on the audio-to-visual form of synaesthesia