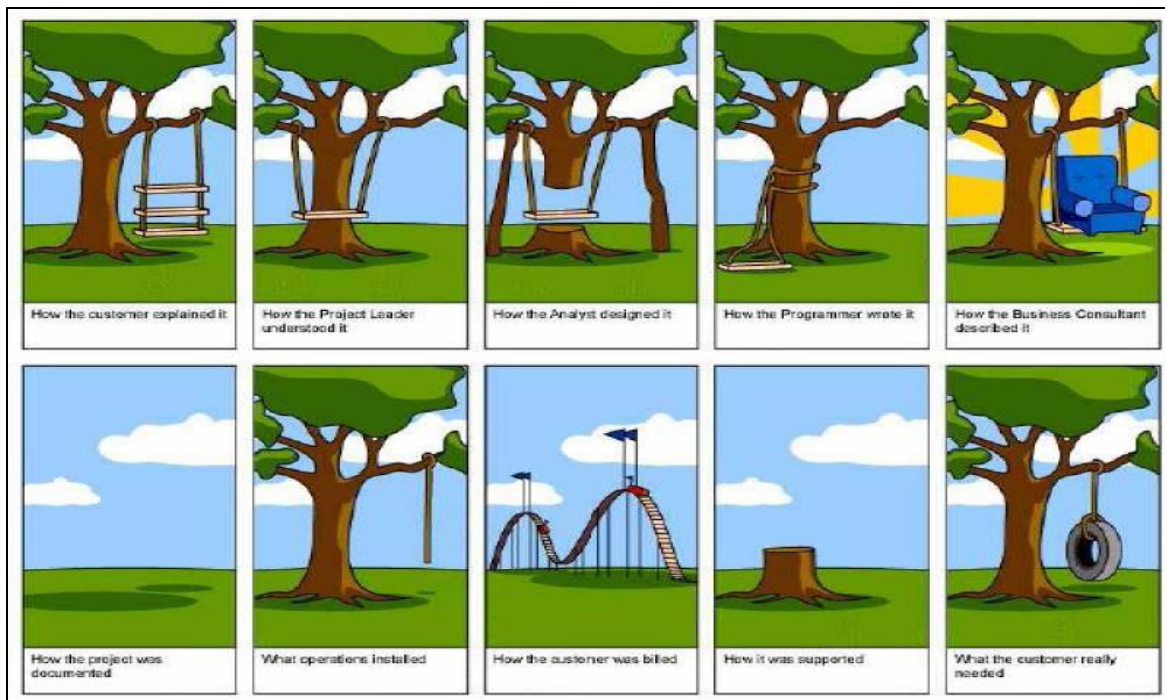


Requirements Gathering

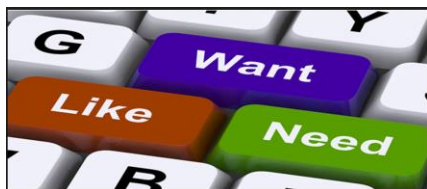
Requirements Gathering – A Typical Illustration



Requirement Gathering Patterns

- **Traditional approach:** Requirements are specified in detail and passes thru multiple reviews and sign-offs
- **Extreme approach:** Strives to make product/application ASAP and generally requirements needs to be elaborated
- **Incremental approach:** Some of the requirements are detailed up-front and some as the project proceeds

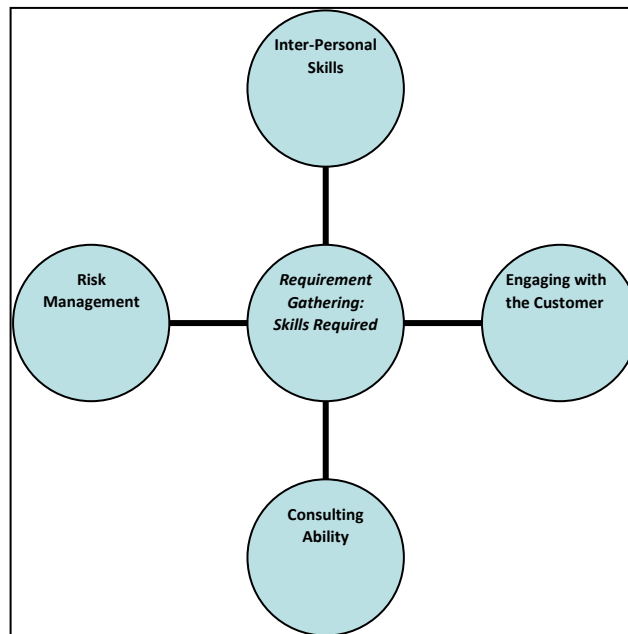
What are the Challenges in Requirements?



- **User Involvement:** Lack of user involvement
- **Customer Expectations:** Unreasonable, Infeasible, Conflicting in many occasions.
- **Scope and Vision not clearly defined :** All requirements are critical, no priority is defined
- **Improper Change Management:** Many times New requirements get added in the middle of the project or New requirements get added in the middle of the project
- **Functionality built, rarely or never used**

What are Requirement Gathering Skills?

There are so many challenges while gathering the requirements. Below diagram shows required skills for requirement gathering.



Inter-Personal Skills Effective communication Probing, Right questioning! Awareness Listening Compassion	Engaging with the Customer Expectations Executive and User level Organize Users and IT groups Changes to Scope or terms of contract
Consulting Ability Domain expertise Business terms, Regulatory and statutory knowledge. <ul style="list-style-type: none">– Technology expertise– Ability to anticipate requirements	Risk Management <ul style="list-style-type: none">– Business, technology, operation Creativity, Innovation, Team work!!

Tips to Requirement Gathering

Below mentioned are tips for effective requirement gathering process.

- **It is a team work!:** All has to work in a team.
- **Training:** Training like soft skills, domain knowledge can be given.
- **Know your Customer:** You should know everything about your customer e.g customer profile history, market positioning etc.,
- **Identify stake holders and set the expectations:** Identify single point contacts, Availability of business users etc.
- **Identify participants:** Identify participants for interviews, JAD sessions, Brainstorming etc.
- **General principles for requirements:** Specify the problem, avoid repetition etc.