**8. Requirement Gathering**

1. **Traditional Method**

* **Interviews :**

Interview is one of the typical and efficient procedure of requirement

gathering process. It is one of the widely accepted method conducted to bring out system objectives. A verbal communication, usually among two people is done to gather certain amount of information from a person. Interviews are mainly classified into two major groups. They are :

* **Structured Interview**

Structured interview, also known as ‘open interview’ is based on predefined set of questions. In structured interview, a skillful analyst can gather significant amount of data with proper examination of a interviewee. This method of interview is supposed to be effectual while concept and research cannot always be maximum.

* **Unstructured Interview**

Unlike structured interview, unstructured interview is open without any sort of strict limitation. The unstructured interview does not consist of any fixed set of questions but rather focus on user expectation and ideologies. It is believed to be uncomplicated and helps analyst gather qualitative data.

**Benefits of Interview as a method of requirement gathering**

* + Interview can be helpful in assembling notable amount of information effectively
  + Confusion between participants can be cleared straight away
  + Interactive interviews can produce functional results along with creative conception
  + Face to face conversation in interview assists interviewer to analyze additional information (other non-verbal behaviors and response)

**Drawbacks of Interview as a method of requirement gathering**

* + Conducting interview as a requirement gathering method can consume plentiful of time
  + Interviews can be considered less flexible as two people should be together at the same time

A suitable method of interview is planned along with required participants and appropriate location. Participant who asks questions is interviewer whereas participant who answers those questions are interviewee. An interview with open-end questions can be conducted for collection of qualitative data. A pilot testing is performed to refine queries and make necessary revision for the interview (Kvale, 2007).

In our scenario, the interview participants will be Dr. Willy (owner of the clinic) along with some pharmacists and staffs, who will operate the system. Dr Willy’s concern is how the proposed system will upgrade his clinic management. Likewise, pharmacists and other staffs are end users who are concerned about the usage of system. The interview can be conducted in a comfortable office considering manageable time for every participants.

**Sample Interview Questions :**

1. What are the complications faced while using the current manual system ?
2. How satisfied are customers and clinic staffs with current system ?
3. Where are record details stored in manual system ?
4. How are medicine stocks checked with manual system ?
5. What are your expectations from proposed system ?
6. Who will have access to the newly proposed system ?
7. Do you think the new system can successfully replace manual system ?
8. How will the newly proposed system assist in appointment punctuality ?

**References :**

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