Terna Engineering College
Computer Engineering Department

Program: Sem VIII

Course: Human Machine Interaction(HMI)

Faculty: Mr. Umesh B Mantale

LAB Manual

PART A

Experiment No.09

A.1   Aim:
Prepare the Interview Questions for Subject Matter Expert (SME) of your selected domain to gather requirements.

A.2   Prerequisite:
1. Knowledge of Interview techniques
2. Knowledge of Tools of Information Gathering and purpose.

A.3   Outcome:
After successful completion of this experiment students will be able to
1. Ability to Use this tool for gathering views and requirements of SMEs, and ultimately this will help them to know the System and business requirements.
2. At the end of this they will be in a position to design the relevant questions.
3. It will expose them for preparation of an Interview and its Questions.

A.4   Theory:

- **What is a SME person**?

  A subject-matter expert (**SME**) or domain expert is a **person** who is an authority in a particular area or topic. The term domain expert is frequently used in expert systems software development, and there the term always refers to the domain other than the software domain.

- **What is the role of the SME**?

    Role: Subject Matter Expert. The Subject Matter Expert (**SME**) is responsible for defining the business processes, the business policies and the application requirements. He leads the business rules acquisition activities as a domain expert and uses the Rules Management Application as reviewer

The SME has the following responsibilities:

- Support the definition of business processes
- Determine and support the implementation of a business policy, generally by providing the following:
    - the contents for the business rules that enforce the policy;
    - the process contexts in which the rules are applied.
- Oversee the execution of that policy via business rules applied. Such oversight includes confirming that the implemented rules fully and faithfully correspond to the intended policy.
- Once Rule Writers have created the first set of rules, the SME reviews the rules, and the rule flow to give feedbacks on the logic and pattern used.
- Review the results of testing and simulation
- Manage business vocabulary
- Resolve business issues relating to business rule execution.
- Be accountable for the quality of the business rule
- Approve major changes to business rule

In term of skill and competencies, the Subject matter Expert has a strong business knowledge and experience, some management skill, effective communication, leadership, decision making skills.

What is an SME interview?

When trying to uncover the functionality of an existing system or discover what a new or updated system needs to do to meet the business need, the most critical activity you will perform is **interviewing** stakeholders. **Interviewing** subject matter experts (**SMEs**) is part art, part science

Some general practices:

- Always interview the business subject matter experts first, your priority is to understand how the system is used and the business process it supports, not how the system works.

- Establish [trust](). SME interviews can seem a lot like that scene from Office Space where high-end consultants were brought in to figure out who to fire.

- Explain why you are doing what you are doing and why you need their help. Taking time to explain how the information will help you can go a long way in creating an open environment.

- Establish credibility. Come in with a [defined agenda]() and set of questions wherever possible. Be ready to show you've done your homework and aren't asking them questions you could answer for yourself. Always let them know what your next step is so they know this conversation won't fade into the ether.

- Get your SME to talk. Ask them to show you how to use the system or explain a business process. Ask open-ended questions to encourage dialog.
- Let them talk. If you get a SME talking, don't stop them. [Listen carefully]() and encourage them to continue. Ask follow-up questions.

What Requirements Questions Should I Ask?

When creating a requirements questionnaire, Here's some generic questions you can use to spur your thinking.

How requirements questions

- How will you use this feature?
- Is this feature a process and, if so, what are the steps? Or, what questions can I ask to ascertain the steps?
- How might we meet this business need?
- How might we think about this feature a bit differently?
- How will we know this is complete?

Where requirements questions

- Where does the process start?
- Where would the user access this feature?
- Where would the user be located physically when using this feature?
- Where would the results be visible?

When requirements questions

- When will this feature be used?
- When do you need to know about...?
- When will the feature fail?
- When will we be ready to start?

Who requirements questions

- Who will use this feature?
- Who will deliver the inputs for the feature?
- Who will receive the outputs of the feature?
- Who will learn about the results of someone using this feature?
- Who can I ask to learn more about this?

What requirements questions

- What do I know about this feature?
- Or, what assumptions am I making about this feature that I need to confirm?
- What does this feature need to do?
- What is the end result of doing this?
- What are the pieces of this feature?
- What needs to happen next?
- What must happen before?
- What if....? Think of all the alternative scenarios and ask questions about what should happen if those scenarios are true.
- What needs to be tracked?

Why requirements questions

Why questions are great wrap-up questions as they help confirm that the requirements you just elicited map back to a need you identified when you scoped the project.

- Is there any other way to accomplish this?
- Does this feature meet the business need and solve the problem we're trying to solve?

A.5 Procedure:

1. **Establish a purpose for the interview with an achievable goal.**

2. **Identify what you already know in advance.**
3. **Prepare a list of questions in advance.**
4. **Plan your interview.**

   - **Who is the best person to interview?**
   - **How much of their time will you need?**
   - **Can you call them directly to set up the appointment?**
   - **Do you need approval and an introduction?**

5. **Conduct your interview and take notes.**

Always introduce yourself and state the purpose of your interview with the content expert.

"Hi, I'm Tim Buteyn. I've been asked to interview you about rental fleet management."

Then solicit help from your subject matter expert and explain why he or she was selected for the interview.

"I understand you are the expert in this area, and I need your help to write a script for a training video on this subject."

When interviewing subject matter experts, it is always important to get them engaged in the interview process. Hand them your pen and say, "Draw me a picture of what you are talking about." Or ask them, "Can you show me that screen?" It is also critical for you to circle back and repeat what you have been told.

Some of the most powerful interview techniques are phrases like:

   - **Tell me**
   - **Show me**
   - **Draw it for me**
   - **Give me an example**
   - **So, let me make sure I understand**

You also have to know when to stop your interview and to recognize the difference in being stuck and knowing it is time to stop. Structured interviews should always move you forward. If you are not moving forward, you are stuck. If you are stuck, seek another perspective by re-framing your

question. Or move onto another Level 1 question. You know it is time to stop when:

- **You have met your goals**
- **You have enough information to know the risks and missing information**
- **You have enough information to begin using it**
- **You have absorbed as much as you can in one sitting**
- **You have identified other content experts that need to be interviewed**
- **Your time is up**

Wrap up your interview by thanking your content expert for their time and telling them what the next steps of the project are. Explain that you need to review your notes and you may have follow-up questions. Then ask what might be a good time to call or if they would prefer email.

6. **Follow-up as needed.**

PART B

Roll No.: A43	Name: Shruti Naresh Rathod
Class: BE COMPS A	Batch: A3
Date of Experiment:	Date of Submission:
Grade:	

B.1 Interview questions:

- Could you walk me through the designing steps of your Research Publishing website?
- What all features are provided by your website?
- How do you incorporate current design trends into your website?
- Which are your must-have tools for web design?
- Explain more about your customer service experience. Why do you think customer service is important in web design?
- Tell us about a time when a reader of this research website did not like your original web design. How did you manage this situation?
- How do you ensure security of user's information?
- Explain how your online research publishing website is different and useful than other research publishing websites.

B.2 Conclusion:

Thus, we prepared interview questions for subject matter expert of online Research Publishing Website to gather their views.

**********************************End***