

SOFTWARE REQUIREMENTS ANALYSIS (SWE131)

LECTURE NO. 03



16/10/2023

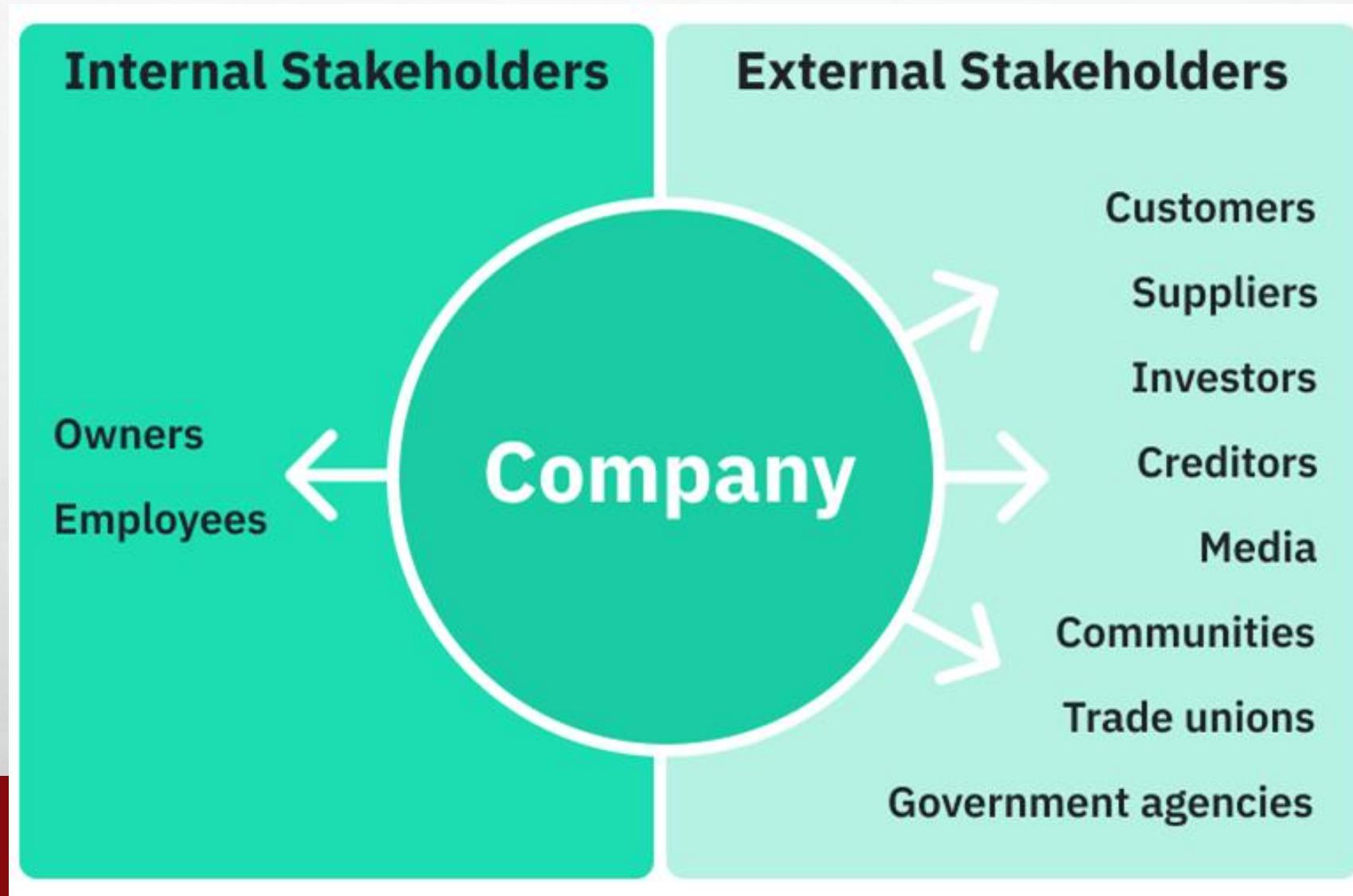
TECHNIQUES FOR DISCOVERING AND ELICITING REQUIREMENTS

WHAT IS REQUIREMENTS ELICITATION?

- It is all **about** obtaining information from stakeholders.
- In other words, once the business analyst has communicated with stakeholders for understanding their requirements, **it can be described as elicitation**.
- It can also be described as **a requirement gathering**.
- Requirement elicitation can be done by communicating with stakeholders directly or by doing some research, experiments.
- The activities can be planned, unplanned, or both.
 - ✓ **Planned activities** include workshops, experiments.
 - ✓ **Unplanned activities** happen randomly. Prior notice is not required for such activities.

For example, you directly go to the client site and start discussing the requirements however there was no specific agenda published in advance.

TYPES OF STAKEHOLDERS



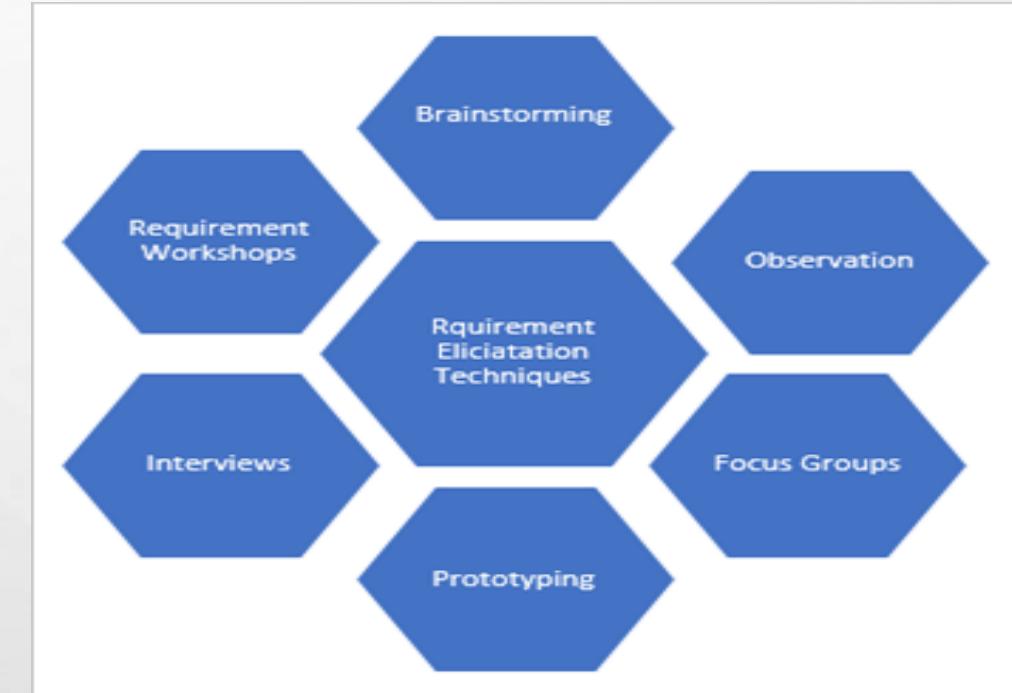
WHAT IS REQUIREMENTS ELICITATION?

Following tasks are the parts of elicitation:

- **Prepare for Elicitation:** The purpose here is to understand the elicitation activity scope, select the right techniques, and plan for appropriate resources.
- **Conduct Elicitation:** The purpose here is to explore and identify information related to change.
- **Confirm Elicitation Results:** In this step, the information gathered in the elicitation session is checked for accuracy.

REQUIREMENTS ELICITATION TECHNIQUES

- There are several techniques available for elicitation.
- The commonly used techniques are explained here.



1- INTERVIEW

- This is the most common technique used for requirement elicitation.
- Interview techniques should be used for building strong relationships between business analysts and stakeholders.
- In this technique, the interviewer directs the question to stakeholders to obtain information.
- One to one interview is the most commonly used technique.
- If the interviewer has a predefined set of questions then it's called a structured interview.
- If the interviewer is not having any particular format or any specific questions then it's called an unstructured interview.

Basic Rules:

- The overall purpose of performing the interviews **should be clear**.
- Identify the interviewees in advance.
- **Interview goals** should be communicated to the interviewee.
- Interview questions **should be prepared before the interview**.
- The **location** of the interview should be predefined.
- The **time limit** should be described.
- The **interviewer** should organize the information and confirm the results with the interviewees as soon as possible after the interview.

Benefits:

- ✓ Interactive discussion with stakeholders.
- ✓ The immediate follow-up to ensure the interviewer's understanding.
- ✓ Encourage participation and build relationships by establishing familiarity with the stakeholder.

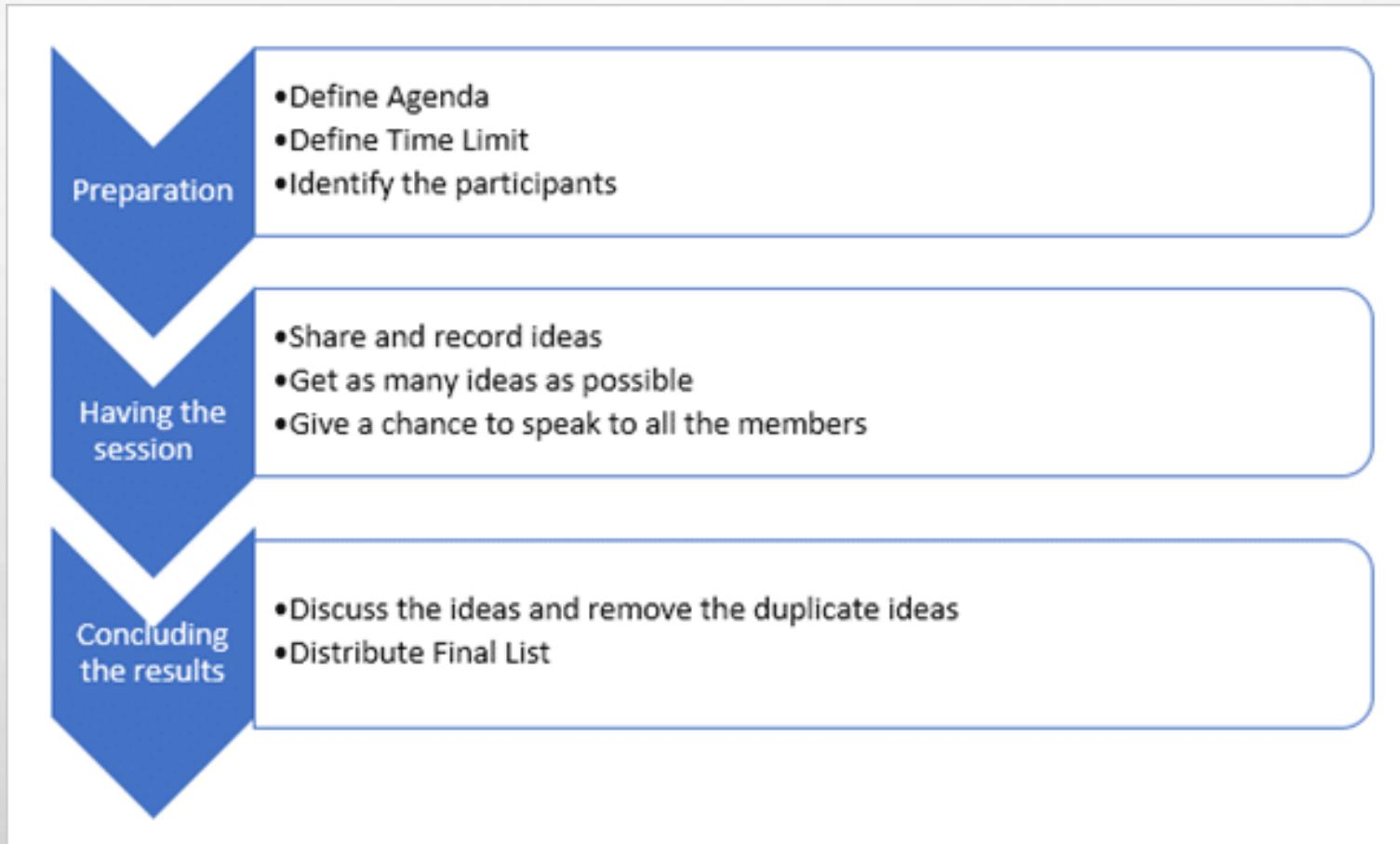
Drawbacks:

- Time is required to plan and conduct interviews.
- Adherence is required from all the participants.
- Sometimes training is required to conduct effective interviews.

2 - BRAINSTORMING

- This technique is used to generate new ideas and find a solution for a specific issue.
- The members included for brainstorming can be domain experts, subject matter experts.
- Multiple ideas and information give you a repository of knowledge and you can choose from different ideas.
- This session is generally conducted around the table discussion.
- All participants should be given an equal amount of time to express their ideas.

BRAINSTORMING PHASES



There are some basic rules for this technique which should be followed to make it a success:

- The time limit for the session should be predefined.
- Identify the participants in advance. One should include 6-8 members for the session.
- The agenda should be clear enough for all the participants.
- Once you get all the information, combine the ideas, and remove the duplicate ideas.
- Once the final list is ready, distribute it among other parties.

Benefits:

- ✓ Creative thinking is the result of the brainstorming session.
- ✓ Plenty of ideas in a short time.
- ✓ Promotes equal participation.

Drawbacks:

- There can be multiple duplicate ideas.
- Participants can be involved in debating ideas.

3- FOCUS GROUP

- The Focus group **includes** subject matter experts.
- The objective of this group **is to discuss the topic and provide information.**
- By using a focus group, you can get information about a product, service from a group.
- A moderator manages this session.
- The moderator should work with business analysts to analyze the results and provide findings to the stakeholders.

HOW FOCUS GROUPS ARE DIFFERENT THAN GROUP INTERVIEWS?

- A Focus group is not an interview session.
- In interview technique, the interviewer **directs** the question to **stakeholders** to obtain information, and **One to one** interview is the most commonly in this technique.
- A focus group typically consists of 6 to 12 members (if you want more participants then create more than one focus group), and it is a discussion during which feedback is collected on a specific subject.

Benefits:

- ✓ You can get information in a single session rather than conducting one to one interviews.
- ✓ Active discussion with the participants creates a healthy environment.
- ✓ One can learn from other's experiences.

Drawbacks:

- It might be difficult to gather the group on the same date and time.
- If you are doing this using the online method then the participant's interaction will be limited.
- A Skilled Moderator is required to manage focus group discussions.

ANY QUESTIONS ??

THANK YOU