



REQUIRMENT ELICITATION PROCESS

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1. INTERVIEWING & QUESTIONNAIRE
2. JAD SESSION /WORKSHOPS/FOCUSGROUP
3. BRAINSTROMING
4. PROTOTYPE/STORY BOARD/MARKUP/WIREFRAME
5. USE CASE MODEL
6. SURVEYS
7. REQUIREMENTS REVERSE ENGINEERING
8. VIEWPOINT
9. Gap Analysis—As-Is & To –Be Process

Elicitation

- Elicitation *describes how business analysts work with stakeholders to identify and understand their needs and concerns, and understand the environment in which they work. The purpose of elicitation is to ensure that a stakeholder's actual underlying needs are understood, rather than their stated or superficial desires.*

Requirement Techniques

- The techniques listed here are only a subset of the techniques used by practitioners of business analysis. The ones listed here are applicable to enough different situations and business domains, and have been adopted by enough business analysis practitioners, that a skilled generalist should reasonably be expected to be familiar with the existence and purpose of the technique. Business analysts who specialize in a particular methodology or business domain may need to understand a smaller set of techniques in greater depth, or may need to develop expertise in techniques not described here.
- In a number of cases, we have grouped a set of conceptually similar techniques into a single entry. This was done to indicate that any one of the variant techniques that are listed in that entry (or even variants that are not specifically mentioned) may be usable for that purpose. While there are certainly important theoretical and practical differences between these variants, most practitioners will find that expertise in a single variant is sufficient in any particular environment.

Technique: Interviewing

- Simple direct technique
- Context-free questions can help achieve bias-free interviews
- Then, it may be appropriate to search for undiscovered requirements by exploring solutions.
- Convergence on some common needs will initiate a “requirements repository” for use during the project.
- A questionnaire is no substitute for an interview.

Types of Interviews

- Closed interviews. The requirements engineer looks for answers to a pre-defined set of questions
 - goal-directed and systematic
- Open interviews there is no predefined agenda and the requirements engineer discusses, in an open-ended way, what stakeholders want from the system.
 - Appropriate when we want to explore an issue
 - establish rapport and obtain a broad view



Interview Steps

- Preparing
- Planning
- Opening and Closing
- Conducting
- Following up



Preparing for the Interview

- Review
- organization reports
- annual reports
- statements of departments goals
- long-range planning goals
- existing procedure manuals
- systems documentation
- understand their language

Planning of Interviews

- Identify sources
- prepare
 - * Purpose, outline of points to cover
- venue
- appointments
- prepare the interviewee
 - * Points to cover, useful documents

Questioning

- Open questions
 - tell me what happens when a customer calls
- leading questions
- be wary of negative responses
 - exceptions?
- Subjects who try to please

Listening

- Judge content and not delivery
- withhold evaluation and response
- be flexible
- work at listening
- resist distractions
- keep your mind open
- listen for ideas



Opening & closing & Following up the Interviews

- Introduce yourself
- state the purpose of the interview
- briefly summarize the areas that have been discussed, highlight important points and your understanding of them**
- thank the interviewee for the time
- Ask closed questions
- Document the results



Questionnaires

- Validity
 - sample size, audience
- Reliability
- Questions
 - open ended
 - fill in the blank
 - multiple choice
 - rating scales

JAD SESSION/WORKSHOPS/FOCUS GROUP

- JOINT APPLICATION DEVELOPMENT
- IN ORDER TO USE ANY UNKNOWN PROCESS THIS JAD IS USED
- SPECIFIC TOPIC TO GET CLARITY
- REQUIREMENTS TEAM WILL CONSISTS OF FACILITATORS
- SMES IF NEED
- KEY BUSSINESS STAKE HOLDERS

WHEN

WHO

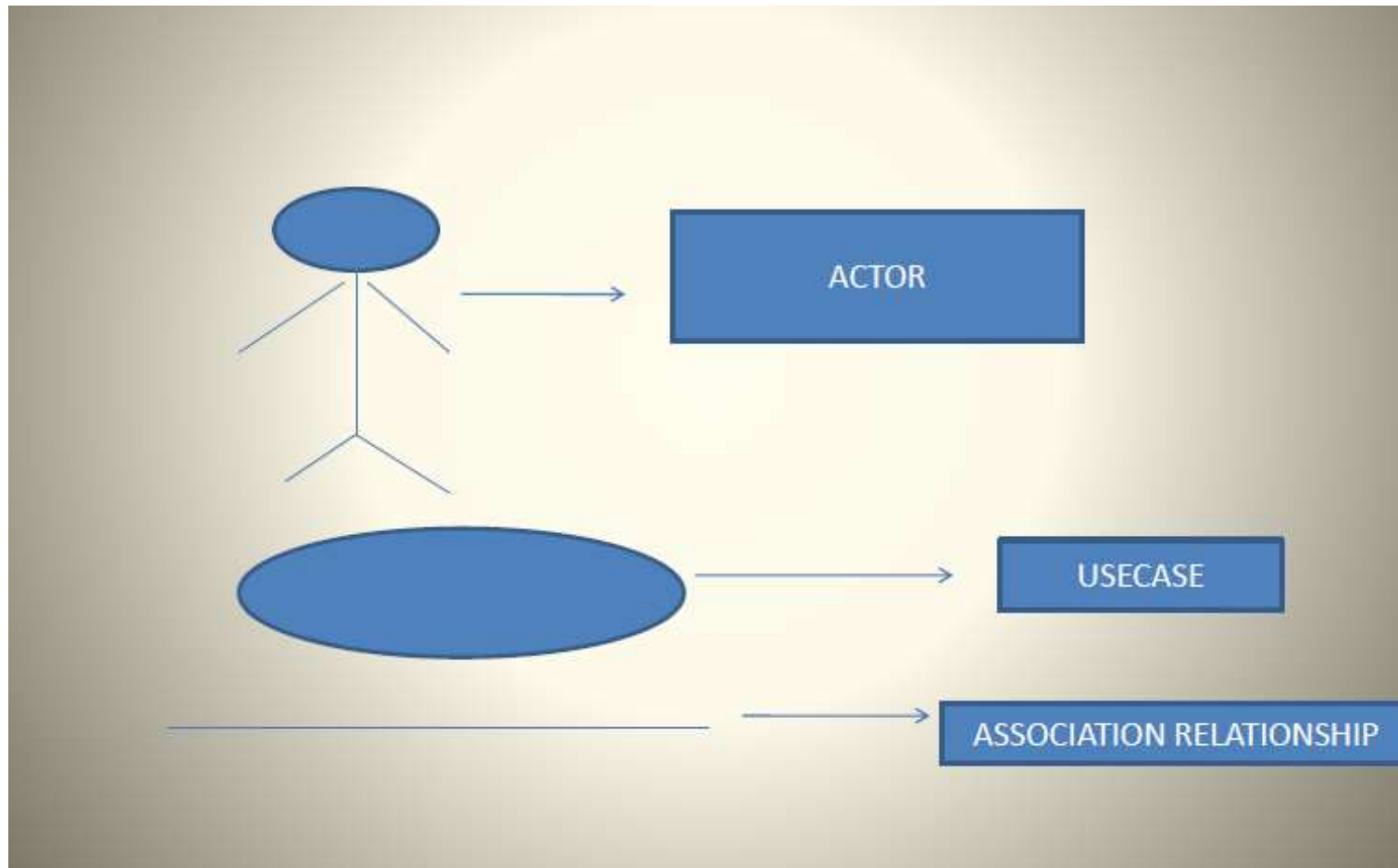
- AS A LEAD BA WE ARE PREPARING “AGENDA “
- DISTRIBUTING THE AGENDA TO KEY STAKE HOLDERS
- REQUESTING THE STAKE HOLDERS TO COME TO MEETING
- IDENTIFY THE KEY STAKE HOLDERS
- ARRANGING JAD SESSIONS
- DISCUSSIONS
- OBJECTIVES OF BUSINESS
- ROLE & WORK OF EMPLOYEES
- MAKE HARD COPY AND DISTRIBUTE TO EVERY ONE
- USE CHARTS
- REGULATION & PROCEDURE SHOULD BE STRICTLY USED

HOW

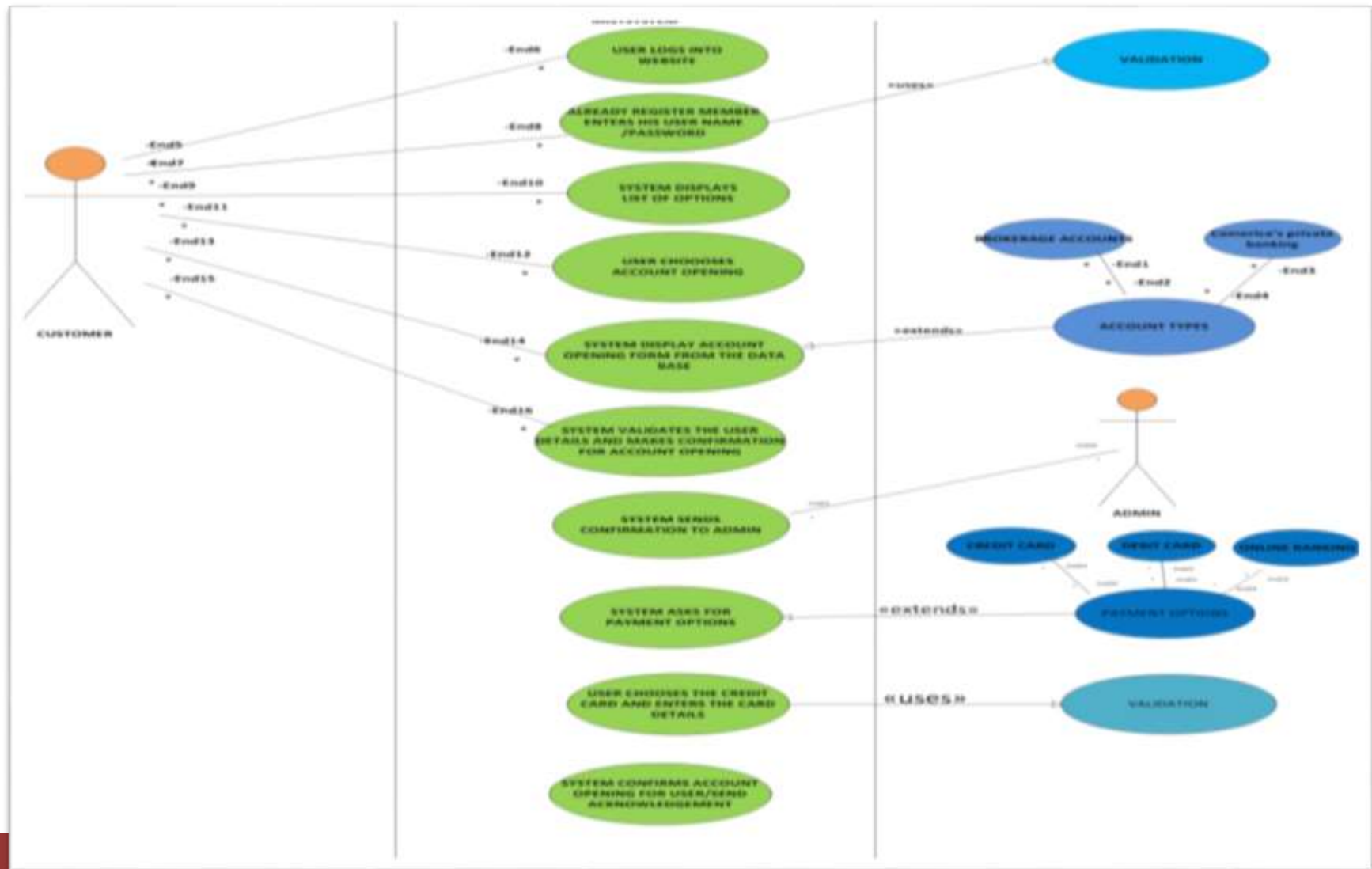
Use Case Model

- USE CASE DESCRIBES INTERACTION BETWEEN ACTOR AND SYSTEM.ACTOR CAN BE HUMANBEING OR SYSTEM COMPONENT (WHO HAS A STAKE IN THE SYSTEM)
- USE CASE IS SCENARIO OR ACTIVITY

Use Case Notation



Use Case Diagram



Use case document sample

N	Use Case ID : <i>A unique identifier</i>	Use Case Name: <i>A unique descriptive identifier</i>
Version :	Date :	
Source :		
Summary: <i>Briefly state the purpose of the use case in one or two sentences to provide a high-level definition of the functionality provided by the use case.</i>		
Preconditions	:	
Priority	:	
Trigger	:	
Actors	:	
Basic Course Of Events:	Actors Interactions	System Response
Alternative Paths	:	
Conclusion	:	
Post Conditions	:	
Business Rules	:	
Assumptions	:	
Author	:	
Remarks	:	

Prototype /wireframe

- Tools use MS Visio /Rational rose
- A prototype is an early sample or model built to test a concept or process or to act as a thing to be replicated or learned from.
- A website wireframe, also known as a page schematic or screen blueprint, is a visual guide that represents the skeletal framework of a website. The wireframe depicts the page layout or arrangement of the website's content, including interface elements and navigational systems, and how they work together. The wireframe usually lacks typographic style, color, or graphics, since the main focus lies in functionality, behavior, and priority of content. In other words, it focuses on “what a screen does, not what it looks like.” Wireframes can be pencil drawings or sketches on a whiteboard, or produced by means of a broad array of free or commercial software applications.



- Wireframes focus on
- The kinds of information displayed
- The range of functions available
- The relative priorities of the information and functions
- The rules for displaying certain kinds of information
- The effect of different scenarios on the display

Wireframe

Login page

Create account

User name

Password

Sign in



Remember user name / password

BRAINSTROMING

- IDEA GENERATION
- IDEA REDUCTION

IDEA NUMBER	IDEA NAME	IDEA DESCR	IDEA CONSIDERED

SURVEY'S

- PRIMARY DATA COLLECTION
- SECONDARY DATA COLLECTION
- CEAT (FOR UR COLLECTING REQUIREMENTS)
- GOOGLE (WWW.CEAT.COM)