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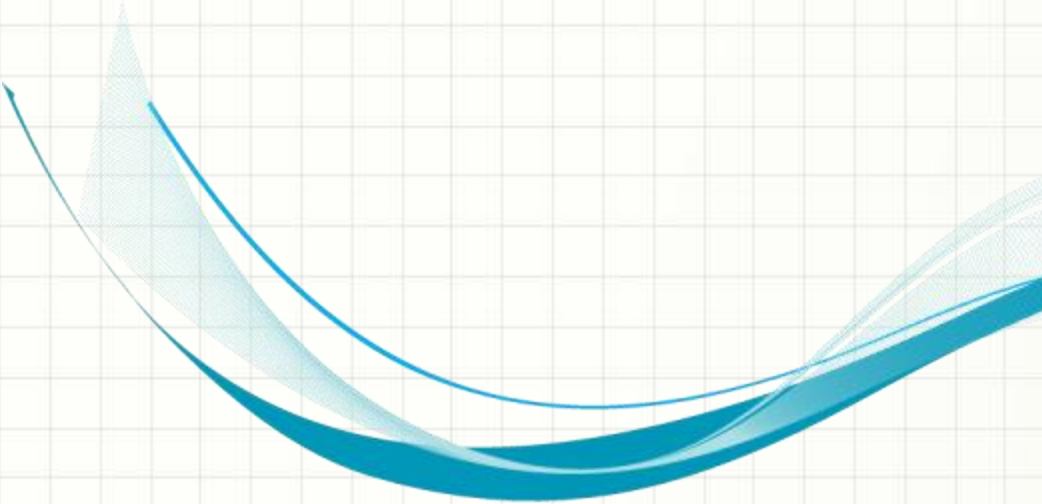
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SOFTWARE ENGINEERING

CS 487

Prof. Dennis Hood
Computer Science



Week 3

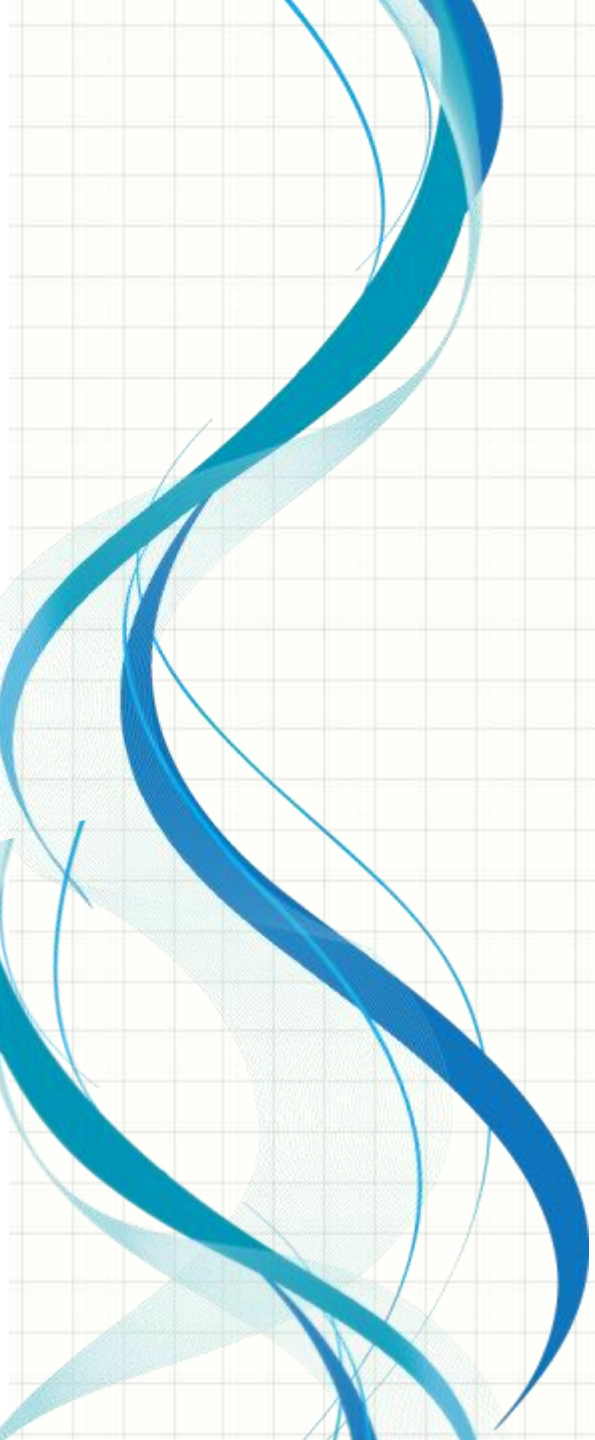
Awareness of User Needs

Lesson Overview

- Awareness of User Needs
- Ch. 4 – Requirements Engineering
- Objectives
 - Discuss the concept of requirements in the context of software engineering
 - Distinguish between functional and non-functional
 - Describe the relationship between requirements and testing
 - Analyze the communication processes at the core of requirements gathering and validation
 - Discuss opportunities for reuse

Topics for Discussion

- Discuss the difference between functional and non-functional requirements with examples for each
- Discuss the connection between requirements and user-acceptance testing with an example
- Explain the challenge of requirements gathering in terms of H-H-I
- Describe an approach for testing requirements
- Explain the role ethnography in the initial framing of the solution system



Requirements Defined

Requirements Defined

- Purpose
 - Establish the needs of the user and the constraints of the environment
- Formality and detail
 - Initially left open to interpretation (contract bids)
 - Progress to specify what the system must do and how it must do it (binding contract)
- Perspectives
 - User – the functionality and performance expected by the user
 - System – precise specification of what is to be implemented

Types of Requirements

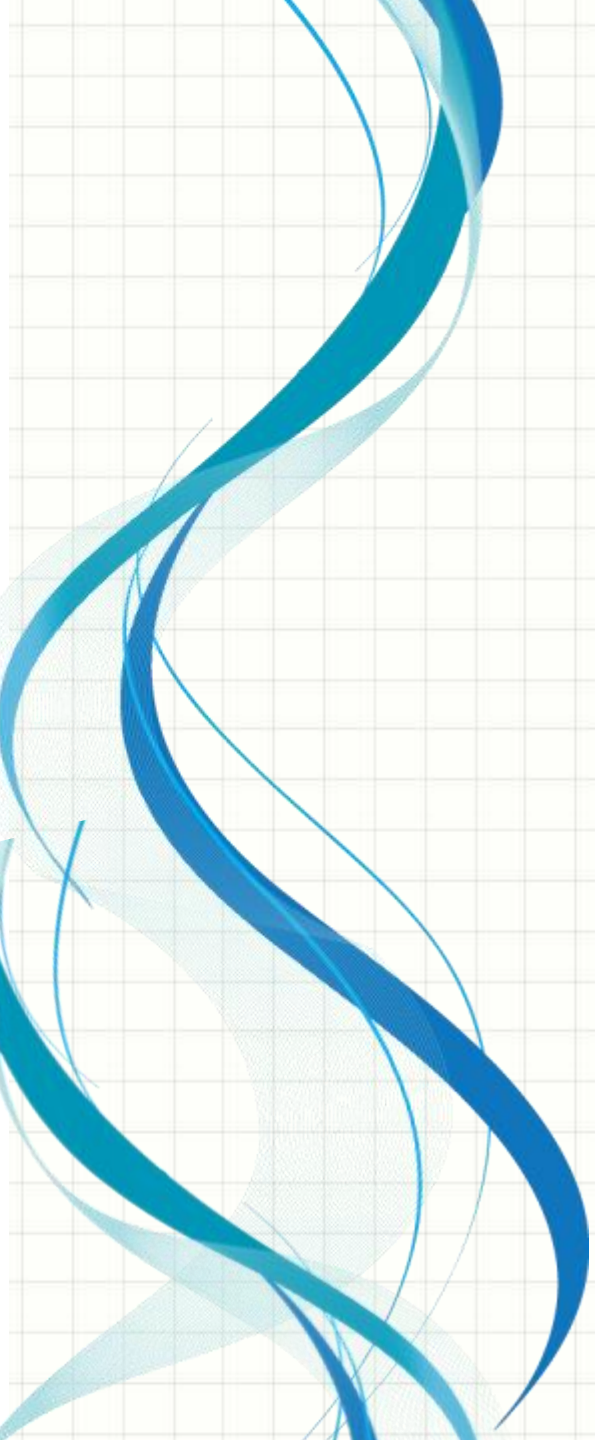
- Functional
 - Describe what the system should do
 - How the system should react to certain inputs
 - How the system should behave in certain situations
- Non-functional
 - Constraints on the services or functions offered by the system
 - Often apply to the system as a whole, not directly concerned with specific functions
 - System performance, security, availability, etc.
- Domain
 - Derived from the system's domain

Types of Non-functional Requirements

- Product
 - Execution speed, memory requirements, acceptable failure rate, portability, usability, etc.
- Organizational
 - Policies and procedures
 - Process standards, programming languages, methodologies, tools, delivery timeframe, etc.
- External
 - Interoperability with other systems, legal requirements, ethical requirements, etc.

User Requirement Challenges

- Ambiguity
 - Clarity is difficult to achieve
 - Especially since brevity is also desirable
 - Human language is different than user language is different than system language
- Confusion
 - Functional vs. non-functional vs. system goals vs. design information
 - Confusion over how/where to capture requirements can lead to documentation issues
- Amalgamation
 - A single stated requirement may actually contain several requirements



Capturing Requirements (H-H-I)

User <-> Engineer Interaction

- Establish a standard format and adhere to it
- Use language consistently
 - Mandatory requirements use “shall”
 - Desirable requirements use “should”
- Highlight to distinguish key elements
 - Bold, italic, etc.
- Resist the use of technical jargon

System Requirements Challenges

- Although undesirable, some design / implementation language may be necessary
 - For example, architecture, interoperability, etc.
- Natural language is ambiguous
- Natural language allows for saying the same thing in multiple distinct ways
- Relating related requirements is difficult using natural language

Specification Notations

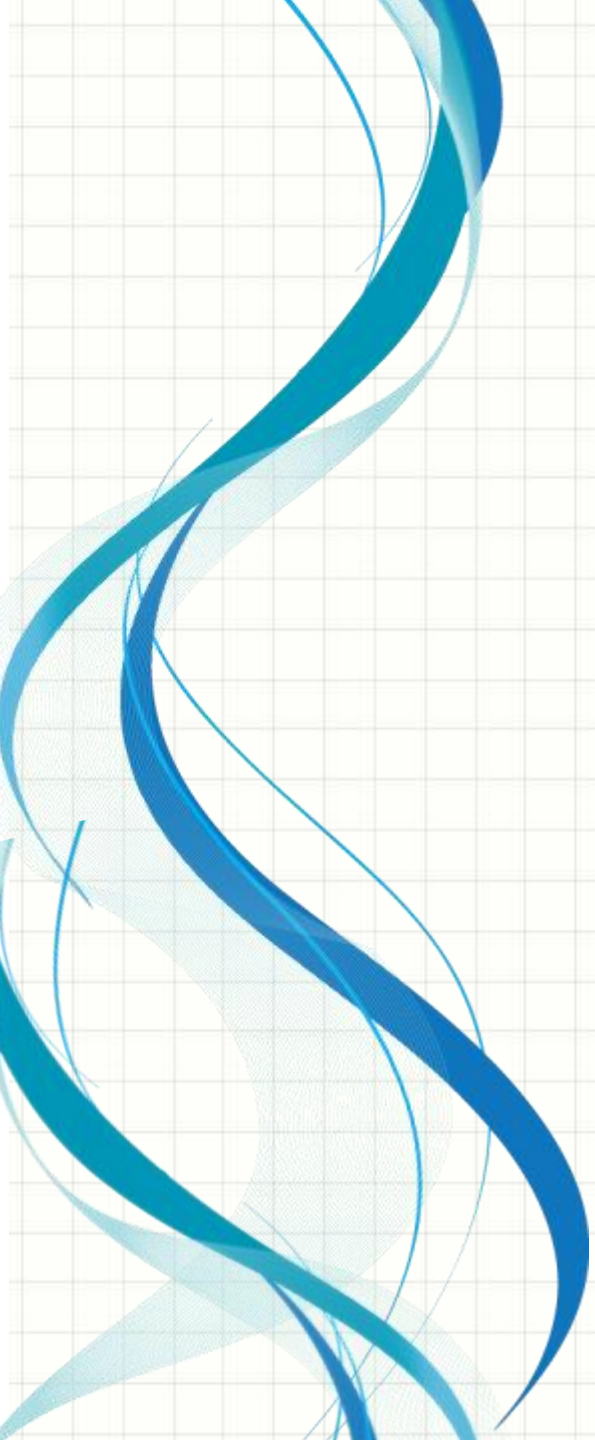
- Structure natural language
 - Human language with standard forms / templates
- Design description languages
 - Similar to psuedo-code
- Graphical notations
 - E.g., use-case and sequence diagrams
- Mathematical specifications
 - Based on mathematical concepts such as finite-state machines or sets

Interface Specification

- Clearly define the boundaries and manner in which information / commands / requests will pass through
- Procedural (APIs)
- Data structures
- Representations of data that have been established for an existing subsystem

The Requirements Document

- Preface
- Introduction
- Glossary
- User requirements
- System architecture
- System requirements
- System models
- System evolution
- Appendices
- Index



Requirements Engineering

Requirements Engineering

- Process goal
 - To create and maintain a system requirements document
- Process steps
 - Feasibility study
 - Requirements elicitation and analysis
 - Requirements specification
 - Requirements validation
- Corresponding outputs
 - Feasibility report
 - System models
 - User and system requirements
 - Requirements document

Feasibility Studies

- Questions to be addressed
 - Should we build it?
 - Are we currently capable of building it?
 - Can we become capable of building it?
 - Will the resultant system integrate with existing systems?
 - Will we be able to maintain it?

Elicitation and Analysis

- Working with stakeholders to “discover” requirements
- Challenges
 - Stakeholders don’t always know exactly what they want
 - The terminology gap may be huge
 - Different stakeholders have different needs
 - Lack of “ownership” may lead to politically-swayed requirements
 - Change happens (a lot)
- The process
 - Discovery, classification, prioritization, and documentation

Requirements Discovery

- Understanding multiple viewpoints
 - Interactor viewpoints
 - Indirect viewpoints (influencers)
 - Domain viewpoints
- Interviewing stakeholders
 - to learn their job, constraints, needs, etc.
- Capturing scenarios
 - Real-life stories
- Use-cases
 - Describing typical user interactions

Ethnography

- An observational technique used to understand social and organizational requirements
- Effective at discovering
 - Requirements that are derived from the way in which people *actually* work rather than how they are *supposed* to work
 - Requirements that are derived from cooperation and awareness of co-stakeholder's activities

Requirements Validation

- A checkpoint for ensuring that the requirements as specified truly define the system the customer wants
- A gate that should not be passed without a fight
- Things to look for
 - Validity (necessary and sufficient)
 - Consistency (no conflicts)
 - Completeness
 - Realism (feasible relative to existing technologies)
 - Verifiability (how will it be tested?)