**http://www.bridging-the-gap.com/what-questions-do-i-ask-during-requirements-elicitation/**

**What requirements questions should I ask?**

I work through each feature one at a time. I write down what I know about that feature (or what I assume to be true about that feature). Then I go about drafting questions. Most of the time, the questions evolve naturally as I think through the implications of a feature. But sometimes I need to spur my thinking a bit.  Just like a good story, requirements will answer all the important questions. Think about the how, where, when, who, what, and why.

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.

* Why do we need this feature again?
* 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 sample requirements questionnaire**

As an example, here’s a list I came up with for a recent search feature, with a bit of ambiguity introduced to protect the client.

1. Where is this search triggered in the product?
2. Do you have to select a category to see the results list? Or, would we show all items in the results list?
3. What do you see when you search? Does this look like an existing listing or different?
4. Are the products in this list presented the same way as on our current product?
5. What if the user has not selected a location?
6. What if a category does not exist?
7. What if a category has multiple associations?
8. What stats need to be tracked when this happens?
9. How/where will those stats be visible and to whom?
10. How can we expose this new feature to make sure it’s well used?