

**CSE6224 SOFTWARE REQUIREMENTS ENGINEERING**

**TRIMESTER 2510**

**PROJECT PART 1**

**Elicitation Plan**

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# 1. Introduction to Elicitation Planning

The key in the planning of the requirements development process is to understand the number of stakeholders, as well as the types and classes of stakeholders that must be elicited to develop an effective approach in elicitation. Therefore it is important to plan how the requirements will be elicited for each class of stakeholders.

The selection of an approach is determined by understanding the individual stakeholders and classes of stakeholder, allowing them to be able to identify all of their requirements in a controlled manner.

This document identifies the elicitation planning that will be performed to prepare for the eventual elicitation execution. The elicitation planning identifies the stakeholders, the approach that will be used to elicit requirements from stakeholders, the definition behind elicitation methods, the documentation for the elicitation, and the early prediction on how the Kano Model will be.

# 2. Identifying and Plan Elicitation Approach

For each stakeholder and stakeholder class identified in Section 2, the following approach will be used to elicit their requirements. As noted previously, the elicitation process may be iterative and/or recursive and repeated as necessary to ensure all of their requirements have been captured.

| Stakeholder | Elicitation Approach | Reasoning |
| --- | --- | --- |
| Student | Questionnaire | Scalable and ideal for collecting preferences and satisfaction ratings from a large number of students. |
| Medical Staff | Interview | Allow understanding of clinical and operational needs from medical staff who use scheduling and patient record systems. |
| Fitness Coordinator | Interview | Understand class interactions and feedback needs. |
| System Admin | Brainstorming | Collaboratively define system goals. |

# 3. Elicitation Approach

## 3.1 Elicitation Approach 1- Brainstorming

Who: The brainstorming technique will be conducted by the group members of TT6L G1, consisting of Tham Yong Shian, Ahmad Farhan Zikri Bin Ahmad Fara, Mohamad Ammarul Azim Bin Mohamad Yusof.

What: The brainstorming technique is a method done in a group to generate creative ideas, and to identify any necessities for the system.

Why: To discuss the project vision, to create a consensus on the various activities and functionalities that stakeholders will conduct, to create and identify use cases for actors.

When: This technique will be done on Thursday of week 5-9 of Trimester March/April 2025 (1st May 2025, 8th May 2025, 15th May 2025) , 2-4pm.  
  
Where: This technique will be used in a face-to-face session, as well as in an online meeting.

How: Each project member will take turns providing a solution or an idea based on a context.

## 3.2 Elicitation Approach 2- Questionnaire

Who: The questionnaire will be shared to a minimum number of 20 university students.

What: The questionnaire technique will be used to classify and gather information from a large number of stakeholders.

Why: To understand students’ needs in the system, as well as classify requirement sources into categories.  
  
When: Conducted by 20 students by the 21st May 2025.

Where: The questionnaire will be given on Google Forms.

How: Each group member is tasked to share the questionnaire to at least 20 students.

## 3.2 Elicitation Approach 3- Interview

Who: The interview technique will be conducted on medical staff and fitness coordinator stakeholders, by Tham Yong Shian.

What: The interview technique will be used to gather more personalised, detailed, and rich description of function experiences.

Why: To allow a better understanding of functionalities to streamline operations and avoid any complications, as well as classify requirement sources into categories.

When: The interview session will be conducted with 4 different participants, each takes 2-5 minutes, 23rd May 2025.

Where: The interview session will be conducted on online meeting and/or voice chat.

How: Repeatedly asking participant(s) to describe their experiences in minute details.

# 4. Elicitation Plan (Kano Model)

Kano Model is an analysis tool that enables understanding on how customers respond to a product’s features. Knowing our primary stakeholders are students, the Kano Model will be heavily biased towards them. This is crucial to the development process as it helps in identifying which features are crucial as a basic necessity, which add features beyond expectations, and which features are unwanted and irrelevant.

The following table shows the prediction of the requirement sources and the Kano Model:

| Requirement | Category [Prediction] | Reasoning | Elicitation Technique | Stakeholder Involved |
| --- | --- | --- | --- | --- |
| Post and share media | Delighter | Method to share healthy tips and advice | Brainstorming and Interview | Medical staff, Fitness coordinator |
| Watch personalised media content | Delighter | Unexpected way to enjoy content | Brainstorming and Questionnaire | Student |
| Online chat support | Delighter | Receive answers and help with the assistance of medical professionals | Brainstorming and Questionnaire | Student, Medical staff |
| Login with student ID / credentials | Dissatisfier | Mandatory for security reasons | Brainstorming and Questionnaire | Student, Medical staff, Fitness coordinator, System admin |
| Appointment scheduling | Dissatisfier | Core function | Brainstorming and Questionnaire | Student, Medical staff |
| Fitness class booking | Dissatisfier | Core function | Brainstorming and Questionnaire | Student, Fitness coordinator |
| Receive reminders and notification on upcoming schedule | Dissatisfier | Core function | Brainstorming and Questionnaire | Student, Medical staff, Fitness coordinator |
| Submit feedback | Dissatisfier | Core function | Brainstorming and Questionnaire | Student |
| Monitor student progress | Dissatisfier | Core function | Brainstorming and Interview | Medical staff |
| Assign activities for fitness classes | Dissatisfier | Core function | Brainstorming and Interview | Fitness coordinator |
| Add fitness classes | Dissatisfier | Core function | Brainstorming and Interview | Fitness coordinator |
| Provides documentation for admin | Satisfier | Streamline admin operation | Brainstorming | System admin |
| Search for free time slots for recreational purposes | Satisfier | Improve convenience for booking | Brainstorming and Questionnaire | Student |
| View upcoming appointment and history | Satisfier | Key wellness feature | Brainstorming and Questionnaire | Student |
| Set and track personal health goal | Satisfier | Boosts engagement | Brainstorming and Questionnaire | Student |
| Receive personalised health advice | Satisfier | Improves motivation and adds guidance | Brainstorming and Questionnaire | Student, Medical staff |
| Provides admin panel | Satisfier | Optimise monitoring | Brainstorming | System admin |
| Access and update medical record | Satisfier | Streamline the process for medical professionals | Brainstorming and Interview | Medical staff |

# 5. Elicitation Prediction

Our prediction for the Kano Model:

