

# SWE62-232

# Requirements Engineering

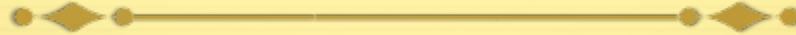
# Fundamentals

## Session 5.2



Dr. Jidtima Sunkhamani  
Software Engineering, WU

# Outline



- ✦ Comparison of elicitation techniques
- ✦ Kano Model—  
Influence of the  
Requirements on  
Satisfaction



# Learning objectives

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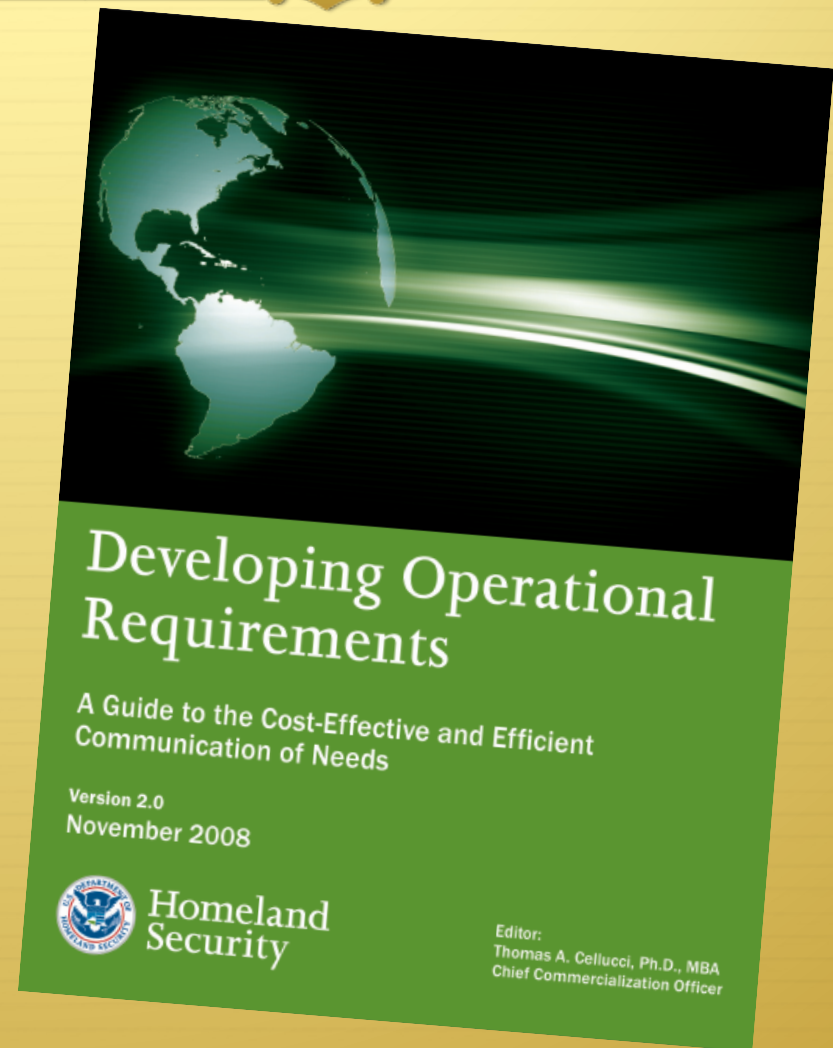
- ✦ Upon successful completion students will be able to:
- ✦ Compare different elicitation techniques
- ✦ Explain Kano Model, its use in requirements engineering

# Comparison of elicitation techniques



# Comparison of elicitation techniques

- ✦ Resource: Developing Operational Requirements, pp. 14-19





# Kano Model



# Kano Model



- ✦ Kano model was created by Japan's Dr. Kano in 1984.
- ✦ It can help an organization to get a better understanding of customer requirements and their impact on customer satisfaction

*See more at: <http://www.kanomodel.com/#sthash.3rcc5Mgq.dpuf>*

# Kano Model—3 Categories of Satisfaction



## Delighters



System properties that the stakeholder does not know or expect and discovers only while using the system - a pleasant and useful surprise (unconscious knowledge)

## Satisfiers

explicitly demanded system properties (conscious knowledge)



## Dissatisfiers



The properties of the system that are self-evident and taken for granted (sub-conscious knowledge)



# Techniques to Support Satisfaction at Subconscious Level



## ✧ Dissatisfiers

- ✧ must be fulfilled by the system in any case. Otherwise, stakeholders will be disappointed and dissatisfied.
  - ✧ are dominantly influenced by existing systems.
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- ✧ **Observation** and **document-centric** techniques are especially well suited for the elicitation of these factors.


# Techniques to Support Satisfaction at Conscious Level



## ✧ Satisfiers

- ✧ are explicitly demanded.
  - ✧ If some demanded properties are missing, the stakeholders probably will not accept the product.
  - ✧ Satisfaction decreases with each missing satisfiers.
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- ✧ Satisfiers can be elicited well using **survey** techniques.

# Techniques to Support Satisfaction at Unconscious Level



## ✧ Delighters

- ✧ are the properties whose value is recognised only when the stakeholder can try out the system for themselves or the requirements engineer proposes them.
- ✧ Creativity techniques are best suited to elicit delighters.

# Choice of the Techniques



- ✦ Time and budget
- ✦ Availability of stakeholders
- ✦ Experience of requirements engineer with a particular technique
- ✦ Level of detail
  - ✦ creativity techniques -- abstract requirements
  - ✦ survey/observation techniques -- medium level of detail of requirements
  - ✦ document-centric techniques -- finely detailed requirements

# Which Technique is the Best?



- ✧ No universal method
- ✧ Applying it consciously and in a fashion appropriate to the situation at hand.
  - ✧ How and when a technique can be applied depends on the given conditions
- ✧ More than one elicitation technique is needed in most projects.
  - ✧ Combine techniques with regard to your particular situation to lower risks



# A Caution



- ✦ Do Elicit Requirements, Not Solutions
- ✦ E.g., compare a solution and a requirement
  - ✦ The product shall display pictures of goods for the customer to click on.
  - ✦ The product shall enable the customer to select the goods he wishes to order.

# Session Summary



- ✦ Comparison of elicitation techniques
- ✦ Kano Model—Influence of the Requirements on Satisfaction