SE463
Software Requirements Specification & Analysis

Conflict Resolution

Multiple Viewpoints

Different stakeholders may have conflicting ideas about what the software should do.

Example: Students Records Information System
- Who are the stakeholders?
- What information might each stakeholder want?

Conflict Analysis

- **Data conflict:** multiple conflicting understandings of an issue

Example:

- Student information system should track attendance
- There is no room to record attendance on a transcript

Conflict Analysis

- Data conflict: multiple conflicting understandings of an issue

- Interest conflict: stakeholders have subjectively or objectively different goals or interests

Example:
- Province demands that student information system track attendance, for accounting purposes
- Students insist that attendance not be recorded, to protect their privacy

Conflict Analysis

- Data conflict: multiple conflicting understandings of an issue

- Interest conflict: stakeholders have subjectively or objectively different goals or interests

- Value conflict: stakeholders express different preferences

Example:
- Engineering Faculty wants to rank students in courses
- Students think that rankings are too fine a distinction between students' performances

Summary

Conflict Management

- Types of conflict
- Group resolution strategies
- Individual resolution strategies
- Quality of resolution vs. Time to decision
- Importance of Goal vs. Relationship