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Requirements elicitation driven by interviews: the use of viewpoints

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Abstract

Requirements elicitation in the context of organizational information systems is a very hard task, being very dependent on the experience and cleverness of the team performing the elicitation. In such a context the use of interviews is common and seen as the major technique for obtaining the requirements from the actors in the organization. We have been working with the idea of a general interview assistant and our first results are promising. We elaborate on our original proposal in order to augment its assistant capability without losing its simplicity. We show how the use of viewpoint analysis improves the inference capability of our assistant

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The Use of Viewpoints

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Abstract

Requirements elicitation in the context of organizational information systems is well know to be a very hard task, much dependent on the experience and cleverness of the team performing the elicitation. In such a context the use of interviews is frequent and pointed out as the major technique for getting the requirements from the actors in the organization. We have been working with the idea of a general interview assistant and our first results are promising. In this article we elaborate on our original proposal in order to augment its assistant capability, without loosing its simplicity. We show how the use of viewpoint analysis improves the inference capability of our assistant.
Key-words: Interview, requirements elicitation, conceptual model, intelligent assistance.

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