How can we ask, deal and negotiate stakeholders

▸ Elicitation Techniques which also called
    (Requirement gathering techniques)

▸ Interviews
▸ Workshop
▸ Observation
▸ Questionnaires
▸ Prototyping
▸ Modeling
▸ Role-playing
▸ JAD session

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Requirement gathering techniques

Approach	Activities	+	−
Interviews-first	Identify key issues in interviews Discuss issues and agree approaches at workshops	Feels safer Gives attention to different viewpoints	May take time to build up the "big picture" and discover issues
Workshops-first	Explore goals (and scenarios) in workshops, identify issues Analyse specific issues with individual experts	Can quickly come to the heart of a problem	Feels risky, if first workshop is based on a briefing by client but little knowledge of the organisation

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Requirement gathering techniques (Cont'd)

Context	Advantages	Disadvantages	Techniques Needed
Interviews	Full attention on one person's story	Likelihood of hearing only part of a story or business process; need to piece together evidence from different interviews	More or less open-ended questioning of the interviewee, stimulation with existing documents
Observation	Direct experience builds understanding; can discover things not easily explained	Many important scenarios are rare, and unlikely to be observed	Note-taking; recording and photography with permission; apprenticing; subject gives commentary while performing a task
Workshops	Participants stimulate each other, and fill in gaps (in each other's knowledge as well as yours) as you reach different people's areas of expertise; ability to identify and resolve conflicts directly; ability to obtain group consensus on requirements directly	Cost of having several people all focusing on the same activity; need for skilled facilitation	Facilitation using a range of techniques e.g. Role/Action list, searching for Negative Scenarios, etc

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Requirement gathering techniques (Cont'd)

▶ **Questionnaires :**

- ▶ **Its valuable when you interact with small group of stakeholders.**

- ▶ **There are two types of questions:**
  - ▶ Open-ended
  - ▶ Closed-ended

- ▶ **But, when you using questionnaires you should write a closed-ended questions, using simple words, with predefined answers or answers through scale, and not a leading questions.**

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Requirement gathering techniques (Cont'd)

▸ **Prototyping:**

▸ High fidelity models:

    ▸ Looks like the real product so provides the user with better feedback

    ▸ BUT user may see it as a finished product and hesitate to provide feedback.

▸ Low fidelity models

    ▸ Quick to develop and user tends to feel very comfortable suggesting changes

    ▸ BUT may be dissimilar to the

      real application

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Requirement gathering techniques (Cont'd)

- **Modeling:**

- This is can be done using the UML diagrams, such as activity, use case, state, sequence, object, or class diagram

- **Role-playing:**

- This technique is adapt when you can elicit the requirement by yourself, you're the stakeholder and trying to catch the system functionality

- It's like to imagine yourself as a user and think what he will do for a specific features. As a result you'll be able to know the requirement through this technique.

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Requirement gathering techniques (Cont'd)

▸ **JAD session** (Joint Application Design)

▸ A set of intense meetings held off-site where executives, developers, and end-users define the exact requirements needed by a software solution.

▸ **JAD activities**

▸ Brainstorm needs for the system.

▸ Group the needs.

▸ Prioritize the needs.

▸ Divide into groups.

▸ Feedback.

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