



Technische Universität München
Fakultät für Informatik

Tutorial 4: Stakeholders, Elicitation Techniques

This exercise sheet covers the contents of the **4th lecture**.

Exercise 1 Stakeholder and Project Success

(Discussion)

Consider the following proposition:

Only those stakeholders who also participate in the acceptance test are relevant considering the success of a project.

Do you agree or disagree with the thesis? Support your opinion by formulating three arguments, including an example, that either refute or support the thesis.

Exercise 2 Stakeholder

(Modeling, Analysis)

The Trans-European Ecological Bank (TEB) is currently going through the international merge of smaller industry-related companies in its banking group. Thus, they renew the automated end customer services to increase sales and customer satisfaction as well as to reduce costs. This creates the need to consolidate and optimize the various business processes (especially B2C). In this context, the expansion of ATM devices is to be tackled. In a working group with TEB, as the RE representative, you will meet the representatives of management, end customer support and the device maintenance service, where the previous processes will be analyzed and documented as part of the discussion. It becomes apparent that the current status of the ATM network consists of very different device types in terms of function and age, which do not meet current customer needs, the expectations of maintainability, user-friendliness and the streamlining of conventional end customer processes. The TEB Board of Directors has therefore decided to adapt and partially replace the previous device and network concept.

The first workshop is about identifying and classifying the relevant stakeholders. You take on the role of an RE expert.

- Find all relevant *stakeholders* (at least 10) and specify a goal that is characteristic of this stakeholder or a more specific requirement for each of them.
- A distinction is sometimes made between *active* and *passive* stakeholders. In contrast to passive stakeholders, such as legislators, active stakeholders interact directly with the system (e.g. the user). Decide whether the stakeholders you found are passive or active stakeholders. Also state the interests of the stakeholder.
- Discuss characteristics and relationships that you consider important for the documentation of stakeholders and create a stakeholder model.

Exercise 3 IDEO Method cards

(Understanding)

The company Ideo designed a tool to methodically elicit design requirements to better understand users and their needs. 51 methods were gathered for this purpose and divided into four categories *Learn*, *Look*, *Ask* and *Try*:

- **Learn:** Analyze the information you've collected to identify patterns and insights.

- Look: Observe people to discover what they do rather than what they say they do
- Ask: Enlist people's participation to elicit information relevant to your project
- Try: Create simulations to help empathize with people and to evaluate proposed designs

These method cards are provided to you in a pdf file on Moodle. First, read and analyze the method cards. Next, choose 5 methods (from each of the categories at least one) and justify why you think they are the best. Then, explain the methods to your partner in your own words, and in turn, have them explain the methods they chose. Then, switch to a new partner.

Exercise 4 Applied Elicitation Techniques: E-Scooter

(Hands-on)

You accompany the development of the physical E-Scooter as a requirements engineer. Consult with your team which elicitation techniques are suitable to elicit requirements for the hardware. Then carry out these techniques!