**Class Exercise - 4.2**

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**Assignment ID: 1977**

**Submission**: Save this Word document with your answers as a PDF file and upload the PDF file to Canvas.

**Westwood College**

The school is considering a new system to speed up the registration process (think iRoar). Westwood College’s organization is fairly typical, with administrative staff that includes a registrar, a student support and services team, a business office, an IT group, and a number of academic departments. As a member of Westwood’s IT team, you’re assigned the requirements engineering task in this systems development.

**Tasks**

1. Which system stakeholders are most important to include in the design process? Why?   
   (You can’t just say all of them!)

* Student support services
  + Know what UX works or doesn’t work for students
* IT
  + Will be doing maintenance and upkeep
* Registrar
  + Informed on how classes are organized and how organization may change in the future

1. What requirements gathering techniques would you use for each stakeholder you identified in question 1?

* Student support services
  + Brainstorm, group meeting
* IT
  + Group meeting
* Registrar
  + One on one interview

1. What other requirements gathering techniques might be applicable in this situation?

* Observation:
  + Monitor how its used by respective stakeholders
  + Look at other schools systems
* Review on documents for how previous registrations were stored and organized