Opinion Paper

David Lambertson

1. Know what they have but don’t know what they want
   1. Documentation

Documentation is when the engineers go through existing documents that pertain to the project they are working on, whether it be memos, product documents or emails. Through these documents, the engineers are able to come up with ideas for some possible requirements.

Documentation falls under this category because it means they already have a system which they wish to improve upon. This system would have documentation on how it works, the ins and outs of the system. The engineers can take this documentation to help the stakeholders figure out what they want.

* 1. Ethnography

Ethnography is where you watch/study users using the current system to determine various facts about the system. This lets you see what needs to be improved or changed allowing you to set specific requirements for these situations.

This fits this scenario because you are able to take what you learn from studying the users interact with the system and determine what the new system needs to handle and contain.

1. Know what they want but are unable to articulate it
   1. Modeling and Prototyping

Modeling and prototyping means you make models or a prototype to help you elicit requirements. Models include but are not limited to diagrams, graphs, and flow charts.

With modeling and prototyping, you are able to create a prototype of what you think the stakeholder is asking and able to make requirements from the information you gleam.

* 1. Brainstorming

Brainstorming is where you make a list of any idea that you have without critiquing them. This allows you to get all the different possibilities out on the table.

With brainstorming, you are able to come up with the different ideas of what you want. This will help you form a solid idea of how to articulate what you want.

1. Cannot agree on what they want
   1. Delphi Technique

Through the Delphi technique you elicit ideas without actually gather the group in person. This could be through phone calls or email.

If people cannot agree on what they want, you can get their individual ideas and then come up with a solution and pitch it back to them. This way, neither party knows and they both are able to have what they want.

* 1. Scenarios

A scenario is when you take a specific user and use the actions they take while interacting with the scene to elicit requirements. It helps you to know where to place focus on the current system to improve upon it.

Scenarios help you with stakeholders who cannot agree on what they want because you are able to have them go through the actions and see what is truly the most important thing they want. Through the scenario you can see where users struggle or there are bottle necks in the system.

1. Fail to share background knowledge with you because “everybody knows it”
   1. Questionnaires

Questionnaires is when you get questions that can gauge understanding or can be used to gain information about the system. You usually give this questionnaire to a group of people that widely vary. It helps you with requirement elicitation because you can see what people want to see from a certain system.

It helps with sharing background knowledge because usually the most common answer is those that answer don’t always assume you know everything.

* 1. Interviews

Interviews are when you make a list of specific questions and choose a small, but varying group of people and ask them the questions. This varies from Questionnaires because the size of groups and also the type of questions. Interviews are usually done in person also.

This helps with sharing background knowledge because while performing the interview, the interviewee may say something that allows you to see you don’t know the entire picture.