

# WEB 321

Week 4 – Requirement Elicitation Techniques

# Topics

- Analyzing Existing Systems
- Flow Diagram
- Website/Software Outline
- User Personas

# Analyzing Existing Systems

- Understand the clients perspective
  - How do they use the system (shadow the client for a day to see how they “really” use the system)?
  - What do they like most about the present system?
  - What do they like the least about the present system?
- Understand the present system scope and breadth
  - What is the present systems current functions?
  - What are the present systems current features?

# Analyzing Existing Systems

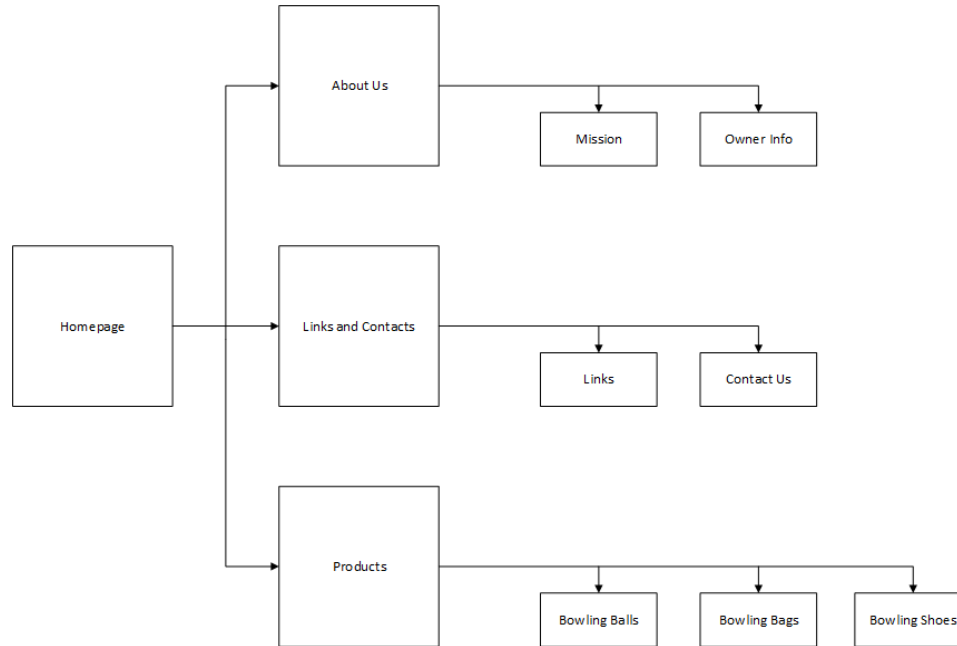
- Understand the present systems layout and navigation
  - How is the system organized?
  - How do users navigate the system?
  - Is the present system confusing?
- Look for other factors that reduce the effectiveness of the present system
  - Is the present systems text poorly written?
  - Is the present system SOE enabled
  - Is the present system following accessibility standards?
  - Are colors and font-sizes easy to view and read?

# Flow Diagram

- Visual representation of a system
- Often takes the form of a site or software flow diagram
- Shows the systems structure
- Identifies the systems key screens at a glance

# Flow Diagram

- Bowling Shop



# Website/Software Outline

- Uses text in an outline format
- Shows the structure of a system
- Easy to create and revise
- More flexible than flow diagrams
- Useful as a conversation tool during meetings with non-technical employees

# Website/Software Outline

- Bowling Shop

- I. Home Page

- A. About Us

- 1. Mission

- 2. Owner Info

- B. Links and Contacts

- 1. Links

- 2. Contact Us

- C. Products

- 1. Bowling Balls

- 2. Bowling Bags

- 3. Bowling Shoes |



# User Personas

- Imaginary person whose characteristics match a particular type of user in the system
- Represents different “user types”
- Derived from conversations with users of the system
- Essential to understanding the needs of system users

# User Personas

- A typical user persona Includes
  - Name
  - Age
  - Photo
  - List of distinguishing characteristics
    - Related to the impact they could have on the design of a system
  - Pet peeve or concerns
    - Related to the completion of a task