Requirement

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The Expectation Gap

Without adequate customer involvement, the inescapable outcome at the end of the project is an expectation gap, a gulf between what customers really need and what developers deliver based on what they heard at the beginning of the project.
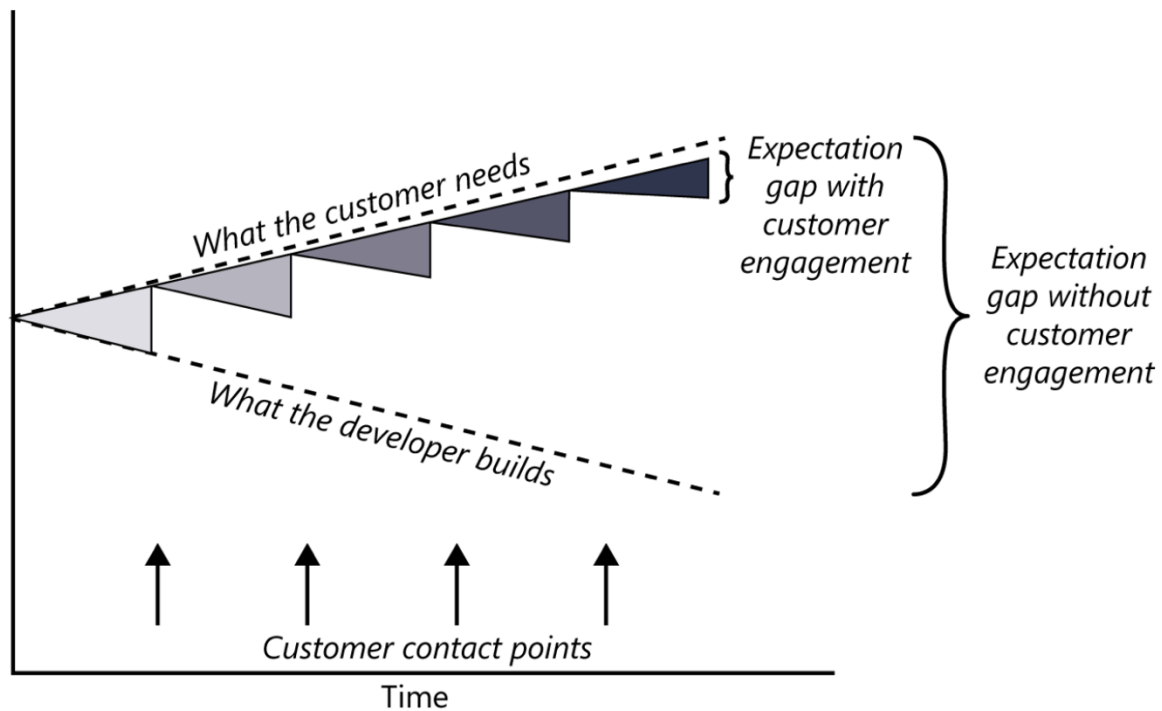

Figure 1: requent customer engagement reduces the expectation gap

Stakeholder

Stakeholder analysis is an important part of requirements development

Term	Definition
A stakeholder	is a person, group, or organization that is actively involved in a project, is affected by its process or outcome, or can influence its process or outcome. Stakeholders can be internal or external to the project team and to the developing organization.

Some other terms

Term	Definition
Domain knowledge	the knowledge of a specific, specialized discipline, profession, or activity, in contrast to general knowledge. Eg. some of the most popular domains are finance, retail, telecom, e-com, legal, medical (healthcare), sports, education, and more.
Product requirement	properties / attributes of a software system to be built
Project requirement	expectations and deliverables that are not a part of the product the team implements, but that are necessary to the successful completion of the project as a whole
Product manager	is the person who identifies the customer need and the larger business objectives that a product or feature will fulfill, articulates what success looks like for a product, and rallies a team to turn that vision into a reality.
Project manager	is the person assigned by the performing organization to lead the team that is responsible for achieving the project objectives. He is responsible for the successful initiation, planning, designs, execution, supervising, and closure of a project.

Product manager	Project manager
Works with outside stakeholders	Works with internal stakeholders
Helps to define the product vision	Helps teams execute on a shared vision
Outlines what success looks like	Outlines the plan for achieving success
Owns vision, marketing, ROI	Owns team backlog and fulfillment work
Works at a conceptual level	Involded in day-to-day activities

A product manager should
- Understanding and representing user needs.
- Monitoring the market and developing competitive analyses.
- Defining a vision for a product.

- Aligning stakeholders around the vision for the product.
- Prioritizing product features and capabilities.
- Creating a shared brain across larger teams to empower independent decision making.

Requirement Engineering

Figure 2: Software requirement engineering

Elicitation

Term	Definition
Requirement elicitation	are all of the activities involved with discovering requirements
Elicitation key actions	- Identify stakeholders, product's domain - understand user's tasks and goal, business objective - research product's domain to understand product/project environment - classify stakeholder - Working with individuals who represent each user class to understand their functionality needs and their quality expectations.
Approaches (strategy) for elicitation	- **usage-centric**: emphasizes understanding and exploring user goals to derive the necessary system functionality - **Product-centric**: focuses on defining features that you expect will lead to marketplace or business success

Question list template

No.	Question	Answer	Created By	Created date	Answered by	Answered date	Question type	Status	Notes