

Elicitation notes

User Characteristics

General Techniques

Interview: Having a dialog with stakeholders. Good to prepare. Interview techniques should be used for building strong relationships between business analysts and stakeholders.

Scenarios: This allows a framework for questions like “what if” and “how is this done”. Use case description is the most common type.

Prototype: Helps identify missing or unspecified requirements. It provides a contest that will help have a better understanding of which questions to ask. Some techniques include paper mock-up, beta-test.

Facilitated meetings: The point of these meetings is to bring together more ideas for the creation of software. It gives a better result and is less time-consuming than working individually.

Observation: This section helps understand the activity, task, tools used, and events performed by others.

- The observer will get a practical insight into the work.
- Improvement areas can be easily identified.

User stories: Used to see agile techniques in the field. Short high-level descriptions of the required functionality.

Other Techniques: competitor analysis, customer request database, data mining.

Examples of Stakeholders

Users: The group that will be interacting with the software. A group with different roles and requirements.

costumer: The software target market. Those who will benefit from the software the most.

market Analysts: The market team analysts study market conditions to examine potential sales of a product or service.

Regulators: Some software needs to be regulated and followed with certain compliance.

software engineers: These will profit from the software that's being developed. These individuals will accomplish the software.

Identifying stakeholders

I will start by brainstorming who my stakeholders are. Everyone will depend on this system.

List of stakeholders:

Your boss	Shareholders	Government
Senior executives	Alliance partners	Trades associations
Your co-workers	Suppliers	The press
Your team	Lenders	Interest groups
Customers	Analysts	The public
Prospective customers	Future recruits	The community
Your family	Key contributors	Key advisors

Sources

Goals: why the business wants to make the software. What are the high-level objectives of this software?

Domain Knowledge: Domain knowledge provides the background against which all elicited requirements knowledge must be set in order to understand it.

Stakeholders: The software engineer needs to identify, represent, and manage the “viewpoints” of many different types of stakeholders.

Business rules: statements that define or constrain some aspect of the structure or the behavior of the business itself.

The operational environment: This will be the environment in which the software will be released.

The organizational environment: required to support a business process, the selection of which may be conditioned by the structure, culture, and internal politics of the organization.

Elicitation Summary

User stories

Mockup

In order to create this mockup, I used the website Figman. In the process, I found some good templates that helped me visualize better the idea that my stakeholder and I had of what the Desktop application MaxMed is supposed to look like.

- I sent an email to my stakeholder
-

From: gabyalv@live.com



To: Tania Gonzalez;



Cc & Bcc

Subject

Hello Tania,

Here is a mockup example of the MaxMed website from our previous conversation. Let me know if you have any questions or concerns about it. I can always work something out.

[https://www.figma.com/file/UB4ewhl8YVHw3NNdyk3QYW/Healthcare-Dashboard-UI-Kit-\(Free-Edition\)-\(Community\)?node-id=1%3A2](https://www.figma.com/file/UB4ewhl8YVHw3NNdyk3QYW/Healthcare-Dashboard-UI-Kit-(Free-Edition)-(Community)?node-id=1%3A2)

Sent from [Mail](#) for Windows

Login to Account

Username

Enter username

Password

Enter password

Log in

Forget password?

Don't have account? [Create Account](#)

Healthcare

MaxMed

Dashboard

Applications

Healthcare Facilities

History

Maxime Directory

Payments

Help

Search

Requests

213

New Healthcare facilities

104

History

24

Payments

\$ 12,174

Hospital Survey

Patients 2019

Patients 2020

180

30/20-1

2020-2

2020-3

2020-4

2020-5

2020-6

2020-7

2020-8

2020-9

2020-10

2020-11

2020-12

\$ 100,000

Income in current month

\$100,000

\$80,000

\$60,000

\$40,000

\$20,000

\$0

1 July

8 July

16 July

24 July

31 July

\$ 25,000

Income in current week

\$100,000

\$80,000

\$60,000

\$40,000

\$20,000

\$0

25 July

26 July

27 July

28 July

29 July


30 July

31 July

Credit request

Facility	Contact email	Date	Time	User	status		
Health facility name	leslie.alexander@example.com	10/10/2020	09:15-09:45am	Dr. Jacob Jones	approved	<div></div>	<div></div>
health facility name	ronald.richards@example.com	10/12/2020	12:00-12:45pm	Dr. Theresa Webb	pending	<div></div>	<div></div>
health facility name	jane.cooper@example.com	10/13/2020	01:15-01:45pm	Dr. Jacob Jones	pending	<div></div>	<div></div>
health facility name	robert.fox@gmail.com	10/14/2020	02:00-02:45pm	Dr. Arlene McCoy	pending	<div></div>	<div></div>
health facility name	jenny.wilson@example.com	10/15/2020	12:00-12:45pm	Dr. Esther Howard	in progress	<div></div>	<div></div>

2.1. Applications

 Healthcare

MaxMed

Dashboard

Applications

Healthcare Facilities

History





















Maxime Directory

Payments

Help

Search

Credit Applications

Facility	Contact Email	Date	Time	User	Status	
Facility name	leslie.alexander@example.com	10/10/2020	09:15-09:45am	Jacob Jones	Approved	 
Facility name	ronald.richards@example.com	10/12/2020	12:00-12:45pm	Dr. Theresa Webb	In progress	 
Facility name	jane.cooper@example.com	10/13/2020	01:15-01:45pm	Jacob Jones	Approved	 
Facility name	robert.fox@gmail.com	10/14/2020	02:00-02:45pm	Dr. Arlene McCoy	Approved	 
Facility name	jenny.wilson@example.com	10/15/2020	12:00-12:45pm	Dr. Esther Howard	In progress	 
Facility name	marshall.cook@example.com	10/17/2020	01:15-01:45pm	Jacob Jones	In progress	 
Facility name	stephanie.cook@example.com	10/17/2020	02:00-02:45pm	Dr. Theresa Webb	In progress	 
Facility name	marion.james@example.com	10/18/2020	09:15-09:45am	Dr. Esther Howard	Approved	 
Facility name	teresa.holland@example.com	10/19/2020	12:00-12:45pm	Dr. Arlene McCoy	recieved	 
Facility name	zachary.marshall@example.com	10/20/2020	09:15-09:45am	Dr. Arlene McCoy	Approved	 

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











1

2

3

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Directory

Name	Email	Office	
 Leslie Alexander	leslie.alexander@example.com	Cash Application	 
 Ronald Richards	ronald.richards@example.com	Personal	 
 Jane Cooper	jane.cooper@example.com	Cash Application	 
 Robert Fox	robert.fox@gmail.com	Cash application	 
 Jenny Wilson	jenny.wilson@example.com	Cash Application	 
 Marshall Cook	marshall.cook@example.com	IT	 
 Stephanie Cook	stephanie.cook@example.com	Management	 
 Marion James	marion.james@example.com	IT	 
 Teresa Holland	teresa.holland@example.com	Managment	 
 Zachary Marshall	zachary.marshall@example.com	Management	 
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