

Requirements Elicitation and Analysis

with Angela Wick



In your models, dialog, and written requirements, you want to use powerful words that describe the actions users take when using the system or product.

Use powerful words that are...

- Concise
- Testable
- Easy for customers, developers, and business people and leaders to understand

Avoid words that are...

- Ambiguous
- Can mean many things

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Sample List of Words to Avoid These words create a false sense of consensus on requirements and are not testable.	Sample List of Words to Use
<ul style="list-style-type: none">• Maintain• Manage• Administer• Handle• Process• Support• Facilitate• Track• Review• Monitor• Coordinate• Analyze	<ul style="list-style-type: none">• Update• Edit• View• Display• Compare• Calculate• Determine• Print• Sort• Filter• Add• Confirm• Record• Enter• Attach• Authenticate• Adjust• Allocate• List• Notify• Request• Access• Import• Export• Merge• Refresh• Record• Send• Receive

Example

Vague requirement

“As an online shopping customer, I want to manage my profile.”

Better discussed, modeled, and written requirements

“I want to create a profile.”

“I want to view my profile.”

“I want to update my profile.”

“I want to attach a photo to my profile.”

“I want to delete my profile.”