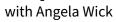
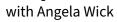
Requirements Elicitation and Analysis





| Goal of Conversation | Elicit | Model | Tips |
|---|--|--|--|
| Discover all the users who are impacted by the process or function being changed or added | Workshops Brainstorming Interviews | Context diagram Process model Story maps | Context diagrams focus on interactions and integrations, and process flows focus on sequence. Both are great views into identifying the user roles impacted. |
| Discover the data that users rely on for performing their goals | Observation Interviews Workshops | Data flow diagrams Process models Context diagrams | Remember to think about what data the user expects to see and use, and when. Where is the same data used repeatedly in the same end-to-end user goal? |
| Discover new features and designs that will delight the users | Experiments Brainstorming Workshops | User stories Story mapping Context diagrams Process models | Using collaborative games in workshops will help expose new ideas. |
| Discover the sequence of activities a user performs or a workflow | Interviews Observation Workshops | Process models Sequence diagrams | Remember to consciously model and discuss the user point of view. |
| Discover and learn what matters to users | Experiments Observation Workshops | User stories Story mapping | Using collaborative games in workshops will help expose new ideas. |

Requirements Elicitation and Analysis





| Discover what external systems and partners are needed to integrate with | Interviews Workshops | Context diagrams Process models | Remember to look at the integrations from a "value to the user" point of view. |
|---|--|---|--|
| Discover the logic is complete for a decision the system will make | Interviews Workshops Observation Experiments | Decision tables Process models | Remember you can use decision tables to reduce the complexity in the process flow. |
| Discover the triggers and status of an object | Interviews Workshops Observation | State models or diagrams Sequence diagrams Process models | Process models here may start the dialog. State and sequence diagrams will get to the details. |
| Discover the points of user interaction and user goals with the system or product | Interviews Brainstorming Observation Workshops | User stories Story maps Context diagrams Process models | Remember to break them down from big goals to smaller goals users have. |