

Requirements Elicitation and Analysis

with Angela Wick

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.

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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.