Tutorial 3 – Requirement Identification Case Studies

1. Imagine you are a systems analyst tasked with gathering requirements for a new customer relationship management (CRM) system. You are preparing to conduct interviews with various stakeholders. How would you determine the key people to interview, and what steps would you take to ensure you gather comprehensive and unbiased information?

2. Compare and contrast the effectiveness of using questionnaires versus direct observation in gathering system requirements for a new hospital management system. What are the potential advantages and pitfalls of each method in this specific context?

3. You are leading a project where the initial requirements provided by the client are ambiguous and incomplete. What steps would you take to clarify these requirements? How would you ensure that all essential requirements are captured accurately and completely?

4. You are developing a prototype for a new healthcare application. What risks are associated with using prototypes to gather user feedback, and how would you mitigate these risks? Discuss how you would balance the need for rapid iteration with the potential for user dissatisfaction.