# Know what they have but don’t know what they want

## Appropriate Elicitation Technique: Ethnography

### Description

Ethnography is using observations of a user using an existing system to elicit requirements. [Group presentation, slide 3]

### Why It Is Appropriate

It is appropriate to use ethnography when users know what they have because the process of observing an existing system in use will reveal the strengths and weaknesses of the system. These strengths and weaknesses can then be used as the basis for helping stakeholders determine what they want. [Ethnography presentation, slide 6]

## Appropriate Elicitation Technique: Brainstorming

### Description

“Brainstorming is a conference technique by which a group attempts to find a solution for a specific problem by amassing all the ideas spontaneously by its members.” [Collaborative presentation, slide 22]

### Why It Is Appropriate

Bringing together the ideas of everyone in the group is an excellent way to overcome people not knowing what they want. Being able to hear other’s ideas can ignite new ideas. This is exactly what you want in this situation.

# Know what they want but are unable to articulate it

## Appropriate Elicitation Technique: Scenarios

### Description

“[Scenarios are] a narrative description of what people do and experience as they try to make use of computer systems and applications.” [Scenarios presentation, slide 2]

### Why It Is Appropriate

By focusing on a specific scenario the system will be used in, stakeholders are able to break down what they want into steps. These steps will be easier to articulate than trying to explain the system as a whole.

## Appropriate Elicitation Technique: Interviews

### Description

“A meeting of people face to face” [Interview presentation, slide 4] with the intent “to gather information.” [Interview presentation, slide 4] In the meeting, previously prepared questions can be combined with spontaneous follow up questions to elicit a better understanding of requirements. [Interview presentation, lecture]

### Why It Is Appropriate

Using prepared questions in an interview will help focus a stakeholder who may have been struggling to articulate requirements. The right question can bring to mind requirements that wouldn’t have been elicited otherwise. [Interview presentation, lecture]

# Cannot agree on what they want

## Appropriate Elicitation Technique: Delphi

### Description

“The method entails a group of experts who anonymously reply to questionnaires and subsequently receive feedback in the form of a statistical representation of the "group response," after which the process repeats itself. The goal is to reduce the range of responses and arrive at something closer to expert consensus” [http://www.rand.org/topics/delphi-method.html]

### Why It Is Appropriate

The strength of the Delphi technique is bringing about consensus. This is exactly what you want when your stakeholders cannot agree on what they want. Conflict is often caused by ego and the Delphi technique removes this from the equation by making responses anonymous.

## Appropriate Elicitation Technique: Questionnaires

### Description

Questionnaires are a set of predefined questions given to large groups of stakeholders. [Questionnaire presentation, slide 2]

### Why It Is Appropriate

When stakeholders cannot agree, questionnaires can help stakeholders come to a majority decision. Disagreement can be a problem when a few vocal members of the group dominate discussion. [Class lecture] Questionnaires circumvent this by giving every respondent an equal voice. Once tallied the results will show how the stakeholders as a whole actually feel.

# Fail to share background knowledge

## Appropriate Elicitation Technique: Documentation

### Description

Using “user manuals, problem reports, memos, competitors’ projects and previous contracts” [Documentation presentation, slide 14] to elicit requirements and to “increase information about [the] application domain.” [Documentation presentation, slide 15]

### Why It Is Appropriate

The documentation will provide the background knowledge that stakeholders may fail to share because they feel it is common knowledge.

## Appropriate Elicitation Technique: Modeling/Prototyping

### Description

“Providing a representation of the project to a stakeholder in order to elicit requirements.” [Modeling presentation, slide 4]

### Why It Is Appropriate

When you create a model or a prototype and present it to stakeholders, if something is missing that they thought was common knowledge, they will likely notice the lack of it and inform you what is missing. [Krieger, discussion of this assignment]