Eliciting Requirements

- How do we actually go about "digging up" reqs ?
- We can't just "know" them intuitively
  (a rookie developer mistake is to think you can !)
- We have to actually go out and "discover" them
- They can be ***elicited*** using variety of techniques...

Reading Documentation !

- Organisations often have much documentation…
- Process descriptions, Regulations, Manuals etc.
- If we can get hold of these and pick them apart…
- We can understand how organisation operates
- And then specify reqs to support that operation

- Be aware - people don't always follow official regs
- Identifying work-arounds being used is essential !

Interview

- An obvious way to find out about organisation is to talk to stakeholders (worker, manager, customer)
- This may be an formal chat over coffee
- Or a formal, planned, structured interview

- Be open-minded & avoid pre-conceived notions
- You can prompt the interviewee to get discussions going using a "springboard" question
- But do try to listen to what they say !!!

Observation

- Another way to identify reqs is by observation
- Watch the "lived" practices within an organisation
- Social & organisational factors may be observed

- Some social scientists (ethnographers) are explicitly trained in the observation and analysis of work

- But it is possible to undertake our own studies

System Analysis

- Existing systems encapsulate work practices
- If we analyse / deconstruct them we gain insight
- Reverse engineering system to derive requirements

- Problem…
- The assumes that existing systems are good !
- If they are that good, why build something new ?