Workflow for gathering user requirements

(Workflow 1)

These are the things you need to know about before you can design an application. Some information may be available from any initial contacts with the client but you may have to seek more information directly from the client. You must decide whether this is done face-to-face or remotely, and the method you'll use in either case.

Identify user needs and application requirements

Project overview

- Purpose of the application
- Target platform to run on
- Constraints:
    - Hardware
    - Software
    - In-House/remote
        - Data
        - Application execution
- Project constraints (remember the Good-Fast-Cheap triangle)
    - Client budget
    - Time needed
    - Specialist development skills needed
    - Quality required
- Media/Content to be included e.g. logos, images
    - Rights and ownership issues
        - Copyright
        - Registered Trade marks
- Programming style/paradigm (OOP/EDP/PPR)
    - Does the client need the program to integrate with other software?
    - Where do your skills lie?
    - Is any style better for this type of project than others?
- End-user skills
    - Training required for end-users on completion
        - Type of training
            - Workshop
            - Remote support
            - Video files with demos
            - Any other?
    - Help/support files needed
        - Format restrictions
    - Documentation style/format (see below about styles)
        - Printed
            - Budget => colour, quality of paper, binding etc.
        - Electronic
            - HTML
            - PDF
            - DOCX

How to gather any information required

- Interview: whom?
- Survey: whom?
- Market research
    - Current products:
        - Available off the shelf and therefore cheaper?
    - Future developments
        - Plans to change architecture of computers

Change device type (e.g. desktop to tablet)

User support styles to suit different audiences

- **Support documentation/files**
    - Expertise of the reader, and therefore ..
        - Language they will understand
    - Text heavy or image heavy