## Introduction

The first step of any project is to find out and explicitly document the requirements.

This phase is mostly about asking the right questions.

Requirements Gathering can be done in one of many ways: Interviews, Questionnaire, Observation, etc. The end goal however, is to have answers to the questions below.

## Possible Questions You need the answers to

**About the Company**

*We need to know about the client. Allows us to know more about their operational context as well as the domain they operate in.*

* What does your business do?
* What product or service are you selling?
* What is your mission and vision?
* What should we know about the domain the company operates in?

**Context on the Product**

*We need to know where the product fits in in their overall scheme of things.*

* Why do you need this new system? What is the business need?
* Is there a system in place to do it right now (even if manual)? If so, how is it done right now? Is the process documented?
* Even if not, How would an expert in the space approach this problem? What would be the variables/pieces of data that person would base a solution on?   
  *These questions help us picture and formulate a simple baseline and also gain insights into some domain intuitions that might be helpful in the future.*
* What features do you like about your current system?
* What features don't you like about the current system?  
  *Helps identify pain points.*

**About the new system/product**

* What are the basic, crucial needs of the new software?
* What benefit can the product provide for your customers?
* What should be the top priority?   
  *We should be able to distinguish the must-haves, should-haves and could-haves.*
* What are the acceptance criteria, if any? Please be specific. Eg: 20% decrease in manual responses to tickets. Do you have systems in place to measure those metrics?   
  *If you can’t measure it, you can’t improve it.*

**System Usage**

* Which of your staff will be using or involved in the product the most?
* Will the system need to integrate with any other type of software?  
  *These will influence how the system is built later on.*

**About the Data**

* What data do you have that might be related, in any way, to the problem being solved?  
  *Practically, we can never have too much data.*
* How is the data stored, manipulated right now? What’s your data infrastructure?  
  *How they store and process the data that they have may influence our own processes and possibilities.*
* Do you have internal data-dedicated teams?  
  *It’s helpful to know, to some extent, their data expertise.*

**Caveats**

* What are the constraints on the system being built (resourcing, timing, etc)?
* What is the strategy for your organisation? [One year, five years]. Are there considerations that need to be taken into account?

**General**

* Do you have a timeline in mind?

**Resources:**

<https://medium.com/@yaelg/product-manager-pm-step-by-step-tutorial-building-machine-learning-products-ffa7817aa8ab>

<https://www.getosmosis.com/demo/questionnaire/template/software-requirements-questionnaire>

<https://improveit.org/learn/information-systems/requirements-questionnaire>