- Two customers, Paul and Debbie White, arrive at the shop with bikes to return
- Annie contacts the mechanics to ask for someone to come and check the bikes
- Annie gets the bike numbers, looks out the relevant bike cards and checks Paul and Debbie's names and addresses
- Annie makes sure that the bikes being returned are the ones on the cards
- She checks to see if the bikes are being returned on time by verifying the return date against the current date
- Annie finds that the bikes are one day overdue
- She tells the customers that there is a charge for the extra day's hire
- One of the mechanics checks the bikes and confirms that they have been returned in good condition
- Annie returns the customers' deposit, minus the extra day's hire charge
- Annie writes out a receipt for the extra charge.

Figure 2.5 *A more complicated scenario for the return of a bike in the current Wheels system*

Scenarios are a very effective technique in requirements elicitation because their narrative structure helps users to remember and describe what happens in different processes in the system. A detailed scenario can be built up by first constructing a simple version and then walking through it with the user to add more information. The scenario technique can be used both to uncover information about the current system and also to visualize requirements for the future; for example, the developer might ask Annie to think about what changes she would like to make to the bike return system and imagine a scenario of how these would work.

A further advantage of using scenarios in object-oriented development is that they can later be translated into interaction diagrams, which are part of the toolbox of object-oriented techniques. There are two types of interaction diagram, sequence and collaboration diagrams. These are discussed in Chapter 6. Finally, scenarios are a useful and effective way of testing the system, since they can be used as the basis of walkthroughs to check that the system behaves as the clients and users expect.

Requirements specification

The main purpose of requirements specification is to collate, order and record the mass of information gathered during the elicitation