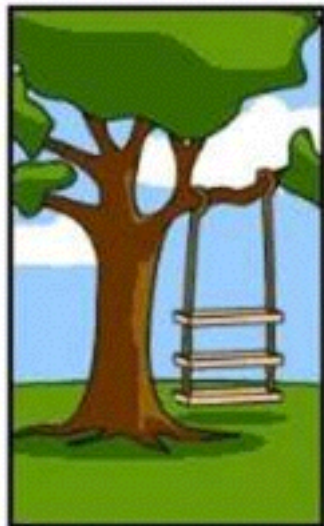


Requirements Elicitation Phase



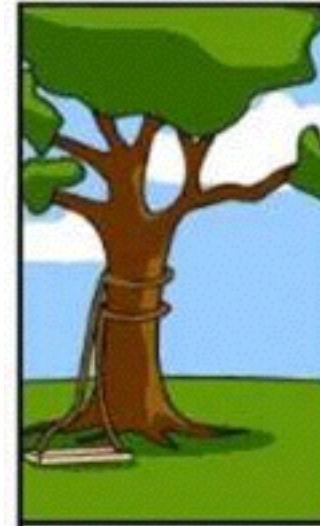
How the customer explained it



How the Project Leader understood it



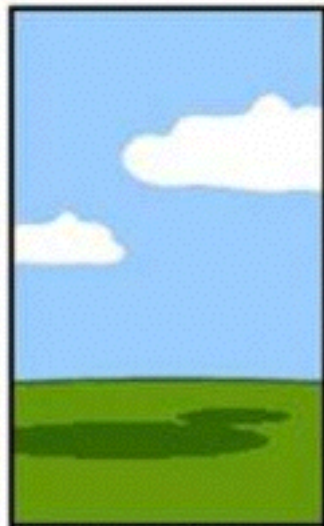
How the Analyst designed it



How the Programmer wrote it



How the Business Consultant described it



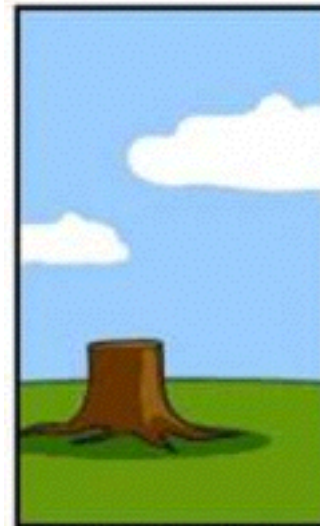
How the project was documented



What operations installed



How the customer was billed



How it was supported



What the customer really needed

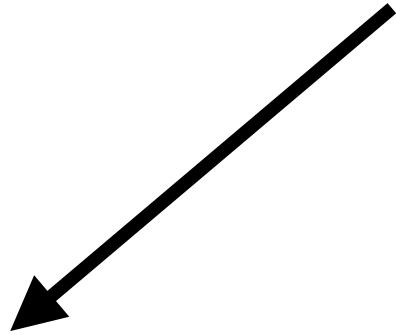
Rapid Prototyping

- Rapid prototype is a software that incorporates much of the functionality of the target product but omits aspects invisible to the client
- Popular rapid prototyping language is HTML

How to progress:

- Do the preliminary study of user requirements
- Build a prototype and evaluate it with the users - iterative process
- Based on hand-on experience, users tell the developers whether the rapid prototype satisfies their needs, and identify the areas that need improvement

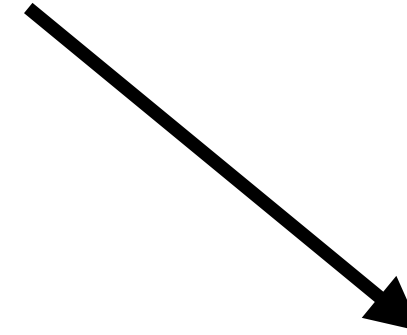
Brainstorming Session



Generation Phase

Generate as many ideas as possible without discussing merits of the ideas

- Criticism is absolutely forbidden
- Wild, offbeat, or unconventional ideas are encouraged
- Number of ideas generated should be very large
- In addition to suggesting totally new ideas, participants should be encouraged to combine or embellish ideas of others



Consolidation Phase

- Review the ideas for the purpose of clarification
- Discard the ideas that are too wild to be usable
- Discuss the remaining ideas with the goal of prioritizing them
- After the session, the leader or other designated person produces a record of all the remaining ideas with their priorities and relevant comments

Interviewing

Preparations

Making arrangements

- Schedule in advance
- Make the interviewees aware of the goals of the interview
- Give them any relevant materials
- Remind them a day or two in advance
- Secure permission for recording on audio or video type in advance

Preparing a list of questions

- Use the general ideas as guidance
- Organise the list of questions into a logical order and arrange it as groups of questions about related issues
- Decide how much time to devote to each issue
- You can not prepare all the questions in advance; use the information you get during the interview to create additional questions as you go

Conducting the interview

Beginning the interview

- Introduce yourselves
- Review the goals
- Explain any technical notations that you might use

General guidelines

- Improve your understanding by summarising, rephrasing, showing implications
- Be an active listener
- Be courteous; keep the interviewee at ease
- Remain in control; bring the interview back on track

Conducting the interview - General Tips

Keeping the process visible - Ask questions about the interview itself

“Are we doing all right?”

“Have we ignored anything?”

Protocol questions - address the context

“Why are we building this system?”

“What do you expect from it?”

“Who are other users of this system?”

Open-ended question - encourage unconstrained answers

“Tell me what to do.”

“What aspects of your job are tedious?”

Close ended questions

Conducting the interview - General Tips

- Do not anticipate the answers
- Ask questions that approach the issue from different directions, or at different level of abstraction
- Ask the questions to raise the level when the interview begins to get too detailed or too focused

Avoid switching context too often

Interview ends when

- All questions have been asked and answered
- The allotted time has been exhausted
- You sense that the interviewee is becoming too fatigued or “drained” to continue

Follow up activities

- Send the interviewee a written expression of thanks
- Produce a written summary of the interview
- Give the interviewee the copy of the summary and request confirmation that the summary reflects the information exchanged
- Review the procedures used to prepare for and conduct the interview; find a way to improve the process in the future