

Requirement

QUESTIONNAIRE

INTERVIEWING

- the interviewing process is not easy
- It is a face-to-face situation
- forces us to get up “close and personal”

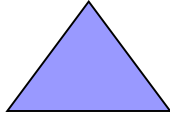
Key Goal

- To make sure that the biases and inclines of the interviewer do not interfere with a free exchange of information.
- Do not use guide question/ Guide but let the customer choose.

	Pros	Cons
<p>Open Questions (Context-free Question) (e.g. What do you think of...?)</p>	<ul style="list-style-type: none"> • Puts interviewee at ease • Allows interviewer to pick up domain vocabulary • Rich detail • Reveals further interviewing directions • More interesting for interviewee • Spontaneity • Easier to phrase for interviewer 	<ul style="list-style-type: none"> • Too much irrelevant detail • Lose control of interview • Time consuming • Appear unprepared • Appear without direction
<p>Closed Questions (Non Context-free Question) (e.g. How many...?)</p>	<ul style="list-style-type: none"> • Saves time • Easy to compare interviews • Gets to the point • Good control 	<ul style="list-style-type: none"> • Boring for interviewee • No rich details • No rapport built between interviewee and interviewer

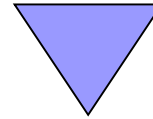
INTERVIEW STRUCTURE

The Pyramid



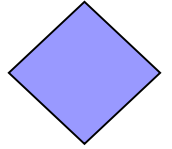
- Begin with Closed direct questions, gradually evolve to open questions.
- Lets interviewee warm up to the topic.
- Good when interviewee is reluctant to have interview.

The Funnel



- Begin with Open Questions, Gradually get more closed Questions
- Easy, Non-threatening approach
- No pressure of “wrong” answers

The Diamond



- Start with closed questions, gradually make them open, and then back to closed
- Takes advantages of both pyramid and funnel
- Keeps the interviewee interested

CONTEXT-FREE QUESTION = OPEN QUESTION

EXAMPLE:

- Who is the user ?
- Who is the customer ?
- Are there needs different ?
- Where else can a solution to this problem be found ?

These questions force us to listen before attempting to invent or to describe a potential solution

- After the context-free questions are asked, suggested solutions can be explored
- This addition of solution context may give the user new insides and perhaps even a different view of problem
- A structured interview can be used to elicit user or stakeholders requirements in most software application context

the interview consist of both context-free and non context-free questions

It provides questions designed to make certain that all aspects of requirement, **reliability**, **supportability**, and so on

Part 1 esthetician customer or user profile

Overview Question

- Name, company, industry, job title
- What are your key responsibilities ?
- What output do you produce?
- For whom?
- How is success measured which problems interfere with your success?
- What tools make your job easier or more difficult, if any?

Part 2 assessing the problem

Find Business Process : the procedure to specific the services of the product

What-If question: the condition to be controlled.

System conditioned by time

Documents/Forms (with EX. Filled)

- for which programs do you have good solution
- what are they? (Hint: keep asking, “anything else?”)
- for each problem ask;
 - why does this problem exist?
 - how do you stop it now?
 - how do you like to solve it?
 - What happens if ...
 - Which processes that you do daily?

Part 3 understanding the user environment

- Who are the users?
- What is that educational background?
- What is their computer background?
- Are user experience with this type of application?
- Which platforms are in use?
- What are your plan for future platforms?

- Are additional applications in use that are relevant to this application? if so let's talk about them a bit?
- What are your expectations for usability of the product?
- What are your expectations for training time?
- What kind of user help do you need? (for example, hard copy and online documentation)

Part 4 review for understanding

- You have told me:
 - (List customer-described problems in the old words.)
 -
 -
 -
- Does this adequately represent the problems you are having with your existing solution?
- What are problems you are experiencing, if any?

Have you ever have a cold. If you have a cold and go to a drug store, which question that you will ask?

- I want a pack of Tiffy or Decolgen.
- I want medicine for a cold.
- I have XXX symptom; please give me the medicine.

The same asking about idea, which question that you will ask?

- Do you use java programming?
- Do you working with any programming language?
- What kind of work that you want the support for us?

What's the requirement?

What does we do on the elicitation phase?

What are the elicitation technique?

Group Work 1

You've to built a room booking system for a hotel. List all the question to ask your customer to gain all of the requirements. **30 minutes.**

ANSWER GUIDE

1. Overview Questions

- Please explain the overview of the hotel process.
 - Type of services
 - Customer group
 - Customer contact
 - Organization Chart
- Who are the stakeholders?
- What the problems you want to be solved?
- What the expectation of the system?
- What are the system you using?

2. Business Process Questions

- Which object/status that you need to control?
 - Room
 - commodity and services
- What are the course that make the object/status changed ?
- What are the control process using?

- What should the new do? / What are the capability of the new system / How many features should the new system has ?
 - Business Process : each process
 - Business Object : people, place, event, document, department
 - Business Object Properties : upper-lower bound value (how many character for telephone number)
 - Business Object Relationship : 1-1, 1-m
 - Business Logic & Condition (What-If)

Business Process = Business Method : the procedure to specific the services of the product

- How to book a room ?
- What are the process to cancel room booking ?
- What are the booking information ?
- How to confirm the room?
- How to change the room?

we have to know what we need to control.

What-If question: the condition to be controlled.

- What happen if the customer cancel room before the check-in date?
- What happen if the customer want to change the room on check-in date?
- What happen if the customer want to upgrade the room ?
- What happen if the number of the customer is more/less than the number of the booking customer?

System conditioned by time

- Daily process, Monthly process, Yearly process.
- Rarely situation, sometimes happen

What are the daily process of the booking room system ?

Documents/Forms (with EX. Filled)

Which data in the report that you want to remove or add ?

3. Environment Questions

Amount of data per day/month/year ?

How long that you need to keep data in the system.

- I need to keep 5 years data, so we need XXX TB Harddisk.

Do you have IT department ?

- Maintenance, security requirement

What is the computer platform using today ?

- We use DOS

Do you have any plan to change the computer platform in the future ?

- We will move to use window.

Does this system connect with other system ?

- It will connect with check-in, check-out, check-room system

What is the priority of the hotel process ?

- Customer services system is more important than stock system

Do you have any future plan ?

Do we have to ask more question or do you have any information to tell us ?

4. Review the system

Make everyone understand in **the same way**.

“OK. Now for booking we have XXX systems.

The first system will do XXX with document XXX. The system will input XXX and do XXX daily and print XXX document that will be sent to XXX department. The second system is”

“We will make the document and will give it to you to review in a week and please sign if it’s correct.”