

Requirements and Specification, ESOF 328, Spring 2020
“Requirements elicitation” (Chapter 7)
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Requirements elicitation, Chapter 7

Elicitation – identifying the needs and constraints of the stakeholders for a software system (pg. 119)

- Collaborative and analytical process
 - Collect, discover, extract and define requirements
- Use the vocabulary of the business domain
 - Create a glossary
- Resist temptation to design the system
- Emphasize user tasks rather than user interfaces
- Focus on true needs rather than desires

Requirement elicitation techniques come in two forms:

- With stakeholders (book calls these facilitated)
- Independently

Requirement elicitation techniques:

- Interviews
 - Introduce all
 - Review agenda
 - Remind of session objectives
 - Address preliminary questions
 - Stay in scope
 - Prepare questions and straw man models ahead of time
 - Suggest ideas
 - Listen actively
- Workshops
 - Establish ground rules
 - Stay in scope
 - Use “parking lots” to capture items for later consideration
 - Time box discussions
 - Keep the team small (if >6 consider multiple workshops) and include the right participants
 - Keep everyone engaged
- Focus groups
 - Useful to explain user’s attitudes, impressions, preferences and needs (pg. 124)
- Observations
- Questionnaires
- System interface analysis
- User interface analysis
- Document analysis