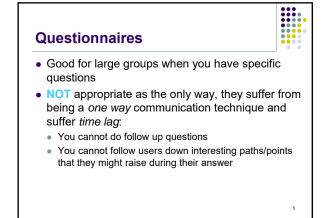
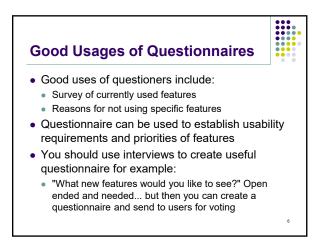






Quir S	Wed, Feb 24	in class	25-of-course	
			14% of project	
	Fri, Mar 4	S2a Detailed req spec; conceptual design	10% of project	
	Tue, Mar II	S2b Class presentation of S2a to customer	5% of project	- (0
Deliverable C2 (revised)	Thu, Mar 10	C2 feedback on 52aBS2b	5% of project	Ca Ĕ
Deliverable 53a	Tue, Mar 15	53a Technical Design Spec	15% of project	SENG 321 Calendar
Deliverable \$3b	Tue, Mar 22	S35 Manual	10% of project	d S
Deliverable C3	Thu, Mar 24	C3 feedback on S3a&S3b	10% of project	21 ar
Easter break	Mar 25-28	Fri, no class		
Deliverable 54	Mar 29-31	S4 project demo	10% of project	
Deliverable C4	Mar 29-31	C4 feedback on S4	5% of project	R
Last Day of Classes	Fri, Mar 31			
	Sat, Apr.16	19:00-22:00 EC5 125	35%	2.1





Common Questionnaires Mistakes

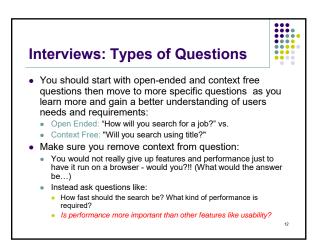
- Bias in sample selection
- Bias in responding users
- Small sample size
- Untested questions that are ambiguous

Elicitation Techniques

- 1. Reuse old requirements or existing system
- 2. Questionnaire
- 3. Interviews
- 4. Brainstorming
- 5. Observation and apprenticeship
- 6. Ethnographic studies
- 7. JAD: Joint Application Design
- 8. Nominal group technique
- 9. Delphi technique
- 10. PIECES Approach

Interviews Interviews Key point is to pick the right people to The people you interview should fill different user/stakeholder roles interview! Select users that are: • Users usually do not know what they want: Have authority and motivated to see the project You built EXACTLY what I asked for! succeed But not what I wanted Accountable and knowledgeable Interviews should be done in person and not through email/surveys: Observe body language helps build rapport

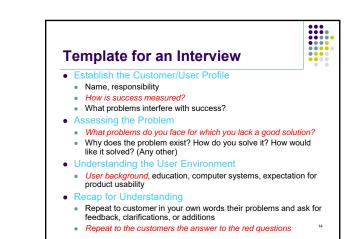
Interviews Interviews permit us to listen and understand better the problems faced by customers Before the interview, research the background of the stakeholder to avoid boring them with questions you easily answer You can quickly review some answers if needed During the interview, jot down the answers Make sure the interview schedule is not overly constraining Once rapport is established the interview likely will take a life of its own (horror stories and true/root causes)



Examples of Questions

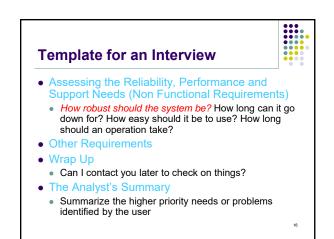
- Example of closed-ended question
 - Would you like the new system to work in your web browser? Y/N (This question does not mention the alternatives and associated costs! What would one give up to get such a feature?)

- Example of open-ended question
 - Would you like the new application be in your web browser even if it means fewer features, and less interactivity?
 - What would you be willing to give up to use your application in your web browser?



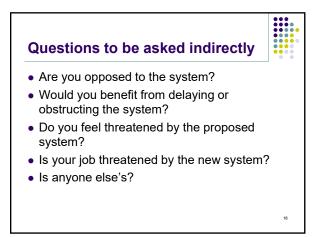


- Assessing the Opportunity
- What are the success factors in the user's opinion? Who else uses/would use the application?



After Interviews

 Using the analyst's summary we are likely to get 10-20 top requirements or needs that should be explored in more detail



Common Interviewing Mistakes



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- Missing to interview people
- Assuming stated needs are correct (Why?)
- Letting one person in a group interview dominate the interview
- Not conducting group interviews