

Requirements Elicitation

Product Innovation

Gruppe 1

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Agenda

- Categories of requirements elicitation techniques
- Selection of elicitation techniques
- Successful techniques



Requirements Elicitation

- obtaining of requirements for a system
- non-trivial
- categories: interview based, questionnaire based, introspective/observational and contrived methods



Categories of Requirements Elicitation Techniques

- Interview Based Methods
 - interviewer asks questions
 - example: structured, unstructured and semi-structured interview
- Questionnaires
 - series of written questions
 - example: questionnaire with open or closed questions



Categories of Requirements Elicitation Techniques

- Introspective/Observational Methods
 - observation of users
 - examples: observation, group sessions and workshops
- Contrived Methods
 - performance of an artificial task
 - examples: prototyping, roleplaying



Selection of elicitation techniques

How are elicitation techniques selected?

Answer: **It depends.**

No overall “right” technique exists



Selection of elicitation techniques

What can help to select a technique?

Research [Hickey] identified selection techniques as a function of

- a) Situational characteristics
- b) Information/requirements to be needed

Selection of elicitation techniques

General advices

The case studies [Hickey, Dieste] provides general advices:

- Identification of users and other stakeholders
- Close work with people how pay
- Make clear statements (not only shalls)
- Remove toxic players

Selection of elicitation techniques

Advise for selecting the “right” technique

Propose of four main aspects [Hickey]:

- “Major Drivers” – predicates concerning characteristics for considering a technique
- “Anomalies” – predicates to alter the primary choice
- “Prerequisite Skill” – Skills of the analyst
- “Success Enhancers” – Additional Skills that helps

Successful techniques (1)

- Researchers & Experts :
 - Interviews are widely used
 - Group sessions seen as essential
 - In particular to encourage creativity
 - Observation very effective in certain cases

Successful techniques (2)

- In Practice :
 - Interviews most often used technique
 - Structured interviews are more effective
 - Observation does not provide more information
 - Prototyping is widely used but expensive
 - Users focus on the solution