

Requirements Engineering II

Elicitation Workshops and Interviews

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Agenda

- Goals of Elicitation Workshops
- Rules for Successful Elicitation in Workshops
- Goals of Interviews
- Emerging Problems in Interviews
- Rules for Successful Interviews

Goals of Elicitation Workshops

- Developing and discovering problem solutions using methods to enable creativity

Rules for successful Elicitation Workshops

- Avoid dynamic short term exercises
- Structure workshops around ideas rather than processes
- Explore ideas and don't develop concrete requirements
- Flexible planning, no strict schedule

Goals of Interviews

- Collect sufficient, relevant and appropriate data
- Understanding of the stakeholders' behaviours and its environment
- Help to effectively elicit individual practices and social factors
- Getting unbiased data

Emerging Problems in Interviews

- Limitation of the participants' knowledge and communication abilities
- Unclear or misleading language of the analyst
- Complex and dynamic requirements are difficult to elicit in interviews
- In-group bias because of preferential treatment
- Framing effect

Rules for successful Interviews

- Interviewers should be open-minded, unbiased and ask meaningful questions
- Most of the problems are related to language and communication