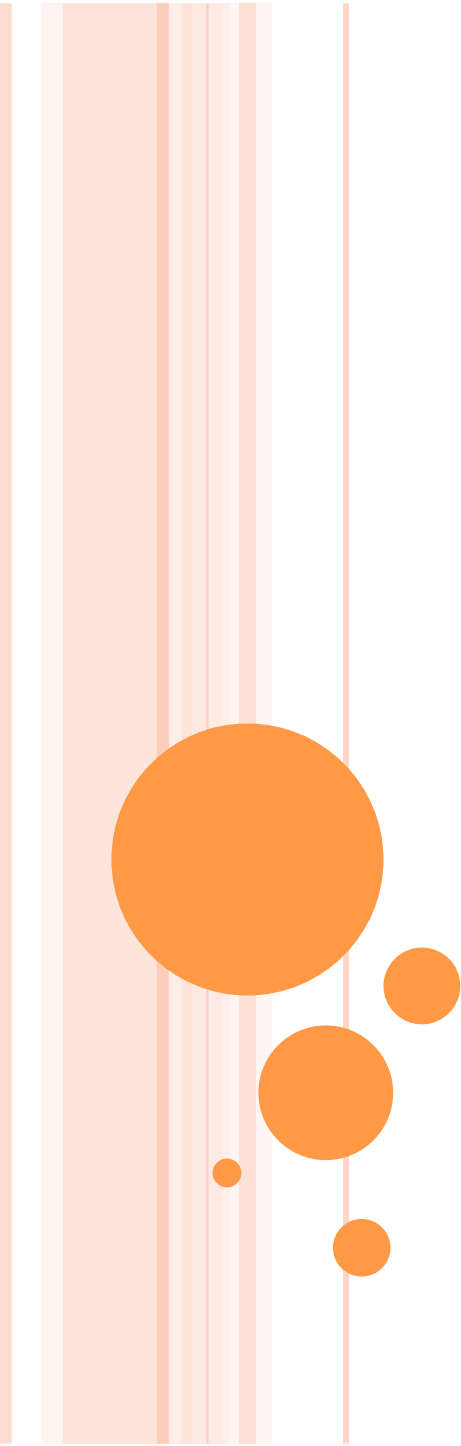




OVERVIEW AND SELECTION OF ELICITATION TECHNIQUES

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CONTENTS

- Categories of elicitation techniques
- Difficulty of selecting elicitation techniques
- Application and success of techniques



CATEGORIES OF ELICITATION TECHNIQUES

- interview-based methods
 - questionnaires
 - introspective and observational methods
 - contrived techniques
- (Dieste)
- prototypes, models, scenarios, viewpoints!?
 - different researchers have different conceptions of 'requirements elicitation techniques'



DIFFICULTY OF SELECTING ELICITATION TECHNIQUES

Selecting appropriate elicitation techniques is a very challenging task, because of:

- Uniqueness of each situation and amount of variables to take into consideration (type of system, stakeholders and their conflicts, domain knowledge, ...)
- High level of experience required, such as expertise in domain, knowledge of the different techniques and when and how to apply them, communication skills, ...
- Complexity of the elicitation problem and lack of empirical research



APPLICATION AND SUCCESS OF TECHNIQUES: INTERVIEWS

Application:

- to gather large amounts of data in a short period of time
- to elicit new information
- to uncover conflicts or politics

Success:

- effectiveness depends on collaboration between participants
- structured or semi-structured interviews more successful than unstructured interviews
- effective when combined with contrived techniques
- most traditional and commonly used technique



APPLICATION AND SUCCESS OF TECHNIQUES: QUESTIONNAIRES

Strengths:

- Allow to understand and explore the application domain, get overview of the context
- Very efficient, can be done in a decentral way

Weaknesses:

- Do not allow for interaction between interviewer and stakeholder
- Very limited depth of knowledge, risk of irrelevant and redundant information



APPLICATION AND SUCCESS OF TECHNIQUES: INTROSPECTIVE AND OBSERVATIONAL TECHNIQUES

Application

- generally: to elicit information about the users' tasks and values
- introspective techniques: often at the beginning of the requirements elicitation process
- observational techniques: when stakeholders are very busy, have difficulty expressing themselves, when power relations are explored or when the need for a new system arises out of problems with existing processes



APPLICATION AND SUCCESS OF TECHNIQUES: INTROSPECTIVE AND OBSERVATIONAL TECHNIQUES CTD.

Success:

- introspection: almost always applied to some extent
- observational techniques: effectiveness varies because users might adjust their way of working when observed, but generally deemed effective



APPLICATION AND SUCCESS OF TECHNIQUES: CONTRIVED TECHNIQUES

Strengths:

- Can clarify and prioritize already collected requirements
- Allow to elicit new and creative solutions

Weaknesses:

- Require high domain knowledge and communication skills from the analyst
- Can be difficult to organize and are rather time-consuming

