

Dialog between Customer and Supplier

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13.11.2017 – REQUIREMENTS ENGINEERING II – ASSIGNMENT 2 – GROUP TASK C



Overview

1. Handshaking
2. Negotiation process
3. Dialog as part of requirements negotiation and conflict management
4. Handshaking in the Droccery case study
5. Discussion

Handshaking

Implementation proposal

Bidirectional communication process between
product manager
supplier

Incremental process

⇒ True shared understanding

Attribute group	Attribute
Basic attributes	Title
	Requirements
	Design
Negotiation support	Assumptions
	Impact
	Dismissed alternatives
	Open issues
Planning support	Scope
	Necessary activities
	Effort estimate

[Fricker 2010a]

Negotiation process

Phase	Treatment
1. Positioning 1 (PO1)	Product manager (PM) prepares requirements
2. Hand-off (HO)	PM hands requirements off to architect
3. Positioning 2 (PO2)	Architect analyzes requirements and system
4. Negotiation (NE)	Both negotiate requirements and design
5. Confirmation (CO)	Both document negotiation results

[Fricker 2010b]

Dialog as part of Requirements Negotiation and Conflict Management

Detecting interdependencies needs an effective dialog

- An industrial survey of requirements interdependencies in software product release planning [Carlshamre 2001]

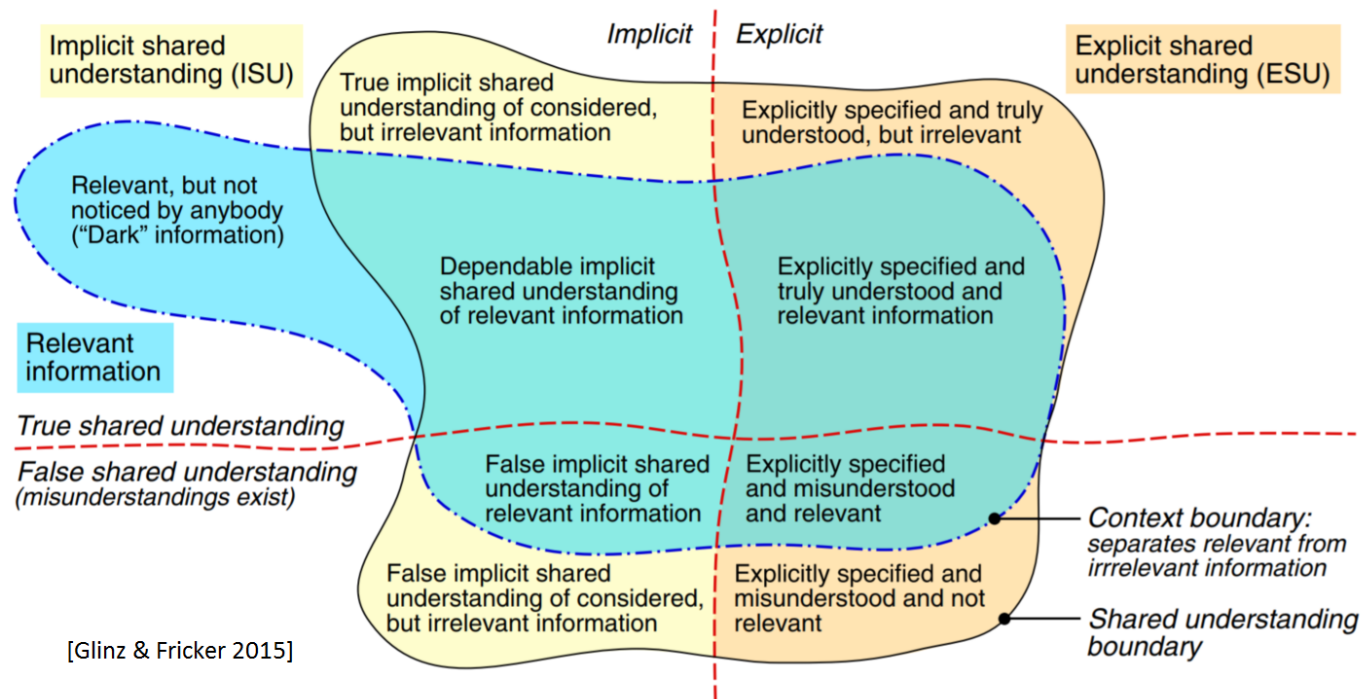
Voluminous/complex requirements need to be simplified

- Requirements Interaction Management [Robinson 2003]

Implementation proposals

- Requirements Negotiation [Grünbacher 2005]

Shared understanding



Handshaking in case study of RE 1

Multiple conflicts between stakeholders detected

Conflicts between stakeholders not covered by handshaking

Example: Product Owner (Carol) vs. Software Architect (SamSoft)

- Software Architect: DroceryControl has direct link to drone
- Product Owner: DroceryControl is linked to drone control system

Discussion

1. How can dialogs be implemented in an agile process?
2. How could distributed handshaking work?
3. What are the options to negotiate by handshaking between stakeholders and not only product owner vs. software architect?