

BUS 362

Assignment 03 - Requirements Gathering

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Requirements Gathering

Purpose

- Gather information that will be important towards starting or continuing a project
- Helps avoid scope creep
- Minimizes profit loss later on

Documents

- Something you read
- Could be physical or digital

Processes

- Will be elaborated on in later lectures
- Currently, just talk about individual tasks, or categories of tasks
- What do you want to know how to do?

Interview

- Use open-ended questions
- Goal is to find depth and a wide range of answers

Example Questions

- Why did you choose this company?
- What makes you think you'll be a good fit at SFU?
- What types of challenges are you experiencing with your internet provider?
- If you had to purchase a new pillow, what qualities would you find most important?

Questionnaire

- Avoid open-ended questions
- Context of questionnaire: emails, people passing by - little time/attention
- Ideally multiple choice/scale/short answer

Example Questions

- Rate your current internet provider from 1-10, with 10 being the best
- What brand is your current mattress?
- Who is your favorite professor?
 1. Drew Parker
 2. Ashton Charbonneau
 3. Barack Obama

JAD Sessions

- Typically a multiple day event with sessions lasting the whole day
- Purpose is to iron out technical details by connecting the project team with users
- Tempers expectations and forces users to ask for things that are possible
- Ensures that requirements are made specific
- Requires the presence of someone who will either be working on the development of the project or someone who has the skillset required to build the project

Textbook Pages

- 5th Edition: pages 101-139 (chapter 3), particularly 111-128
- 6th Edition: pages 82-116 (chapter 3), particularly 90-107

Example

Assumptions

- We're considering building a dovecote/pigeon coop
- Purchasing an older building with plans to renovate it
- May lease out space to other people who are raising pigeons

Documents

- Deed
- Building appraisal
- Local news
- History of land
- Legal documents
- Rules and regulations

Processes

- Day to day coop running processes (training, feeding)
- Chicken data management
- Building processes

Interview

- Chicken coop owners
- Building owner
- Contractor

Example Questions

- What are some challenges you currently face while running your pigeon coop?
- Tell me about the history of this building. Why are you selling it?
- Tell me about the last animal related project you worked on.

Questionnaire

- Could be handed out around town
- Sent out in a newsletter

Example Questions

- Do you currently raise pigeons?
- If so, what is the estimated size of your flock?
- Where do you keep your pigeons?
 1. At home
 2. At my friends home
 3. At a proper pigeon coop
- On a scale from 1-10 (with 10 being very happy), how happy are you with your pigeon home?

JAD Session

- Perhaps bring together possible employees and contractor
- Could be facilitated by project manager

Assignment

Assumptions

- Development of an Uber-like app
- Has two roles: drivers and passengers

Instructions

1. Each group is to develop a requirements gathering strategy (45-50 minutes):
 - 1.1 What documents (if any) would you like to examine?
 - 1.2 Are there any processes you would like to observe?
 - 1.3 Who would you like to interview? What would you like to learn from each one?
 - 1.4 Prepare an interview protocol (set of questions) that you might use for finding out the views of students and staff regarding the sorts of criteria that should be included in the new portal, as well as their suggestions on ways to improve the process.
 - 1.5 What sort of information might you get from a questionnaire? Develop five substantive questions (i.e. not demographic data) that could be distributed to students.
 - 1.6 Would you consider setting up a JAD session, and if so, what would you use it for?

Instructions

2. Pair up with another team. A representative of each team should use their interview protocol to interview someone on the other team. While the interview is going on, the other members of both teams should evaluate what is working well and what needs to be improved (take notes!). When both teams have conducted their interviews they should compare their interview protocols and discuss differences. Note on your protocol what worked and what didn't, and why.
3. The two teams should then print out and evaluate each other's questionnaires by seeing whether they could fill them in. Note on the page whether the questions are clear, if there were any difficulties interpreting them, and whether the information gathered would be useful.

Submission

- Submit a document containing your requirements gathering strategy, your annotated interview protocol (the notes you took during the interview), and your peer-reviewed questionnaire (printed is fine).