

## Laboration 1 Elicitation

The goal of the lab is to get some first-hand experience in requirements elicitation by interviewing. The requirements you elicit can also be used in sub-sequent labs.

Scenario:

You are meeting with a customer employed by a start-up incubator. He has gotten the assignment to create a highly visual, light-weight requirements management tool for new and very small companies, with no possibility to hire a full-time analyst or to understand all the features of a full-fledged tool. The customer is no computer professional, but an engaged inventor with large experience of using different office computer programs. You are working for a tool development company and will most likely be contracted to deliver the tool. Apart from telephone calls to book a time, this is the first meeting with the customer.

You perform the interview as a role-game exercise with the course leader playing the customer. You are two requirements specialists that conduct the interview. No recording equipment is allowed. The interview can be performed in either Swedish or English.

Preparation:

Set the scene for the meeting: Where will you meet? What type of facilities and equipment will be needed? How will you sit? What lights will you use?

Prepare an agenda: What information will you give as background and presentation? What information will you give as a teach-back and ending of the meeting? Which funneling strategy will you use? What is the goal with the meeting? Prepare some questions, but don't stick to them too hard, you need to be flexible with follow-up questions etc. Prepare an ice-breaker if the customer should stop talking or show signs he is bored.

Organise yourself: Who will start talking? How will you shift the roles between talker and scribe? Who will take care of the different parts of the end of the meeting?

Plan for about 1 hour session.

Afterwork:

Write down the requirements you've got. Save them for further work.

Write down a written reflection about what went well and what needs to be improved for a hypothetical next interview; ½ - 1 A4 page. Turn this in to the examiner!

Good luck

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