

# TECHNIQUES FOR ONE-ON-ONE REQUIREMENTS ELICITATION

## ABSTRACT

*Elicitation techniques are critical to probe stakeholders for requirements. There will be an in-depth look at preparing for, and conducting, interviews and observations. Often other techniques (such as modeling, simulations, storyboards, user task analysis, etc.) may be introduced during interview and observation techniques depending on the scenario encountered. These various scenarios will be introduced for further practice and discussion. Tools such as checklists, templates, and sample questions will be provided.*

## COURSE MODULES

- Module 1: Key Concepts for Eliciting Requirements
- Module 2: The Interview
- Module 3: Conducting Observations
- Module 4: Tools for the One-on-One
- Appendix: Resources

## 1. KEY CONCEPTS FOR ELICITING REQUIREMENTS

- Elicitation
- Gathering to Elicitation
- As you Elicit, Validate Future State
- Uncovering Stakeholder Requirements
- Plan for Elicitation
- Stakeholder Challenges
- Movement to Lower Levels of Abstraction

## 2. THE INTERVIEW

- Interviews
- Pros and Cons
- Interview Step Required
- Practice Scenarios

## 3. OBSERVATION

- Observation
- Types of Observation
- Observation Pros and Cons
- Observation Steps Required
- Practice Scenario

## 4. TOOLS FOR THE ONE-ON-ONE

- Observation: Things You Might Capture
- Recording
- Types of Questions
- Practice Scenario
- Sample List of Ambiguous Words

*Note: The course totals 3 hours. Each module is approximately 40 minutes allowing for at least a 20-minute Q&A at the end.*