



## What Is Interviewing?

- **Traditional** approach to gathering requirements.
- **Structured technique;** not a conversation.
- **Requires:**
  - ◇ Basic social skills.
  - ◇ Listening skills.
  - ◇ Knowledge of interviewing tactics.



Requirements-Gathering Interviews - 2

## Four Phases of Interviewing

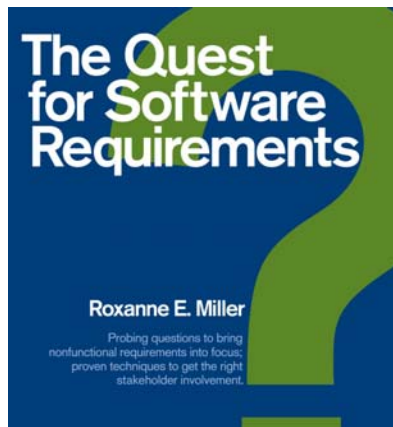


1. Identifying candidates.
2. Preparing for the interview.
3. Conducting the interview.
4. Following up.



Requirements-Gathering Interviews - 3

## 1: Identifying Candidates



- **Stakeholder profiling.**
- During the interview, ask the interviewees, “Who are others that should be involved?”

Chapter 2, pp. 31-52

Requirements-Gathering Interviews - 4

## 2: Preparing the Interview



- Schedule a neutral setting.
- Identify success criteria.
- **Prepare list of questions.**
- Prepare and send interview agenda.
- Recruit a note taker.

Chapter 3, pp. 55-86

Requirements-Gathering Interviews - 5

## 3: Conducting the Interview



- Begin the interview.
- Use general interview guidelines.
- Ask questions.
- Check for errors.
- Close the interview.



Chapter 3, pg. 74-85

Requirements-Gathering Interviews - 6

## 4: Following Up



- Evaluate the interview process.
- Integrate the new information with information previously received.
- Requirements Process



Requirements-Gathering Interviews - 7

## Types of Questions



- Context-free
- Open-ended
- Direct
- Elaboration
- Laddering
- Metaquestions

Chapter 3, pg. 68-74

Requirements-Gathering Interviews - 8

## Active Listening - TQLR



- **T**une in
- **Q**uestion
- **L**isten
- **R**eview



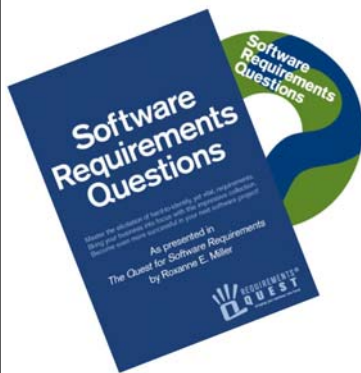
Chapter 3, pg. 79-81

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## Asking the Right Questions

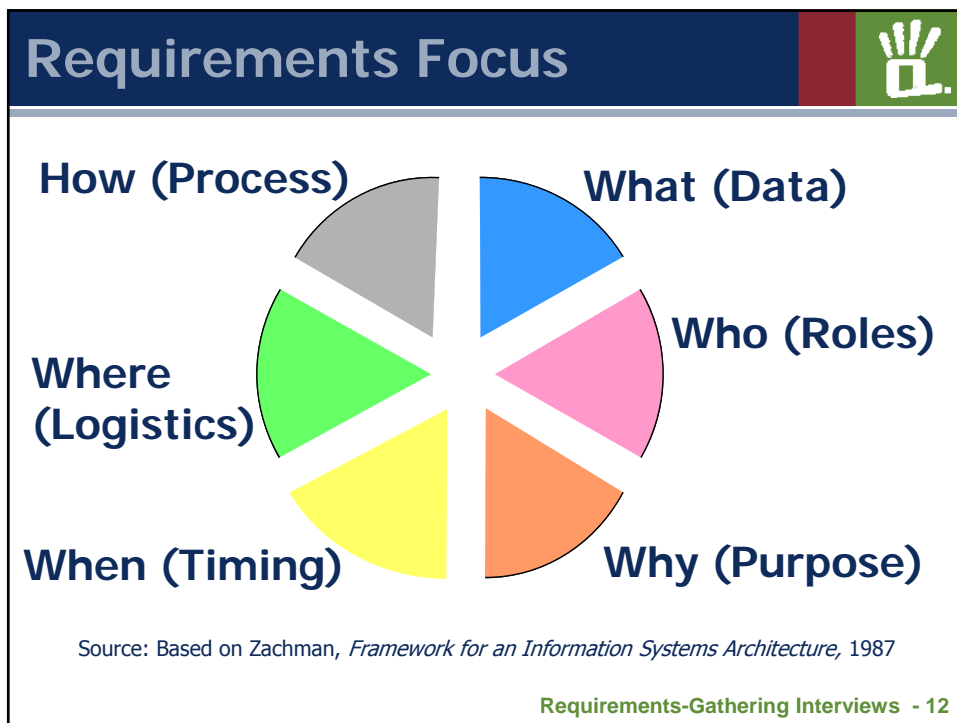
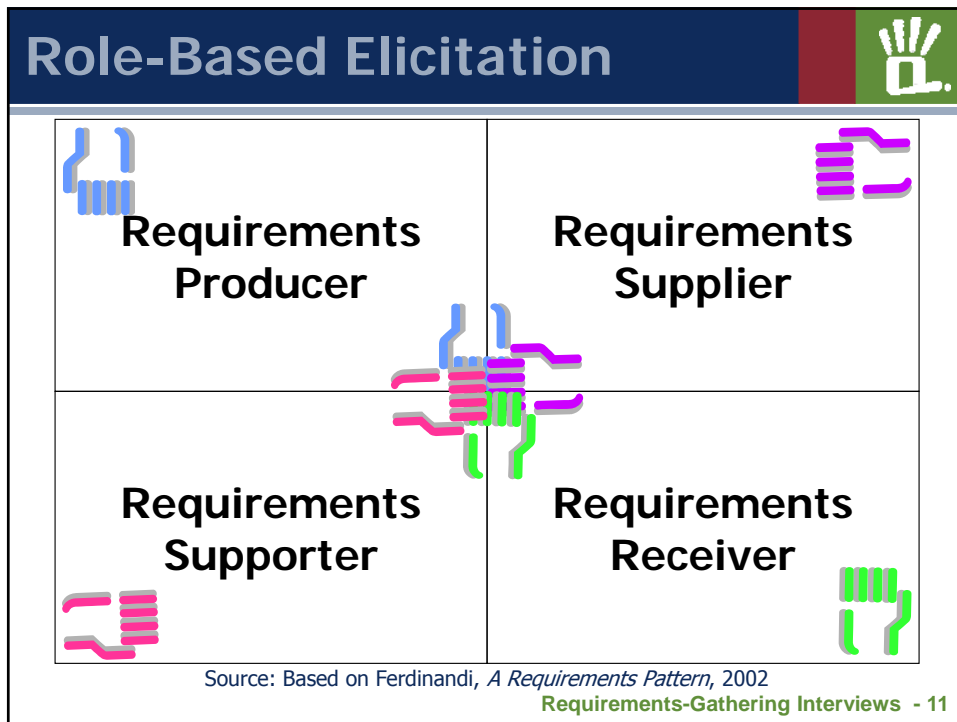


- Arrange the list of questions in a logical order and grouped by relevant issues.
  - Why do you ask?
  - What do you expect?




Requirements-Gathering Interviews - 10

# Ordinary People, Extraordinary Requirements-Gathering Interviews



# Ordinary People, Extraordinary Requirements-Gathering Interviews

A Requirements Framework 						
	DATA (what)	ROLES (who)	PURPOSE (why)	TIMING (when)	LOGISTICS (where)	PROCESS (how)
<b>Scope, Business Model, Operations</b> Requirements Supplier's View	Identify and define the data used by the business enterprise	Identify and define who performs a role in the business processes	Identify and define the business goals and strategies	Identify and define the events and triggers of business processing	Identify and define the enterprise locations and network	Identify and define processes and procedures of the business
<b>System Model, Design, Construction</b> Requirements Receiver's View	Design, construct, and test data entities	Design, construct, and test interfaces and system work	Design, construct, and test system to enforce business rules	Design, construct, and test system cycles	Design, construct, and test system location and network	Design, construct, and test system processing

Source: Miller, *The Quest for Software Requirements*, 2009

**Chapter 1, pp. 19-23** Requirements-Gathering Interviews - 13

## Small Group Discussion



### What defines the success criteria of a requirements-gathering interview?

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# Ordinary People, Extraordinary Requirements-Gathering Interviews

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## Questions



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