

## How Do I Know What Questions to Ask?

Presented by Roxanne Miller, CBAP

Author of *The Quest for Software Requirements*

# How do I know what questions to ask?

## Who is Roxanne Miller?



- Requirements Quest® founder
- Certified Business Analysis Professional (CBAP®)
- BA Coach and Mentor
- Keynote Speaker
- Author

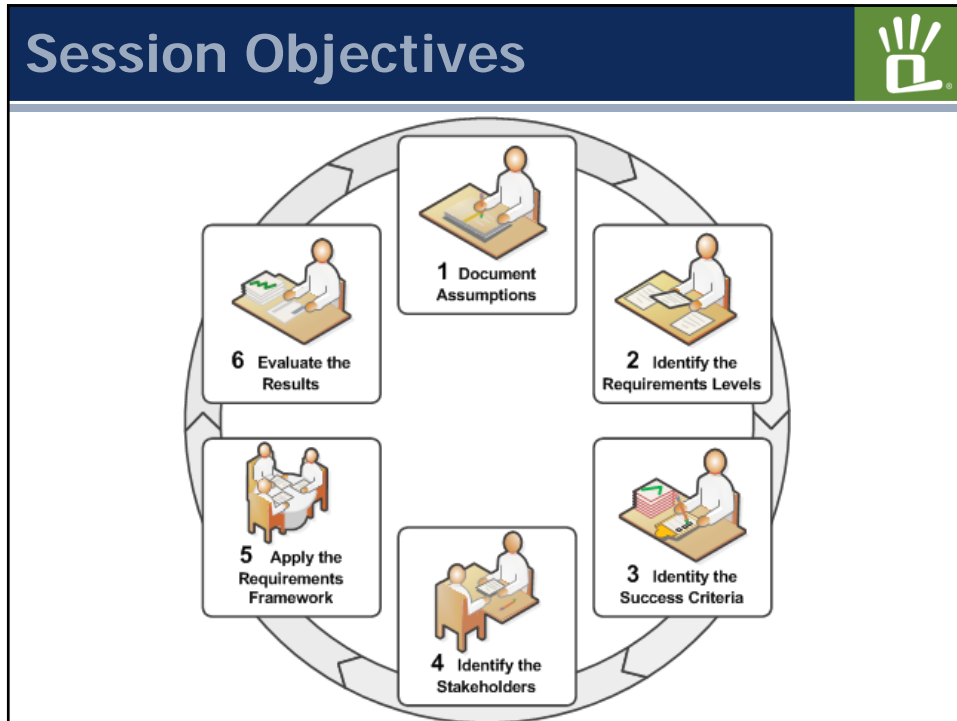
**Requirements  
Super Freak**

@ReqSuperFreak (Twitter)

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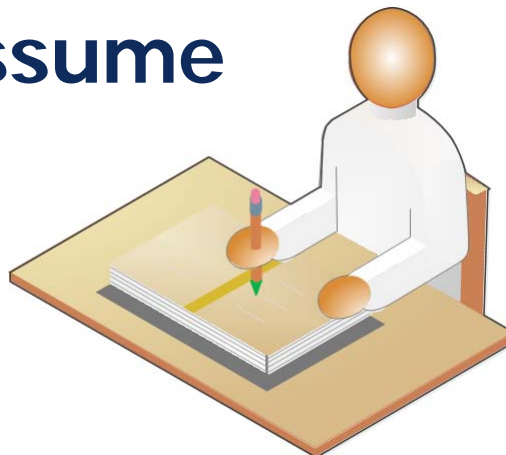
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## 1. Document Assumptions

**What do and don't I assume to know?**




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## Identifying Assumptions



Topic Z	I know X about Z	I don't know Y about Z
 <p>Make Lists Brainstorm Create Models Sketch ideas Mind Map</p>		

## 2. Identify Level (Hierarchy)



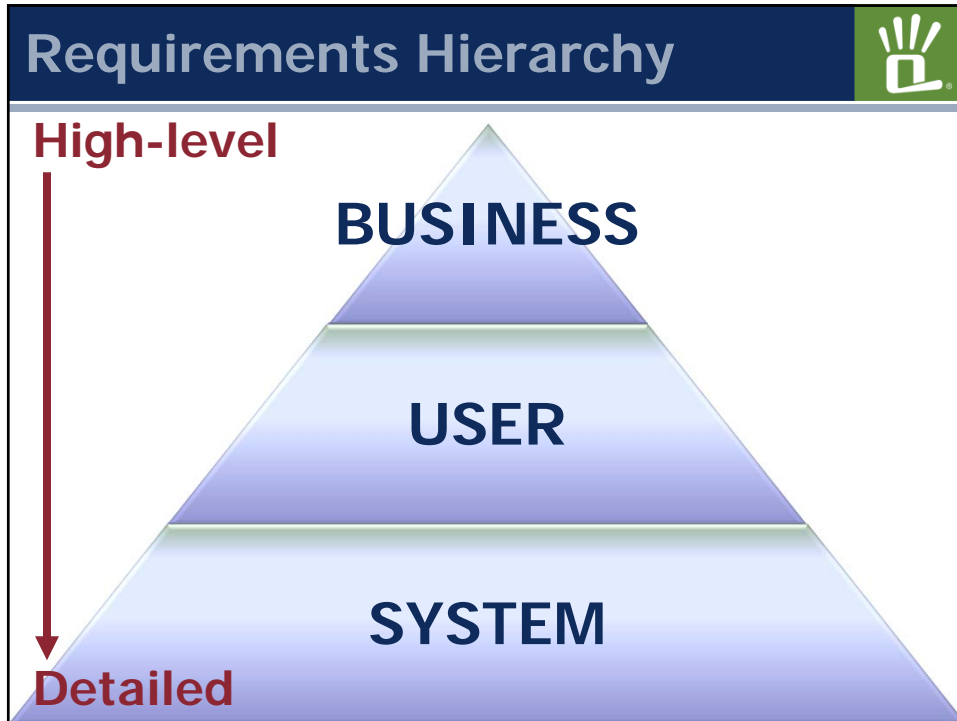
# Where am I?



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## 3. Identify Success Criteria

# Where am I going?



An illustration of a person sitting at a desk, writing on a document. There is a stack of papers on the desk, a pencil, and a yellow highlighter. A green checkmark is visible on one of the papers. A green logo with a hand icon is in the top right corner.

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### Demonstrate Your Value



Preparation  
is the link between  
ordinary people and  
extraordinary  
elicitation.

### Objectives & Deliverables



Elicitation Objective	Example Deliverables
<b>Describe who uses the system, and their business processes and goals.</b>	Process Map Scenario Analysis Table Use Case Use Case Diagram

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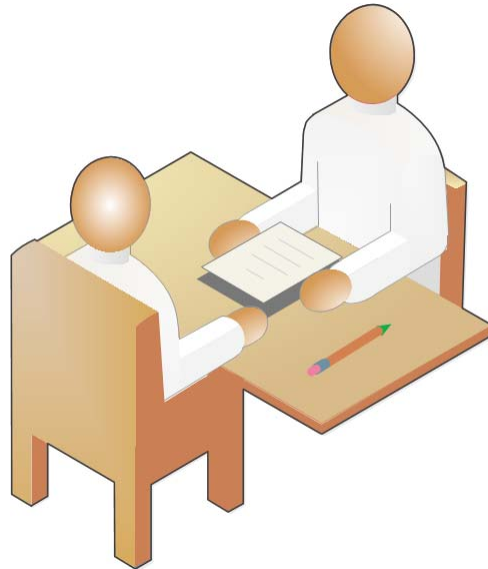
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## 4. Identify Stakeholders



**What  
does  
'Who'  
know?**



## What Expertise Is Needed?



I need  
someone who  
knows \_\_\_\_?

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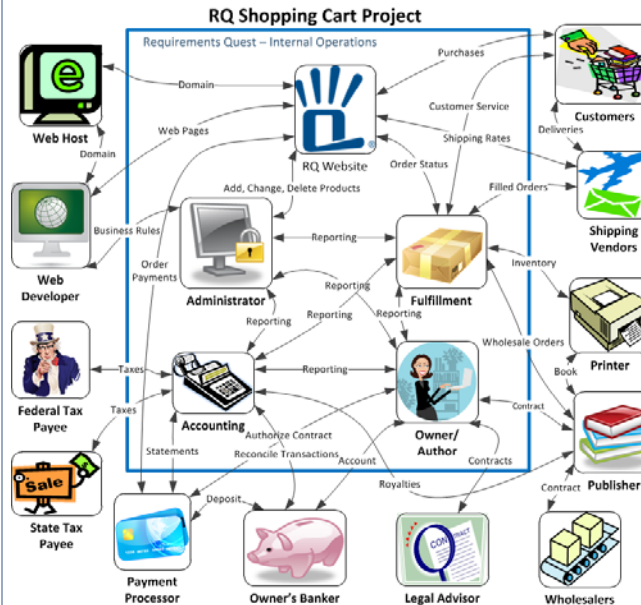
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## Inputs to Brainstorming



- Relationship Map
- Process Map
- Context Diagram
- Use Case Diagram
- Mind Map



## I need someone who knows...



### Knowledge Area/Topic of Expertise:

- Website Shopping Cart features
- Website Administration Activities
- Payment Processor Account Setup
- Online Shipping Rates and Setup
- Sales Tax Regulations - State
- Sales Tax Regulations - Federal
- Website Usability

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Potential Stakeholders	
Stakeholder:	Knowledge Area/Topic of Expertise: (I need someone who knows "X"?)
Susan	Website Shopping Cart features
Kevin, Susan	Website Administration Activities
Carolyn	Payment Processor Account Setup
Michelle	Online Shipping Rates and Setup
Andy, David	Sales Tax Regulations - State
Andy, David	Sales Tax Regulations - Federal
Laura	Website Usability


Stakeholder Survey				
Area/Topic:	Little	Some	Proficient	Expert
Website Shopping Cart features		X		
Website Administration Activities			X	
Payment Processor Account Setup		X		
Online Shipping Rates and Setup	X			
Sales Tax Regs - State	X			
Sales Tax Regs - Federal				X
Website Usability	X			




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Stakeholder Assessment						
Area/Topic:	David	Andy	Laura	Michelle	Kevin	
Website Shopping Cart features	L	L	P	P	L	
Website Admin Activities	P	L	S	S	E	
Payment Processor Account Setup	S	S	P	E	S	
Online Shipping Rates and Setup	P	S	S	P	S	
Sales Tax Regs - State	P	E	S	S	L	
Sales Tax Regs - Federal	P	P	S	L	L	
Website Usability	L	L	S	S	L	

## 5. Apply Framework



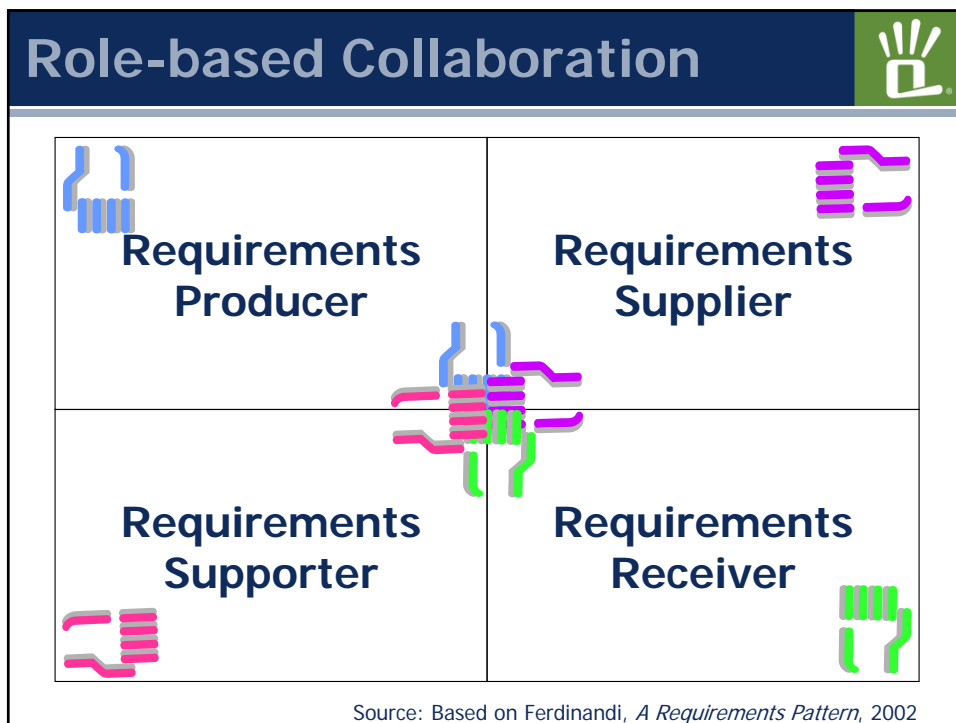
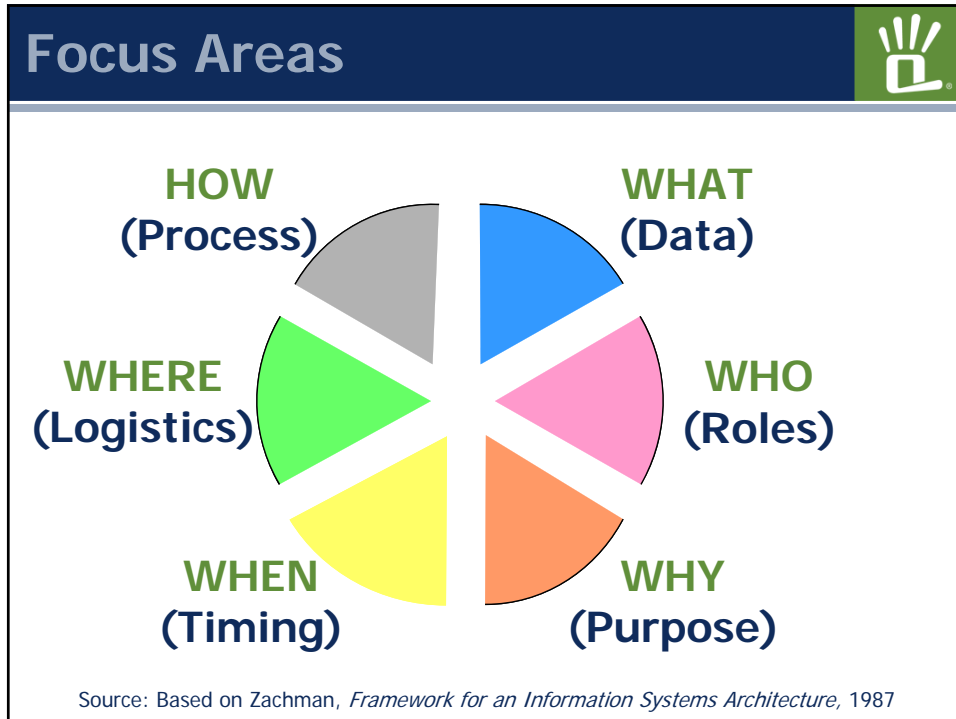
**What?**  
**Who?**  
**Why?**  
**When?**  
**Where?**  
**How?**



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A Requirements Framework						
	DATA (what)	ROLES (who)	PURPOSE (why)	TIMING (when)	LOGISTICS (where)	PROCESS (how)
Scope, Business Model, Operations <b>Requirements Supplier View</b>	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
System Model, Design, Construction <b>Requirements Receiver View</b>	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

## Increase Your Credibility



It is better to ask  
a few, well-thought-  
out questions than  
a lot of questions  
without thinking.

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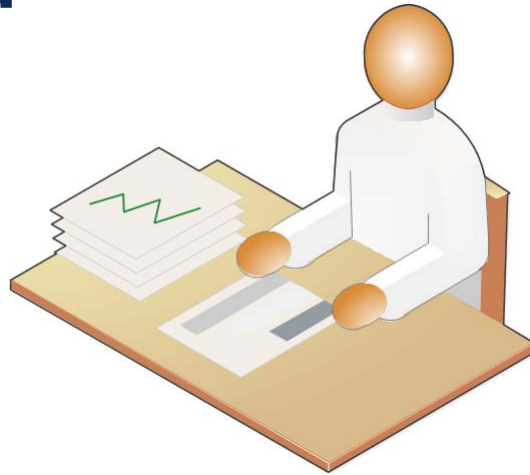
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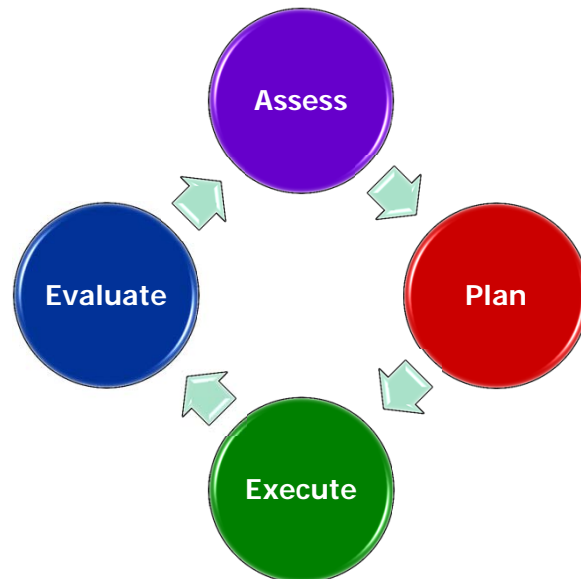
## 6. Evaluate Results



# How did I do?



## Continuous Improvement




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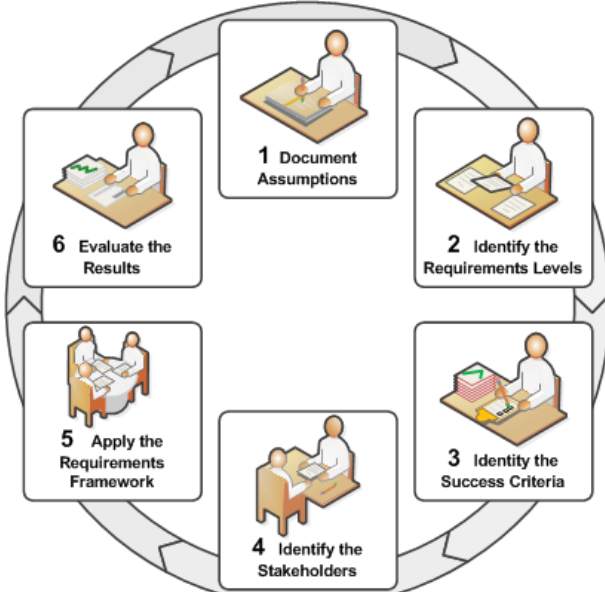
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## Session Recap



**Ask good questions.**

**Get better results.**



- 1 Document Assumptions
- 2 Identify the Requirements Levels
- 3 Identify the Success Criteria
- 4 Identify the Stakeholders
- 5 Apply the Requirements Framework
- 6 Evaluate the Results

## Get Yours Today!



**The Quest for Software Requirements**

Roxanne E. Miller

Probing questions to bring nonfunctional requirements into focus; proven techniques to get the right stakeholder involvement.

- Requirements Framework
- Stakeholder Profile
- Interviewing Tips and Tools
- Nonfunctional Requirements:
  - Operation
  - Revision
  - Transition

2,000+ Elicitation Questions

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## Today's Presentation

Free



- Handout:  
<http://RequirementsQuest.com>  
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- Connect with Roxanne:



@ReqSuperFreak



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## Questions



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