



STAG Software Private Limited

“Mind Reading”

*Aspects of Requirements to
Delivering Excellence*

A large magnifying glass with a black handle and a silver-colored rim is positioned over the text. The lens is centered on the words "Clean Software. Guaranteed." which are written in a bold, black, sans-serif font. The magnifying glass is set against a white circular background that is part of a larger graphic design.

**Clean Software.
Guaranteed.**

*T Ashok
Founder & CEO*

BSPIN East May 2006

Needs, expectations and requirements

Understanding business value of requirements

Customers, End users, Engineers

Degree of detail of information needed

Wish, Need, Issue

Understanding the maturity of requirements and its volatility

Birth, Growth, Death

Evolution of requirements

Implementing vs. Suggesting

Dealing with unclear customers

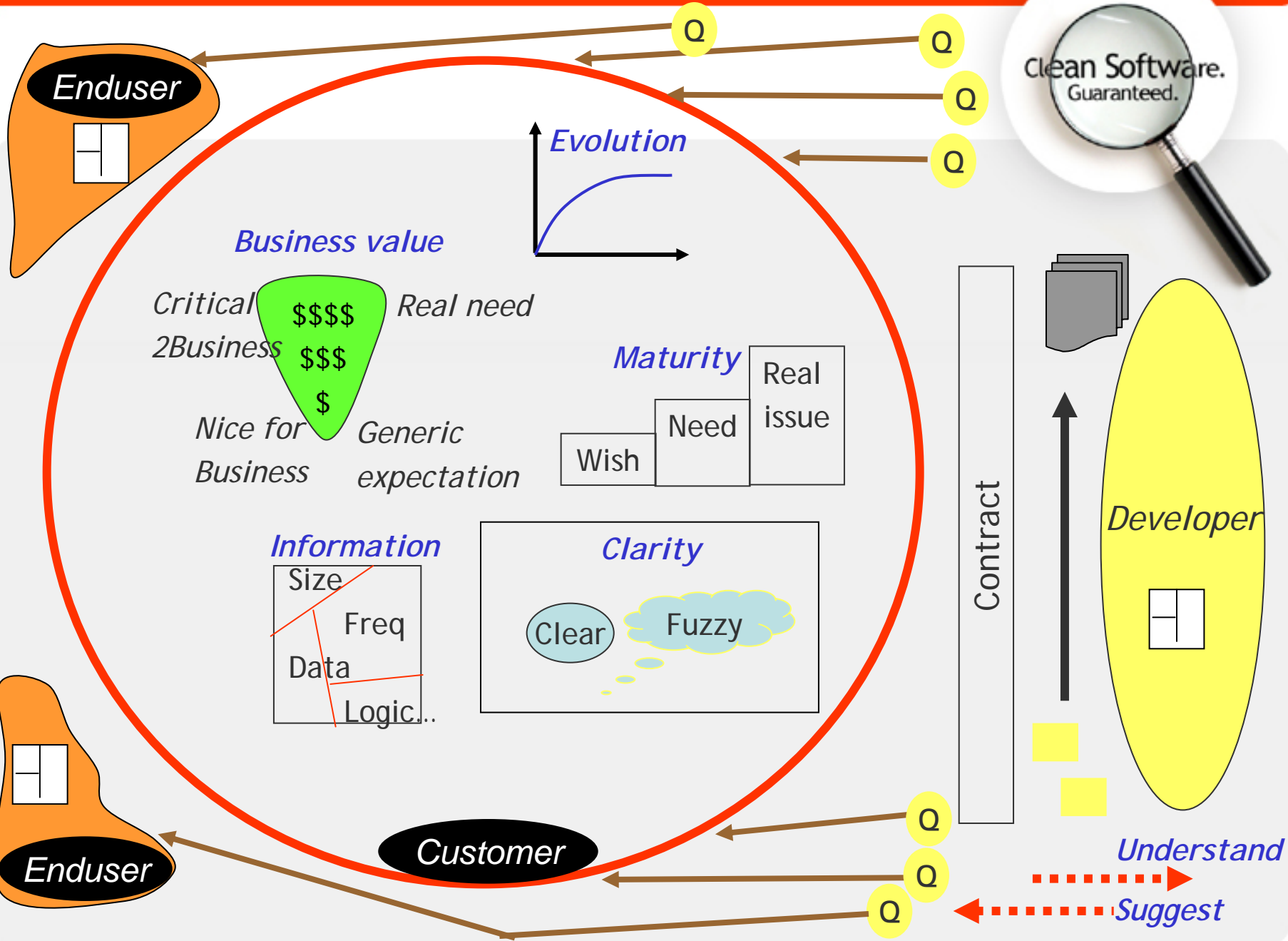
Casual "Stick-Its" to Tool based RM

Capturing contractual obligations

Probing the mind

The "Art" of Questioning

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Needs, Expectations & Requirements



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What is really needed?

What do they expect?

What has been stated as requirements?

Customers, End-users, Engineers



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Customer

*One that buys goods or services**

End user

*The ultimate consumer of a product, especially the one for whom the product has been designed **

Engineer

*A person who uses scientific knowledge to solve practical problems **

What degree of detail (of information) is needed ?

* www.dictionary.com

Wish, Need, Issue



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Wish

What I desire... Possibly fuzzy...

Need

I know clearly what I want...

Issue

I have a problem now.. I know exactly what I need...

How mature are the requirements?

How volatile are the requirements?

Birth, Growth, Death(Decay) *Evolution of requirements*



At what stage is the requirement in?

Just born ?

Idea sinking in?

Growing?

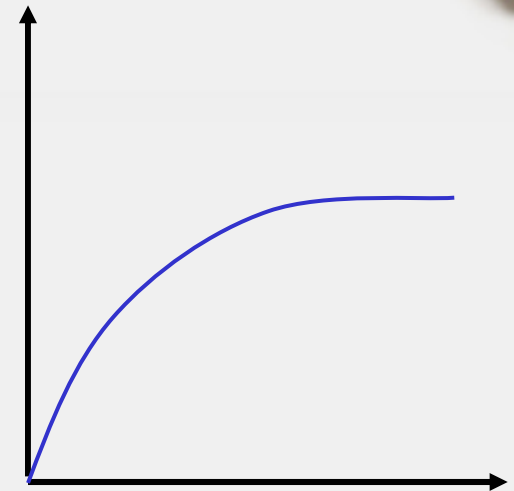
Idea conceptualized..

It is evolving...

Dying?(Decaying?)

Idea has matured...

It has outlived its usefulness..



Information



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Data

Business process/logic

Usage patterns-Who uses when, what, how much

Attributes of excellence

Perception of business value

Challenges to use

Implementing vs. Suggesting



How do I deal with unclear customers?

Implementing attitude

"I need to understand well so that I can implement"

This will work when intentions are clear

Suggesting attitude

"Let me give you a few possibilities..."

This is needed when what I need is fuzzy...

Casual “Stick-Its” to Tool based RM



Capturing contractual obligations

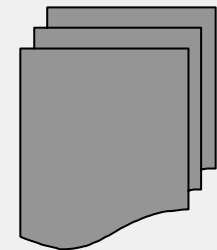
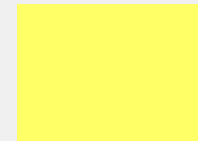
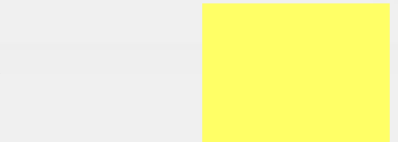
A requirement is bound by contractual obligations

How “formal” should I make it?

Go with casual “Stick-Its”?

Go with detailed documents?

Use a RM tool?



Probing the mind

The “Art” of Questioning



How do I get inside the head of customer/end-user?
How deep do I get inside?

Questioning is key to this...

But..

“How do know if I the questions I asked are enough?”

“How do I ensure that I have covered all aspects?”

“I need to ensure I ask these in the limited time?”

“Mind Reading”



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Questions to...

Help understand business value

Understand reasons for the “need”

Understand real need vs. wish

Understand “requirements” maturity

Understand the potential volatility

Figure out approach-Understanding/Suggesting

Get necessary information (data, business logic)

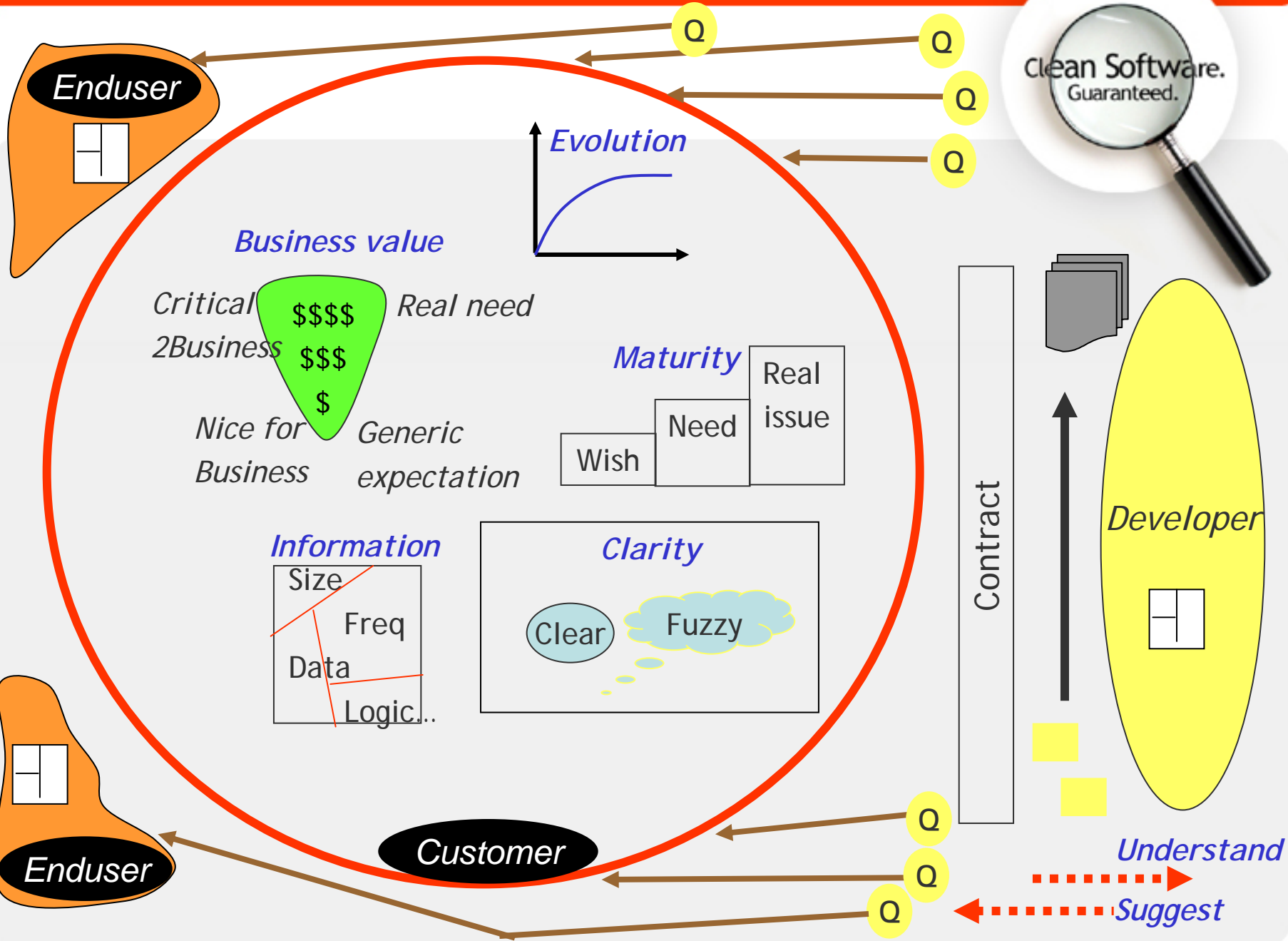
Understand characteristics for “Excellence”

Understand reality and expectations

Understand usage scenarios/patterns

...

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Thank You