

Effective Requirements Development - A Comparison of Requirements Elicitation Techniques

Zheyang Zhang

Department of Computer Sciences
University of Tampere
FIN-33014 Finland
Zheyang.Zhang@cs.uta.fi

Abstract

The inadequate knowledge about requirements elicitation techniques and the lack of understanding of the situational context forms an essential barrier to requirements engineering. It influences the requirements specification quality and the consequent development activities. In this paper, the requirements elicitation techniques are classified into four categories based on the means of communication, i.e. conversational, observational, analytic and synthetic techniques. The main factors influencing technique selection are identified and discussed to help analysts select a set of proper techniques in requirements elicitation. Furthermore, the level of applicability of different techniques in different situational context is illustrated in a matrix. Using the matrix and influential factors as guidance for technique selection effectively improves the requirements elicitation activities.