Requirements Capturing by the System Architect

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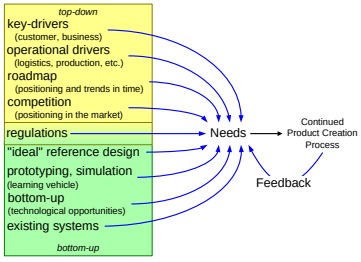
Abstract

The basis of a good system architecture is the availability and understanding of the requirements. This presentation shows how a system architect can capture the requirements and how to use these requirements in the context of the product creation process.
The notion of ”business key drivers” is introduced and a method is described to link these key drivers to the product specification.

August 21, 2020
status: concept
version: 1.5



Definition of “Requirement”

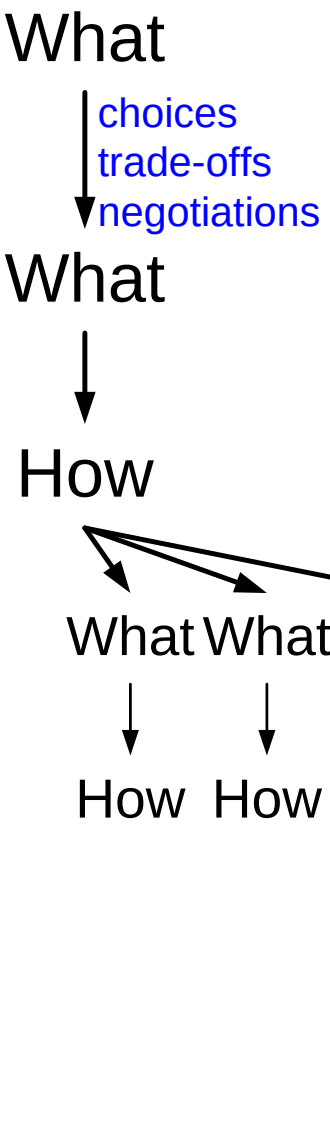
Requirements describing the needs of the customer: ***Customer Needs***

Requirements describing the characteristics of the final resulting system (product): ***System (Product) Specification***

The ***requirements management process*** recursively applies this definition for every level of decomposition.

Requirements describing the needs of the company itself over the life cycle: ***Life Cycle Needs***

Flow of Requirements



customer needs:
What is needed by the customer?

product specification:
What are we going to realize?

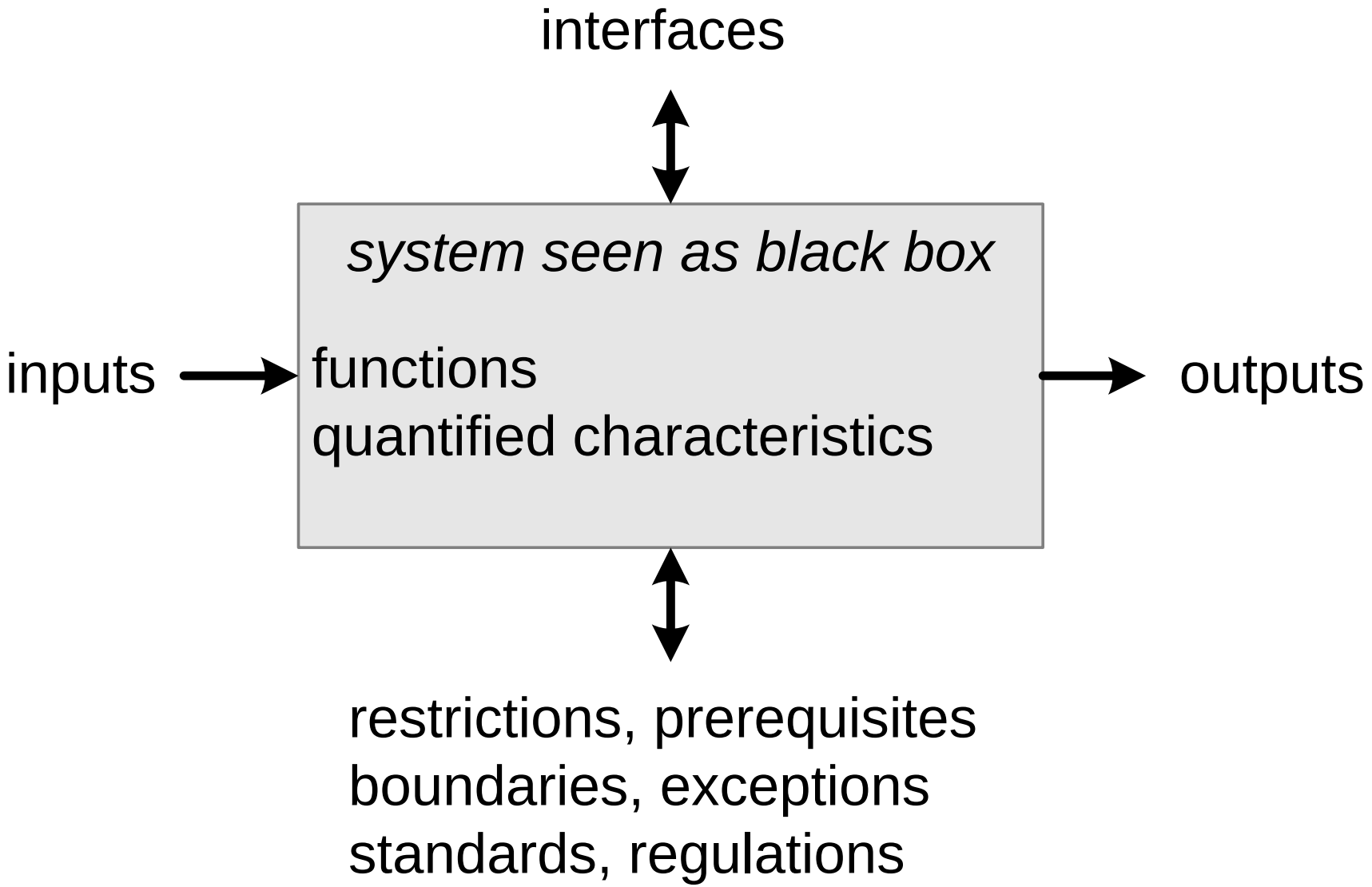
system design:
How are we going to realize the product?

What are the subsystems we will realize?

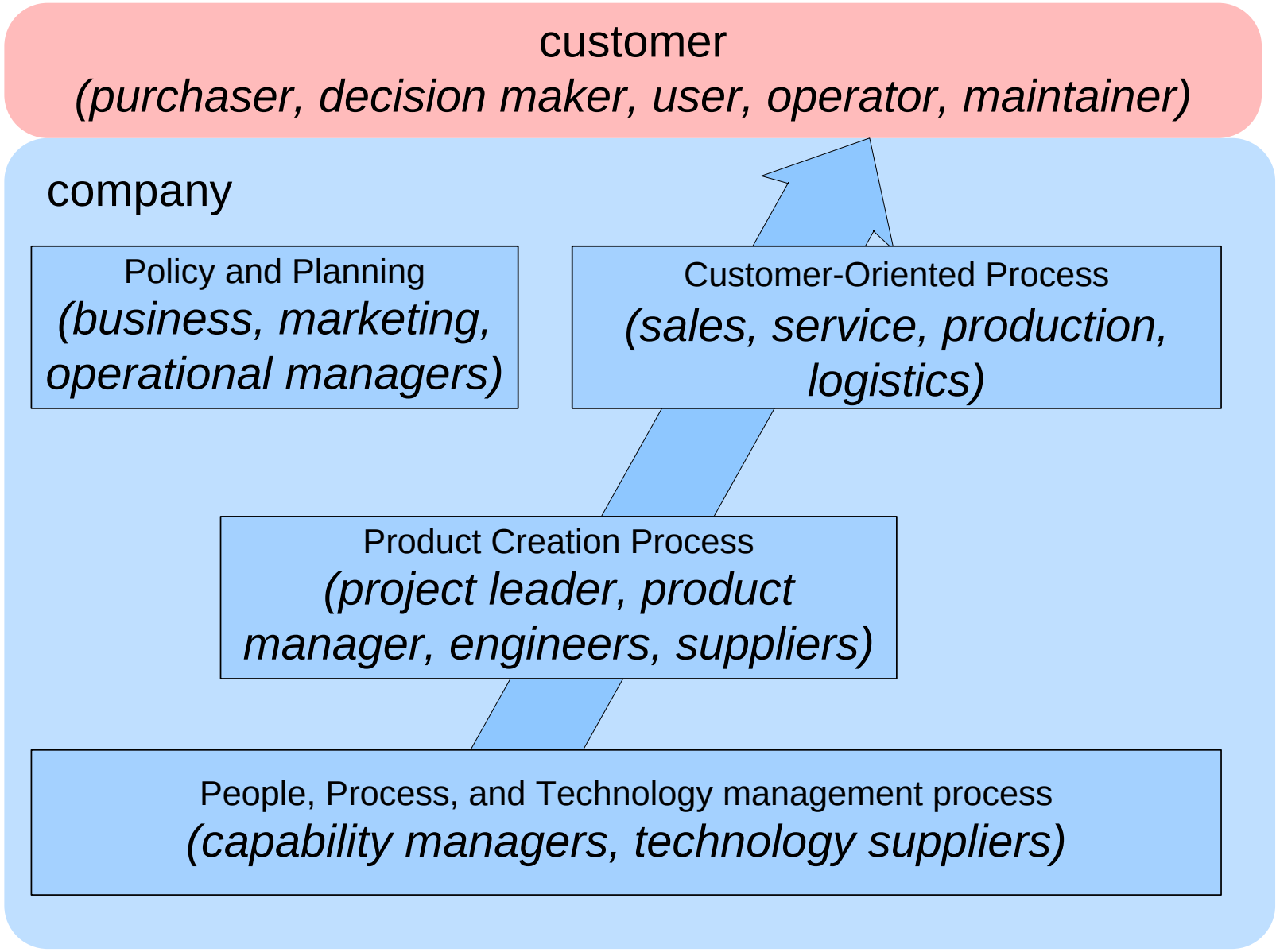
How will the subsystems be realized?

up to "atomic" components

System as a Black Box



Stakeholders w.r.t. Requirements



The “Formal” Requirements for Requirements

Specific

Unambiguous

Verifiable

Quantifiable

Measurable

Complete

Traceable

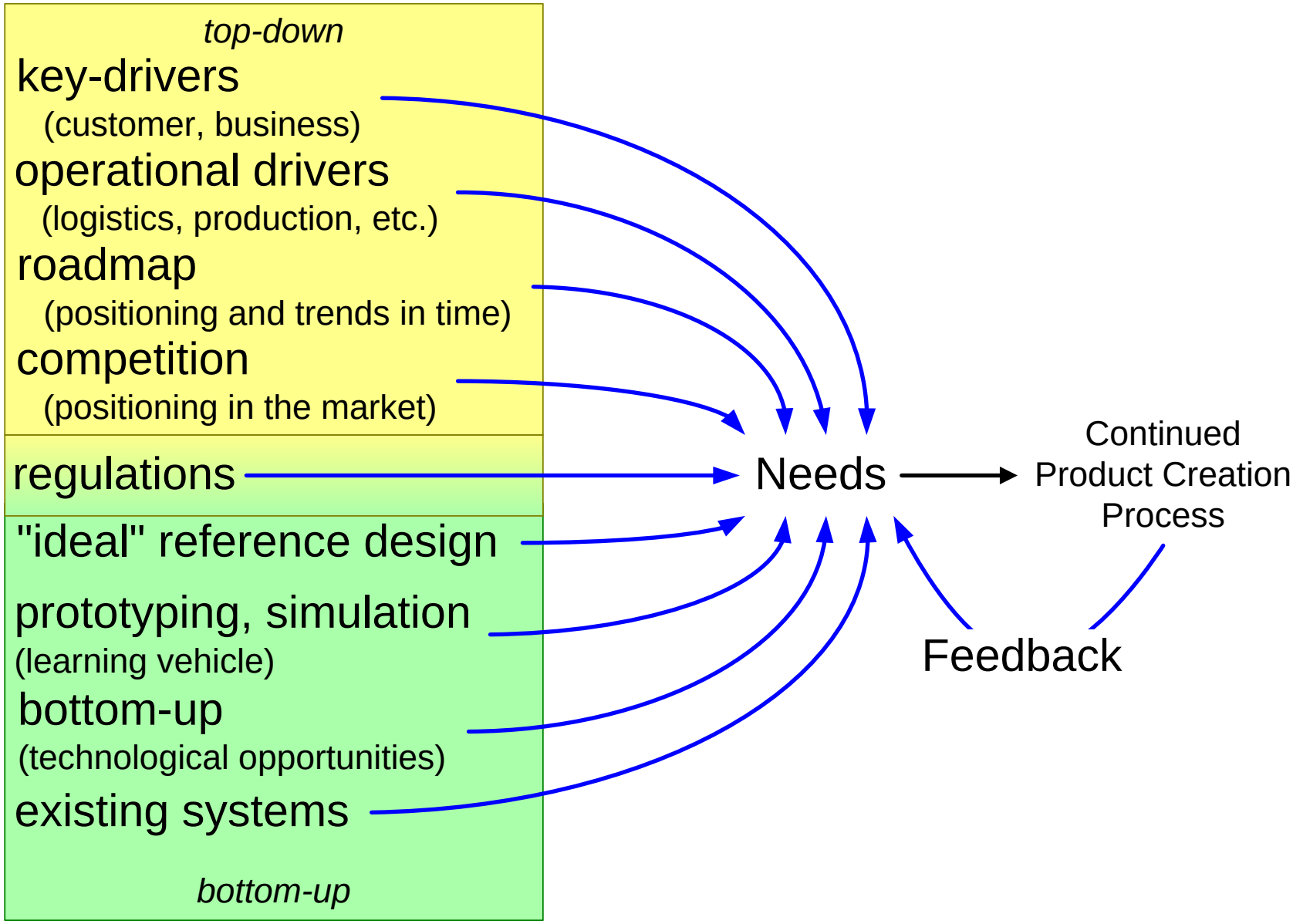
The Requirements to Enable Human Use

Accessible

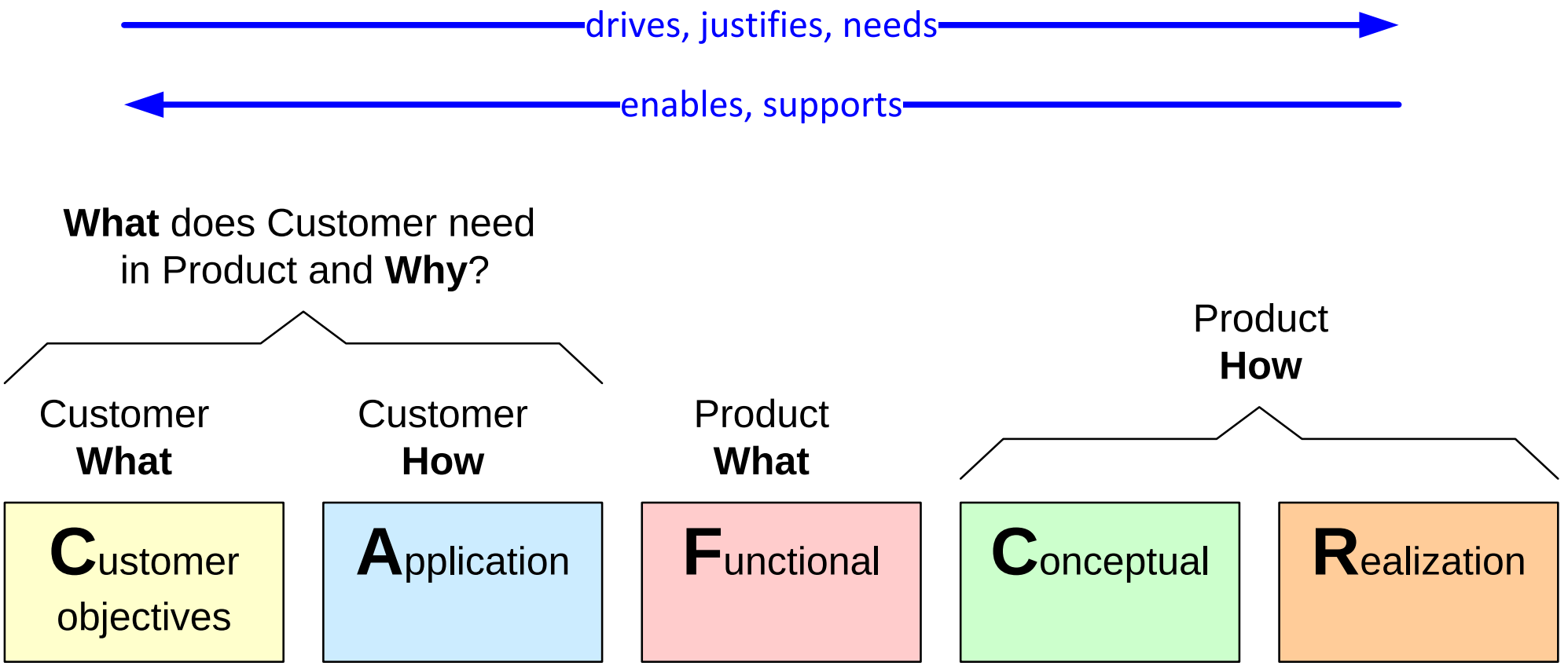
Understandable

Low threshold

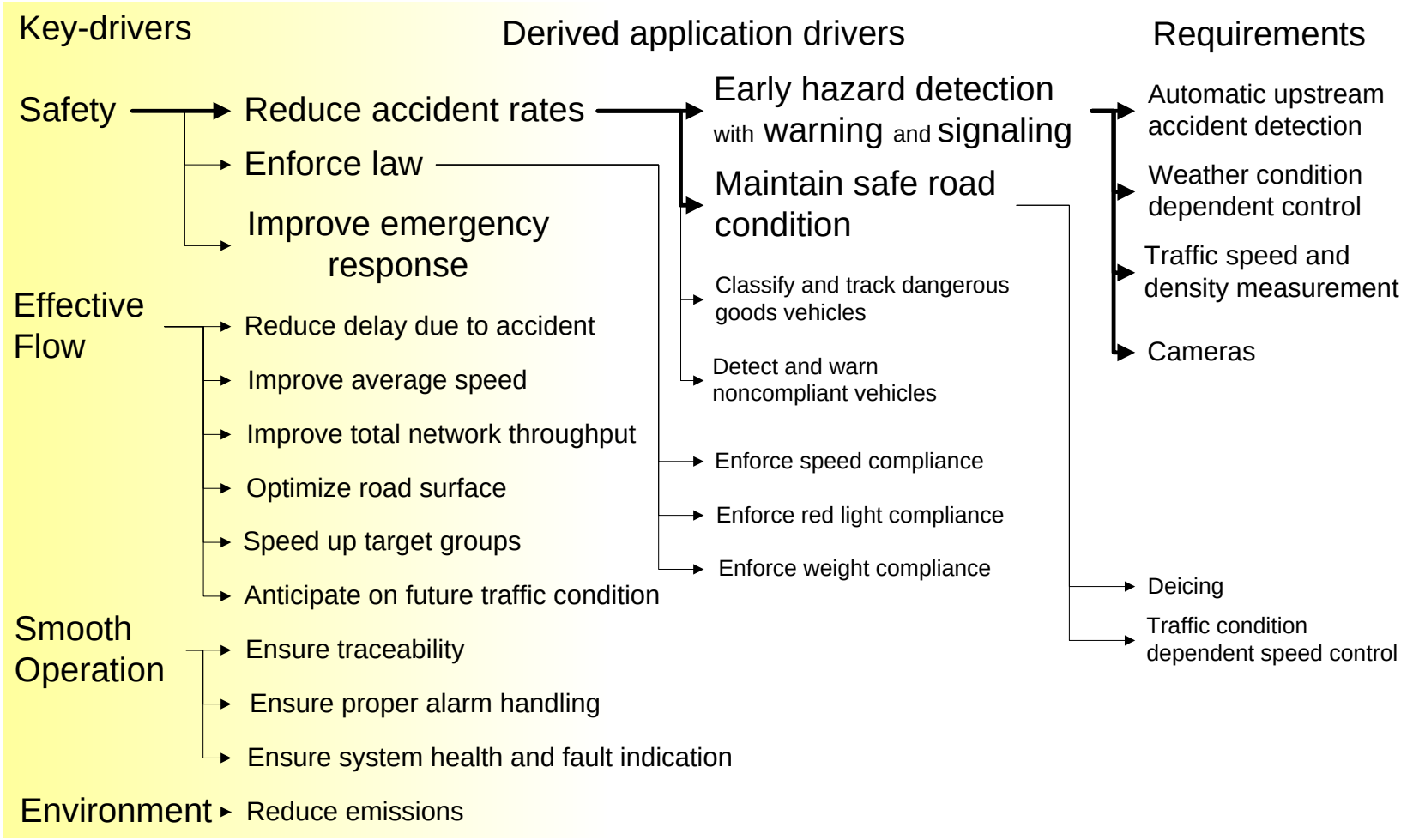
Complementary Viewpoints to Capture Requirements



Reference Architecture: Requirements Analysis Starts Left



Example Motorway Management Analysis



Note: the graph is only partially elaborated for application drivers and requirements

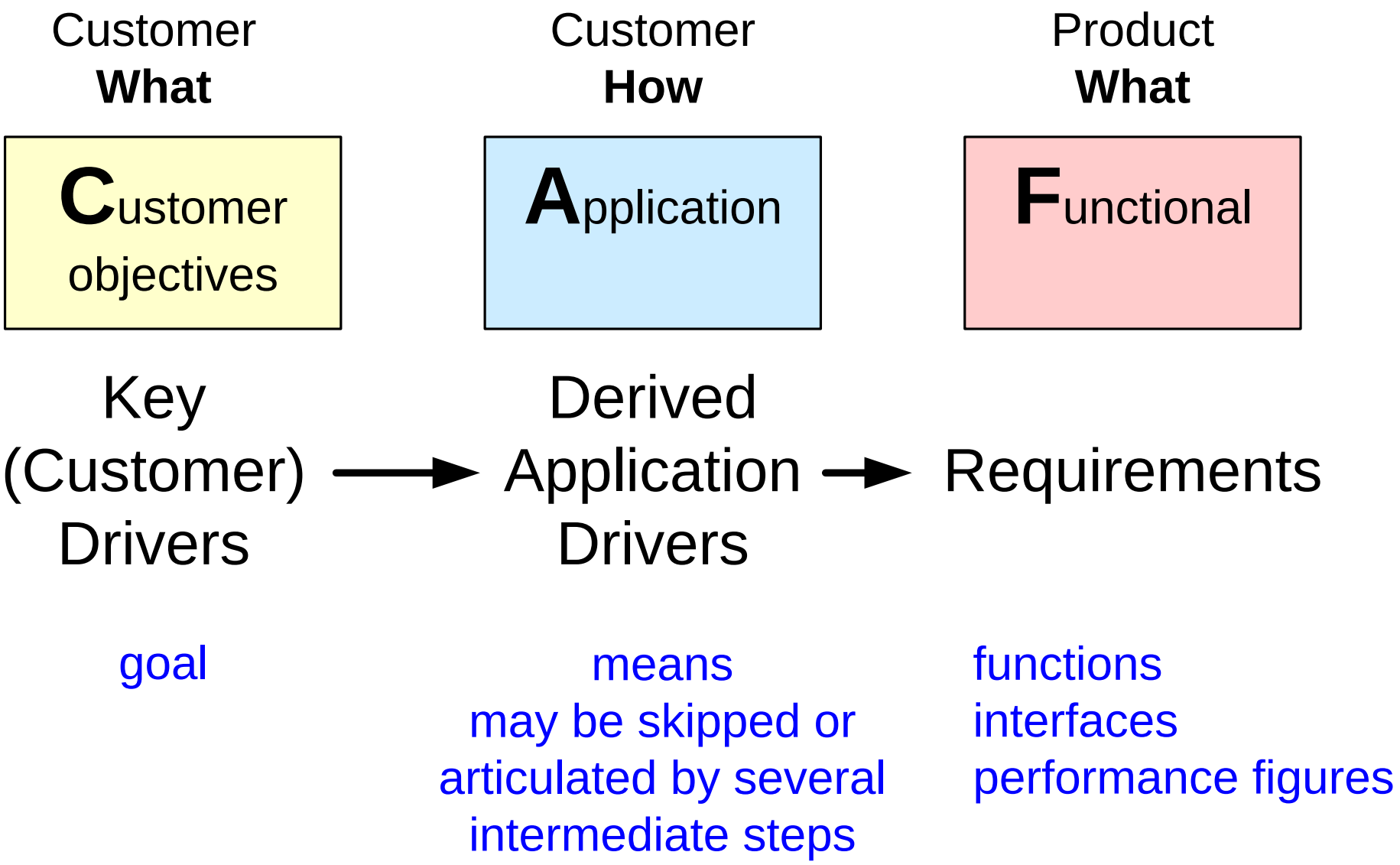
Method to create Key Driver Graph

• Define the scope specific.	in terms of stakeholder or market segments
• Acquire and analyze facts	extract facts from the product specification and ask why questions about the specification of existing products.
• Build a graph of relations between drivers and requirements by means of brainstorming and discussions	where requirements may have multiple drivers
• Obtain feedback	discuss with customers, observe their reactions
• Iterate many times	increased understanding often triggers the move of issues from driver to requirement or vice versa and rephrasing

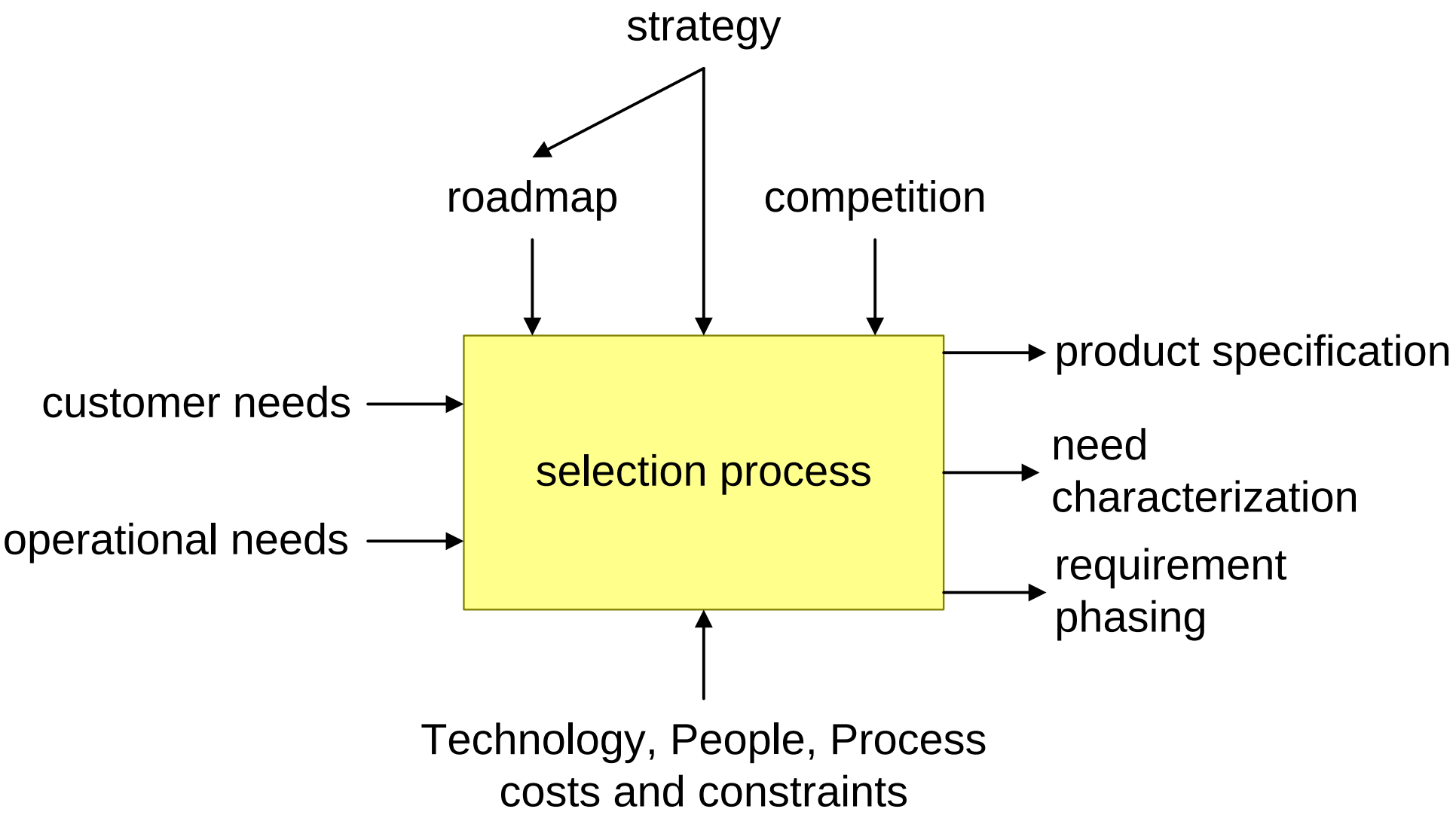
Recommendation for the Definition of Key Drivers

• Limit the number of key-drivers	minimal 3, maximal 6
• Don't leave out the obvious key-drivers	for instance the well-known main function of the product
• Use short names, recognized by the customer.	
• Use market-/customer- specific names, no generic names	for instance replace "ease of use" by "minimal number of actions for experienced users", or "efficiency" by "integral cost per patient"
• Do not worry about the exact boundary between Customer Objective and Application	create clear goal means relations

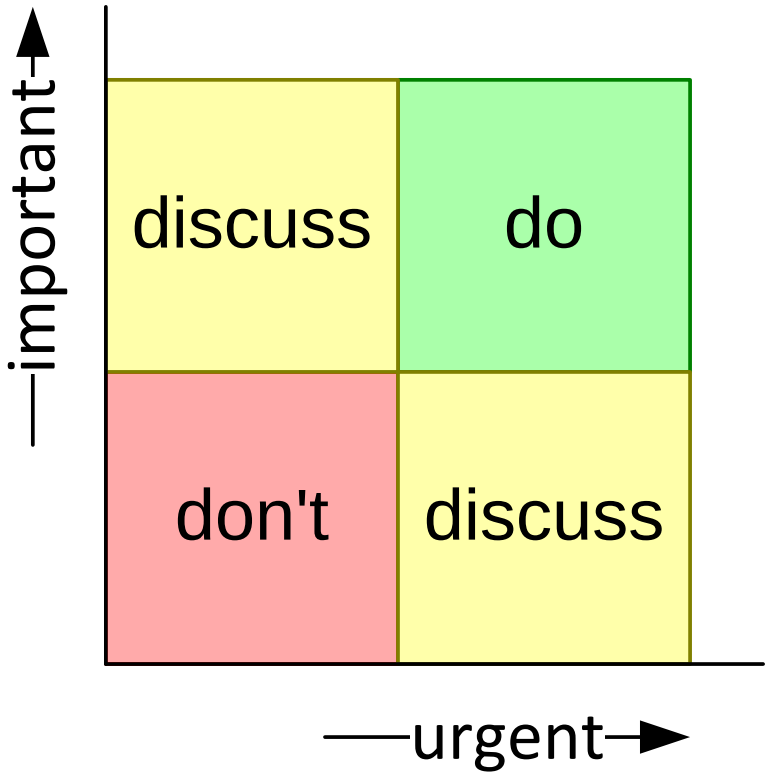
Transformation of Key Drivers into Requirements

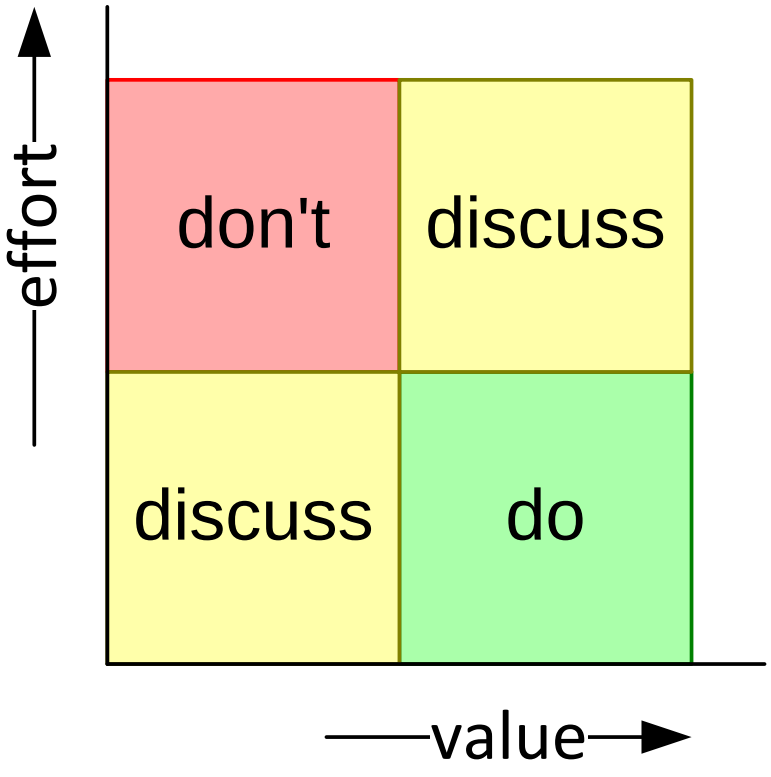


Requirement Selection Process



Simple Qualification Method





Examples of Quantifiable Aspects

- Value for the customer
- (dis)satisfaction level for the customer
- Selling value (How much is the customer willing to pay?)
- Level of differentiation w.r.t. the competition
- Impact on the market share
- Impact on the profit margin

Use relative scale, e.g. 1..5 1=low value, 5 -high value

Ask several knowledgeable people to score

Discussion provides insight (don't fall in spreadsheet trap)