2a. Follow Up Requirements Gathering

Should the analyst feel that they do not have a complete picture of the requirements, they should either schedule additional interviews or engage in one of the follow additional requirements gathering techniques.

Apprenticing

Apprenticing is a highly work and time-intensive process, but it can be very useful to learn about how a person actually does their work. An analyst practicing apprenticing sits with the customer and watches the customer do their work, diagramming it and occasionally asking questions as to "Why did you do that?" or "What does this mean?" or "How often does this happen?" And thus learns more about the full picture of what a customer really does and how it happens.

Business Use Case Workshops

Business Use Case Workshops are JAD-style workshops where the participants work with the Business Events mentioned earlier and design scenarios and processes to show the correct responses to the business events. This is another work and time-intensive process and should only be used on very large projects with a wide variety of stakeholders. These workshops use general discussion, business rules, process diagrams to help build low-fidelity prototypes to gather appropriate requirements.

Each workshop gathers information about the business use case:

- The desired outcome (NOT output, outcome) of the business use case.
- A set of scenarios that describe the work.
- Exception scenarios that describe what can go wrong and how to fix it.
- Alternative scenarios if there are allowed variations to the work
- Any business or regulatory rules that apply
- The product use case - where the work is done by the designed product
- Characteristics (profiles) of likely users
- Low-fidelity prototypes so stakeholders can give immediate feedback about the analysts understanding of their work.