

Qualitative investigation (1)

Interviewing A fact-finding, investigation or elicitation technique.

Typically, a one-to-one discussion with the stakeholder.

Types of questions: open, closed, limited choice, leading, probing, and linking

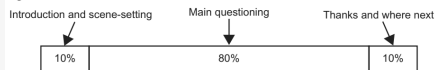
Main stages of interviewing

Figure 2.1 The main stages of interviewing



Structure of an interview

Figure 2.2 The structure of an interview



Qualitative investigation (2)

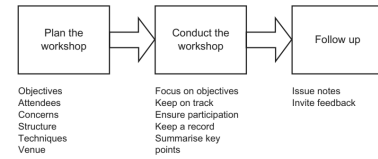
Workshop A gathering of stakeholders to plan and agree on: scope of the project; the business/system requirements; possible solutions to the requirements.

Workshop roles: participant, scribe, facilitator (ice-breaking, discovery, and documentation techniques must be considered).

Using workshops: Right/wrong participants, number of participants, over-ambitious agenda, venue, choice of technique, having a scribe, the BA as facilitator (not recommended), losing control

Workshop process

Figure 2.5 Workshop process



Documenting the results

Mind maps A visual representation of a set of ideas, words, things or tasks and the relationships between them.

Create the outline mind map – the trunk and main branches only – from the agenda and then populate the rest of the diagram with information supplied by the interviewee. Because only a few words need to be written down, this can simplify note taking.

Mind map example

Figure 2.13 Example of a mind map

