

Qualitative investigation (1)

Interviewing	<p>A fact-finding, investigation or elicitation technique.</p> <p>Typically, a one-to-one discussion with the stakeholder.</p> <p>Types of questions: open, closed, limited choice, leading, probing, and linking</p>
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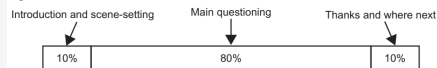
Main stages of interviewing

Figure 2.1 The main stages of interviewing



Structure of an interview

Figure 2.2 The structure of an interview



Qualitative investigation (2)

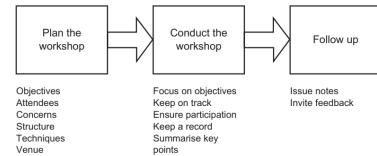
Workshop A gathering of stakeholders to plan and agree on: scope of the project; the business/system requirements; possible solutions to the requirements.

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.
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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

