

Requirements and Specification, ESOF 328, Spring 2022
Finding the voice of the customer, Chapter 6

1. Tell what is meant by a disfavored user class and give an example.

Groups who aren't supposed to use the product for legal, security, or safety reasons

Example for AbOut is the students or the public. Since the system holds students grades, it must be kept secure.

2. What is the purpose given in the text of developing a persona?

When a representative from a user class is not available, it can be useful to have described an imaginary person who represents that class. The persona can serve as a placeholder and can be thought about when issues arise relating to that user class.

3. During workshops the text says "use parking lots to capture items for later consideration" (pg. 123). In this context, what is meant by a "parking lot"?

Flip charts

4. The text listed 8 elicitation techniques. List 5 of them.

1. Interviews
2. Workshops
3. Focus groups
4. Observations
5. Questionnaires
6. System interface analysis
7. User interface analysis
8. Document analysis