

Software requirements elicitation is the practice of collecting requirements of a system from users, customers and stockholders.

Problems in requirements elicitation :

1) Problems of scope : System boundary is not well defined, that may lead to unnecessary design information, or necessary design information may left out.

2) Problems of understanding : It occurs in following way -

- Users have incomplete understanding of their needs.
- Analysts have poor knowledge of the problem domain.
- User and analyst (engineer) speak different languages, which may cause improper understanding by analyst of user's requirements.
- Different users may have conflicting needs of their needs.
- Different users may have different view of their needs.
- Requirements are often uncertainty expressed, e.g. "System must be user friendly".

3) Problems of volatility : Requirements evolve over time, either because of changing needs or because of changing perceptions by the stakeholders.

Requirements elicitation methods:

1) Dealing with the problem of lack of user input

- Structured and Unstructured Interview with stakeholders
- Template document for keywords

2) Define precise system requirements

- Requirements should be meaningful, precise and realistic

New techniques for requirements elicitation:

- 1) Training sessions to eliminate “lack of user input” and “poor understanding”
- 2) Recording keywords
- 3) Pictorial representation of needs and wants to reduce language barriers
- 4) Keyword Mapping
- 5) Operational definition extraction