

# Fact Finding Techniques

## Fact-Finding

- ❖ A formal process
- ❖ Uses techniques to collect / gather information about
  - ❖ System requirements
  - ❖ Problems
  - ❖ Preferences
- ❖ Also known as *Information gathering*
- ❖ Used across the entire development cycle
- ❖ Extremely critical in the requirement analysis phase

# Fact Finding Techniques...



**Sampling of  
Existing documents**



**Research and  
site visits**



**Observations of  
the work  
environment**



**Prototyping**



**Interviews**



**Questionnaires**



**Joint  
requirements  
planning**

# Fact Finding Ethics

- Come across sensitive data  
    **e.g. employee profile: salaries, performance history, medical history, career plans etc.**
- Leaving sensitive documents in plain view on the desks or publicly discuss sensitive data could cause great harm to the organization
- Therefore, analysts must take great care to protect security and privacy of any facts

# Fact Finding Techniques...

## Sampling of existing Documentation

- When you are studying an existing system, you can get a good idea by studying existing

Documentation



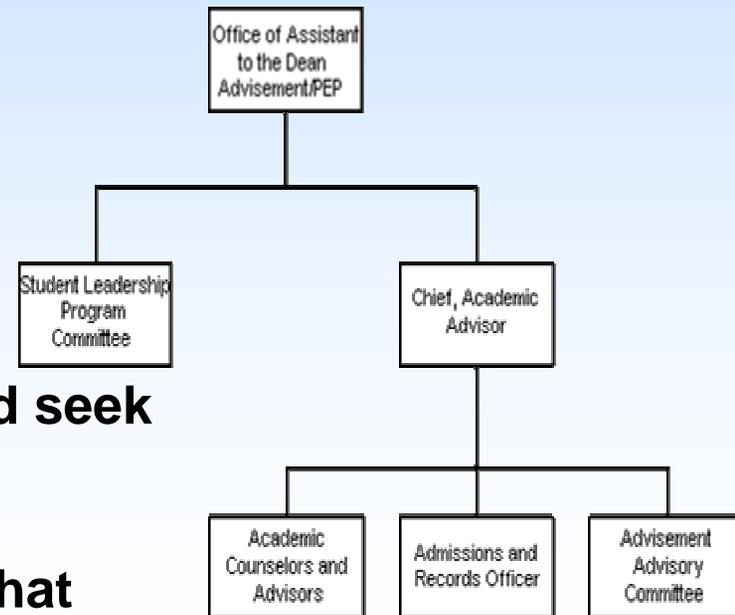
Forms



Files



- First document, that analyst should seek out is the organizational chart
- Should be analyzed to make sure that they are relevant and up-to-date

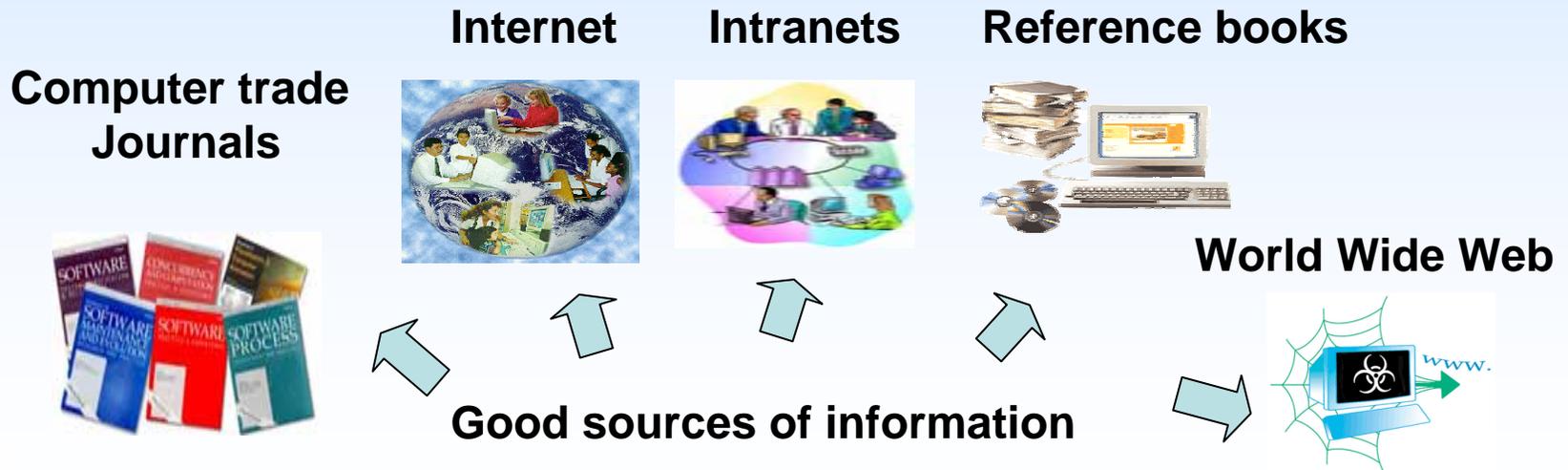


# Fact Finding Techniques...



## Research and Site Visits

- Thoroughly, research the problem domain.
- Identify the material that are relevant and reliable



# Fact Finding Techniques...



## Observations of the work environment

- Systems Analyst participates in or watches a person perform activities to learn about the system
- Often used when
  - validity of data collected through other methods is in question *or*
  - the complexity of certain aspects of the system prevents a clear explanation by the end users.



# Fact Finding Techniques...

**Observations of the work environment...**



## *Advantages*

- Data gathered by observation can be highly reliable
- Relatively inexpensive
- Allows systems analyst to do work measurements
- Systems analyst is able to see exactly what is being done

# Fact Finding Techniques...

## Observations of the work environment...

### *Disadvantages*

- People usually feel uncomfortable when being watched.
- Work being observed may not involve the level of difficulty or volume normally experienced during that time
- Some tasks may not always be performed in the manner in which they are observed by the system analyst. Etc...

Refer page 218 Ref1 – The Railroad Paradox

