

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



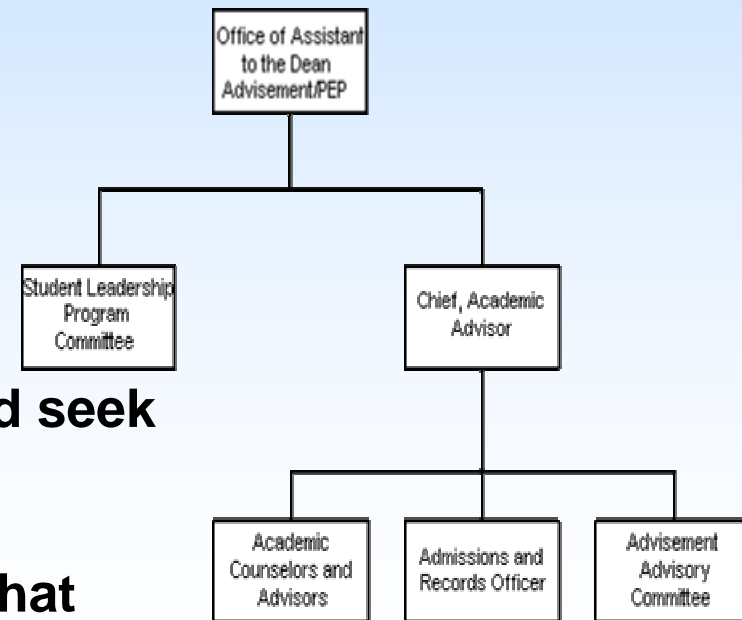
Forms



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

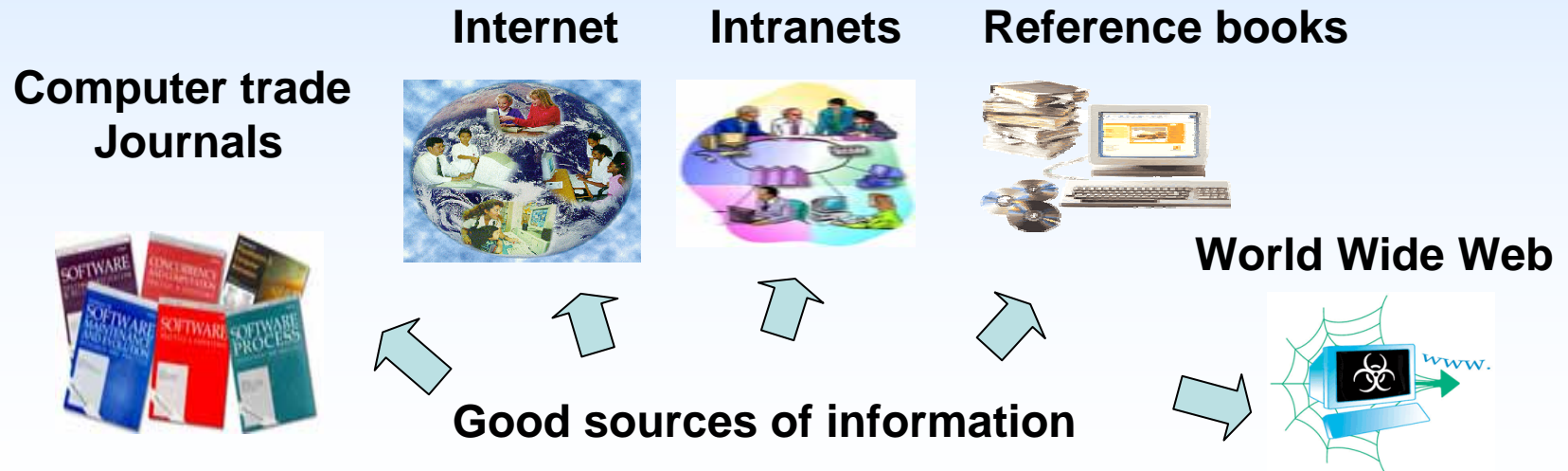


Fact Finding Techniques...



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

