

*Ambiguity*, from [www.inviolate.com/max/ambiguity.htm](http://www.inviolate.com/max/ambiguity.htm).

# Ambiguity and Specificity

CSSE 371, Software Requirements and Specification  
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October 19, 2004

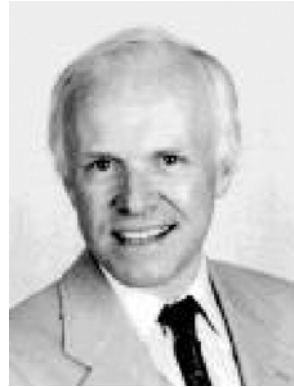
In the book – This is Ch 23

# Why are requirements ambiguous?

- Tom DeMarco's FAA story

- 8 ½ x 11 x 11 requirements document
- Nowhere was answered the question, “Will there be workstations in Washington?”

- Why?



Tom DeMarco,  
author of *The  
Deadline* and co-  
author of  
*PeopleWare*.

# Conflict Resolution

- According to DeMarco, the biggest part of the requirements job!

- Need to be good a conflict resolution
- Getting people to work together
- See, for example, <http://www.acrnet.org/>.



"Do we see eye to eye on this matter?"

Cartoon from  
[http://www.cartoonresource.com/CONFLICTRESOLUTION/CARTOONPAGE\\_1.htm](http://www.cartoonresource.com/CONFLICTRESOLUTION/CARTOONPAGE_1.htm).

# Sample conflict situation – The requirements workshop...

Many of our tips for requirements elicitation and management also help reduce conflict:

- Examples of planning activities we do (from Ch. 11) –
- Get the client to sponsor workshops, and help recruit the other participants.
- Pick an outside facilitator.
- Personally contact every participant to explain it and hear questions.
- Brief the client on their role at the start – they will deliver the opening “problem statement” for the meeting!

**Outside facilitators in action:** “Our consultants work with your IT and business team to analyse your current infrastructure and future business requirements. Our consultants ensure that everyone is fully focused on the goals of the project, help you identify goals and business drivers, understand your technical infrastructure and advise you on your future plan.”

[www.eurodatasystems.com/Storage/StorageAudit.asp](http://www.eurodatasystems.com/Storage/StorageAudit.asp) .



# Why is there conflict in requirements gathering?

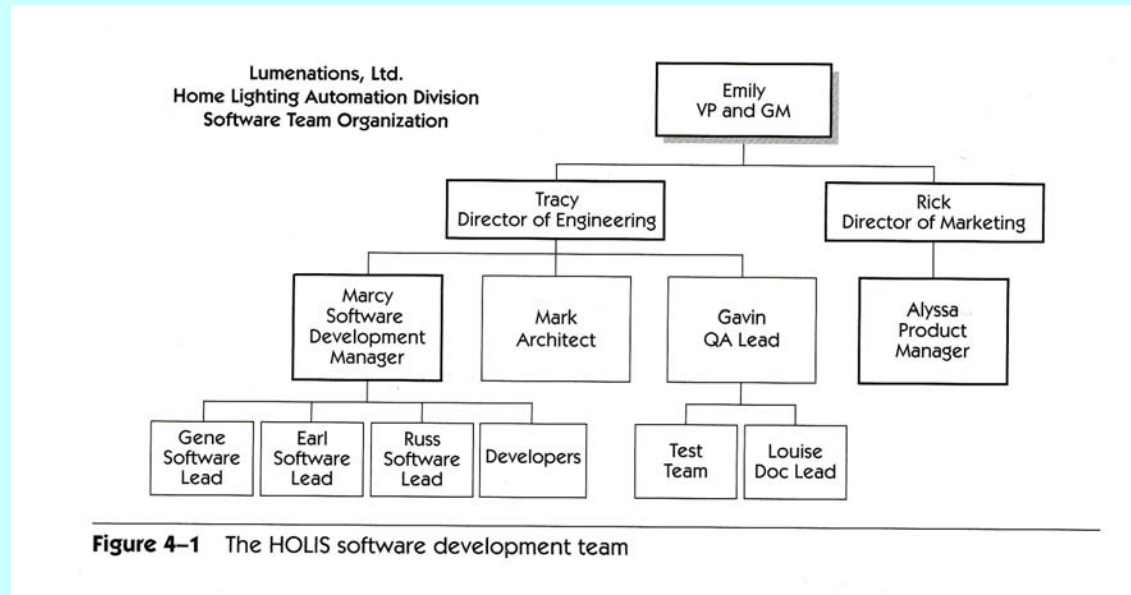
- Brainstorm with your team
- Where could you anticipate conflict in the project?



Users in action: A remote seminar “What is a supercomputer?” at University of Minnesota. From [www.dtc.umn.edu/news/remote\\_seminar.html](http://www.dtc.umn.edu/news/remote_seminar.html).

# Does the position of the requirements team in the organization make a difference?

1. Part of development?
2. Part of Product Management?
3. Part of Architecture?
4. Part of QA?



Here's "HOLIS" again, with the requirements team suspiciously not pictured!