

## Hospital Case Study Gathering Requirements

Which requirements gathering techniques would you choose for the scheduling project and why?

- **Observe how people schedule procedures.** With this approach, you can identify the scheduling features that people use frequently, which could help prioritize system features. You might also identify problems that people have with the current scheduling system, which could provide ideas for process changes or desirable system features.
- **Interview staff.** It makes sense to interview schedulers first. You can ask them questions like:
  - Which features do you use all the time?
  - Which features don't you use and why?
  - Which features do you think would reduce scheduling errors if they were available?
  - Which features do you think would decrease wait times?
  - What problems do you have with the existing processes?

You could also interview doctors and nurses to identify the issues they have with scheduling. Because Dr. Olsen, the COO, has strong opinions about how scheduling should be done, you could get her thoughts on scheduling requirements.

- **Analyze the current scheduling system.** You might analyze the current system and processes to identify what is done today. This could identify missed requirements. Since this project is about improving results, you must take care that what is done today doesn't impact consideration of new scheduling approaches that would deliver better results.
- **Brainstorming.** You might hold a brainstorming session with schedulers, doctors, and nurses who are particularly knowledgeable about scheduling. This approach could identify changes that would improve results.

How would you address challenges related to gathering requirements?

You might start by observing how people schedule today. This approach doesn't disrupt staff schedules very much and provides background for building your list of interview questions.

Everyone at the hospital is busy. You can create an interview schedule so you interview staff members when it is convenient for them. You might give them your questions ahead of time, so they can come to the interview prepared. Set a short duration for the interviews and be sure to stay within the timeframe. You can always schedule follow-up meetings if necessary.

Plan to analyze the requirements carefully to ensure that the requirements are necessary and not nice-to-haves.