

Lecture 8, Sep 27, 2021

Studying for the Midterm

- Concept map? Read provided materials
- Important concepts:
 - Frame Diverge Converge Represent model
 - Toulmin argument model
 - Requirements model

Framing

- Framing takes us from the situation and stakeholders to opportunity expressed in requirements (the world as it is to the world as we represent it)
- The processing of framing:
 1. Stakeholder Analysis
 - *Stakeholder*: An individual, group of people, organization or other entity that has a direct or indirect interest (or stake) in a system (could be advantaged or disadvantaged)
 - Stakeholders are major sources for requirements
 - Engaging with stakeholders:
 - * Asking them questions and interviewing them, or simply observing how they behave
 - * Codes/standards that you incorporate used to engage them
 - * By engaging with stakeholders, we can validate our understanding of their interests
 - There are many ways to explore and clarify intentions, and handbooks are a good way to do this
 - Some stakeholders cannot directly express their interest, e.g. pets or the environment, and they're often disadvantaged; we have to interpret their interest through research and engagement
 - Model:
 - * Perceive → Interpret → Assess → Act
 - * Interpret: Apply models and possible meanings
 - * Assess: Determine the most appropriate interpretation
 - * Need to check our interpretations to make sure they accurately reflect the interests of the stakeholder
 - Scoping defines the boundaries of what is and what is not in consideration
 - * The bigger the scope, the more complex your requirements, so getting the right scope is important
 2. Perspective Taking
 - Design for X
 - Understanding our Values
 - Integrating Perspectives
 3. Defining an Opportunity
 - Entrepreneurship!
 4. Developing Requirements