

Elicitation Plan

- Project Title:** Tradable Energy Quotas (TEQ)
- Client:** Registrar Quota Co (RQC).
RQC is the central authority, which is responsible for issuing the TEQ and maintaining the accounts of users who replenish TEQs.
- Development Team:** Joel Ali, Philip Anderson, James Beattie, Benoit Cousin, Pirouz Vosoughi and Anthony Ward.

Main difficulties for elaborating requirements

The difficulties for elaborating a requirement plan for the TEQ system:

1. Getting input from all different stakeholders.
 - Government
 - Citizens
 - Energy providers
 - Businesses
 - Voluntary Sector
 - International Community

The problem that would arise from the main stakeholders would be the different point of views between the government and the voluntary sectors.

2. Creating a requirement plan that would fit the schedule and cost of the proposal plan.
 - We are required to develop a system in 61 days for £91 200.

The system will need to fit the most important features of the system and leave the lesser important part for a later update of the system. Therefore it is important to clearly identify the most important part of the project.

Elicitation techniques:

1. Stakeholder-Based

Requirements Analysis Process Summary

I. Fix system boundaries

This initial step helps in identifying how the new application integrates with the business processes, how it fits into the larger picture and what its scope and limitations will be.

II. Identify the stake holders

In more recent times there has been a focus on identifying who the 'users' or 'customers' of an application are. Referred to broadly as the 'stake holders', these indicate the group or groups of people who will be directly or indirectly impacted by the new application.

By defining in concrete terms that the intended user is, the Requirements Analyst knows in advance where he has to look for answers. The Requirements Elicitation Process should focus on the wish-list of this defined group to arrive at a valid requirements list.

III. Requirements elicitation

Information is gathered from the multiple stakeholders identified. The Requirements Analyst draws out from each of these groups what their requirements from the application are and what they expect the application to accomplish.

Interviews

The interviews will be structured, using a fixed set of fairly open topics and questions. Below is an outline of the process, followed by a set of questions which have been identified from the TEQ project description.

1. When first meet the person, thank them for taking time out of their busy day.
2. Tell the interviewee our understanding of the project and how they fit into the overall process. This lets them know that their input is important.
3. Summarize the issues that we want to discuss, and verify how long the interview will go. This helps to set their expectations and they will help us to manage the time taken during the interview.
4. Ask the critical questions as soon as possible, that way if the interview is cut short we have gotten the important information.

5. Ask them if we have missed anything, or if they'd like to add something. This gives them a chance to voice their concerns and will often open new avenues of questioning.
6. End the interview by summarizing the main points. This gives us a chance to review our notes and ensure that we understood everything.

Structured Questions (organised by participant and then by model elements)

System User

Use Case

- What are the ways to update credit account?
- Do users need to register for TEQ cards?

Goals

- When is a working system likely to be implemented?
- How easy will it be to receive cards?
- Are the card amounts kept safely?
 - o What happens if an account is stolen?

Domain Specialist

Use Case

- How are TEQ cards issued?
- How can you force the users to use their cards?
 - o If there is registration how will this be enforced?
- Is a 'fair-purchase policy' adopted to prevent a wealthy individual / institution from purchasing the majority if the points being made available via the Auction process?
- How will the RQC prevent the black market?
- If there are profiles. In terms of TEQs volume...how does the party concerned ascertain what proportion of TEQs is provided for each of the 'profiles', i.e. what are the TEQs threshold values for each profile?
- Will RQC confer with Energy providers/distributors to perhaps deduce the average annual energy consumptions kJ /kW in accordance to users' profiles in order to set the threshold values for each individual or institution?

Context Diagrams

- Are energy providers/distributors exempt from the scheme?
- **How do you distinguish between business and customer?**
- Will individuals and institutions be categorised into certain 'Profiles' in order to fairly allocate the TEQs?
 - o Are individuals categorized by family size at all? (Small Family, Medium Family, Large Family, etc.)
 - o Do services count as a business? i.e. government services
 - o Does government as a whole get a credit or is it more fine grained down the different departments?
 - o Can only residents get cards, what about long term tourists?

Developer

Use Case

- **What parts of the system exactly are we supposed to implement?**
 - o Database only or terminals
- **How are credits stored, within cards, user ids? Central or distributed system?**
 - o Is the card itself just an authentication?
- How do Auctioneers interact with the RQC and vice versa?
 - o Is it via the proposed system's GUI?
 - o The units are forwarded to the Auctioneer, how is this possible?
- Will the black market be prevented via the system GUI?
- How do Energy providers/distributors interact with the RQC if at all?
- Please provide a sequence of how the following is realised, what follows on from this, what are the main flow of events? [Bidder wins the auction to purchase \square amount of TEQs]

Goals

- Is the database to be implemented stand alone or is it integrated with another system?

Project Manager

Context Diagrams

- What sources of funding are there?

Goals

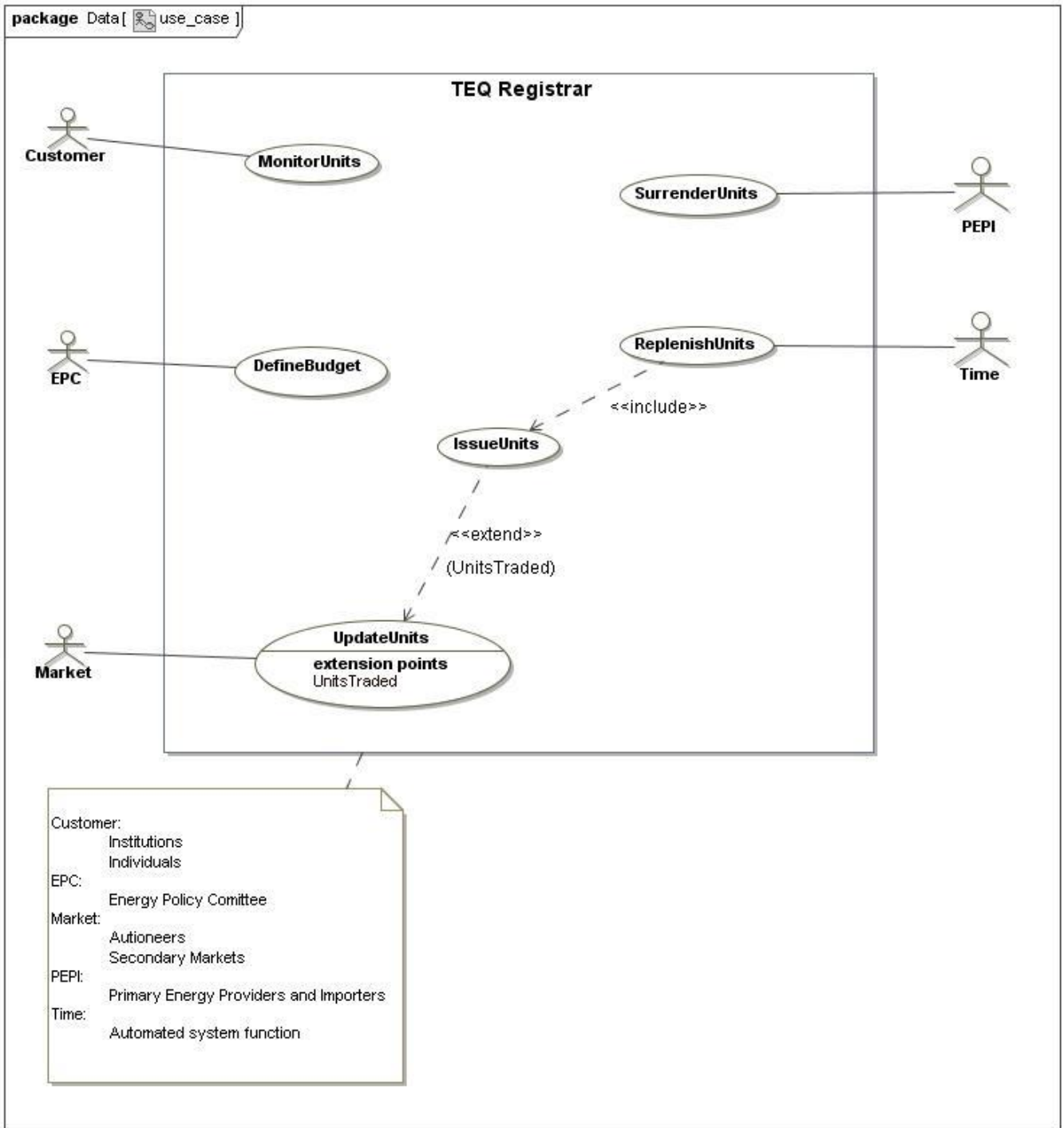
- What are the problems of late development?
- What assessment will there be of the final product?

General System Questions

In the drive to reduce costs - as it will effectively be UK Taxpayers money used to develop this project - could a Brownfield type project be undertaken? This may be of some significance, as highlighting this approach to the stakeholders will alleviate any resistance to the scheme.

A Brownfield type project could perhaps be realised by bidding and subsequently purchasing such existing software being utilised in a similar scheme in practice by other national Governments – perhaps our friends across the pond (USA) or members of the EU.

Use Case Diagram



The diagram above outlines the RQC system and actors that directly interact with the system, events and actors shown on the context diagram but which are outside of the system scope are not shown. This diagram has been developed to aid discussion with the client and highlight and areas of disagreement in the understanding of what the RQC system should provide.