Elicitation Questions

BUSINESS	USER	FUNCTIONAL	NON FUNCTIONAL
1. What business problem led to this initiative?	1. Who will use the system under development?	1. What does the system have to do to support each end-user?	1. How well is the system guarded against unauthorised access? (System security)
2. What business opportunity or What is the business vision?	2. Who performs tasks or activities in the business process?	2. When the user does "x" the system does what?	2. How dependable is the system during normal operations?
3. What are key business issues you face today?	3. What department or business area is impacted By this system function?	3. What data must be received data input processing?	3. What are systems capabilities regarding capacity throughput and response times? (Efficiency)
4. What is the purpose of the business area?	4. What business areas are affected by changes to the system?	4. What data must be retrieved stored and transferred?	4. How accurate and authentic are the data captured by the system? (Integrity)
5. Describe "What" is done currently?	5. Who benefits the most from this project?	5. What calculations must be performed?	5. How immune is the system from failure? (Reliability)
6. What is the project team expected to implement and deliver?	6. Who does this system interface with?	6. What data must be edited?	6. How resilient is the system from failure? (Survivability)
7. What are the goals for the project?	7. What is the source of information input into the system?	7. What data needs to be validated?	7. How easy is it to learn and operate the system? (Usability)

8. What are the objectives needed to reach the goals?	8. Who is the recipient of information from the system?	8. What errors will the system be expected to handle?	8. How easy is it to modify the system to work in different environments? (Flexibility)
9. What could prevent you from meeting your business objectives?	9. What external organization interact with the system?	9. What business exceptions must the system handle?	9. How easy is it to upkeep and repair the system? (Maintainability)
10. What are the benefits from doing the project?	10. What government organizations require information from the system?	10. What business rules need to be enforced by the system?	10. How easy is it to upgrade or expand the system capabilities? (Scalability)
11. What are the critical success factors?	11. What regulatory agencies require information from the system?	11. What audits must the system conduct?	11. How easy is it to show that the system performs its function? (Verifiability)
12. What are the specific measurable business benefits for doing the project?	12. Who needs to access the system?	12. What counters, tallies, timers, triggers and schedules does the system have to maintain?	12. How easy is it to interface with another system? (Interoperability)
13. What are your success metrics?	13. What role(s) might be elevated if this process is automated?	13. What tasks activities does the system automate?	13. How easy is to transport the system? (Portability)
14. What business purposes support the business purpose?	14. What work does the system help the business unit to perform?	14. What inputs will the system process?	14. How easy is it to convert the hardware software in other business functions? (Reusability)
15. Who will benefit from this product or system?	15. What user roles interact with the system?	15. What outputs will the system prepare?	
16. Who may be opposed to this product or system?	16. What are the goals of each user role?	16. What features are expected by the user?	

17. Who are the experts in this business process?	17. What other systems need data from this system?	17. What functions does the system help the user to perform?	
18.What internal and external entities are affected by the scope of this initiative?			