

Finding requirements of well-planned communications

Bachelor thesis

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“The hardest single part of building a software system is deciding precisely what to build. No other part of the conceptual work is so difficult as establishing the detailed technical requirements, including all the interfaces to people, to machines, and to other software systems. No other part of the work so cripples the resulting system if done wrong. No other part is more difficult to rectify later.”

Frederick P. Brooks, Jr.

The Mythical Man-Month

“The most important thing in communication is to hear what isn't being said.”

Peter F. Drucker

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Summary

The management of Skewiel-Trynwâlden, a social services organization in the Northern part of the Netherlands, is confronted with internal and external communications problems. It has proposed to develop software to cope with this problem. The desired system is based on fairly new concepts with radical views towards communications processes and the projects' stakeholders have a lot of tacit knowledge. Therefore innovative ways of capturing requirements are needed. Various techniques of requirements analysis are discussed. The study hypothesized a model to find the systems' requirements. The model is partly tested with the case and a requirements game is developed to find further requirements.

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