



# **MASTER THE ART OF GATHERING REQUIREMENTS**

**YOUR PATH TO CLEAR, RELIABLE  
AND HIGH-QUALITY INFORMATION**

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¿Comentarios?

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## THE RESPONSIBILITY OF THE PRODUCT OWNER



Discovering the needs of those involved in software is a challenge.

It is an analytical and collaborative process involving activities to identify and define these needs.

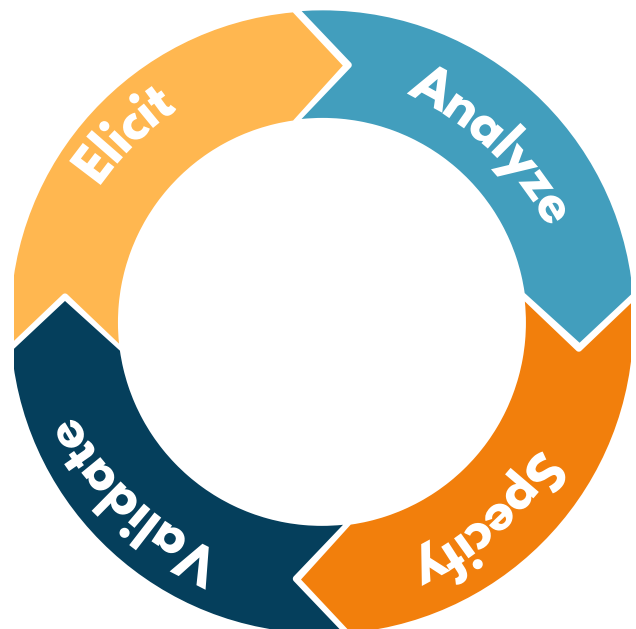
Requirements depend on the quality of the information we can gather.

In this manual, we will focus on how to collect good information.

## HOW ARE THE REQUIREMENTS DEVELOPED?

The requirements process is a continuous cycle that repeats throughout development and includes the activities: Elicitation, Analysis, Specification, and Validation. These are done in parallel and for several requirements at once.

To define the requirements, you must first gather information.



## HOW DO WE GATHER INFORMATION FOR REQUIREMENTS?

The process of gathering requirements consists of carrying out activities that allow:



- ✓ Understanding your users' activities
- ✓ Understanding how they make decisions
- ✓ Understanding what they consider unnecessary, obsolete, or ineffective



**You should **never** ask a user **what they want.****

**Users are **not** capable of technically **defining** the software they need.**



As a Product Owner, remember to:

- Create an environment that facilitates exploration and communication
- Resist the temptation to design the solution until you have understood the problem

# TECHNIQUES FOR GATHERING REQUIREMENTS

Many techniques are used to gather information through different activities and methods. According to how they work, they can be grouped into two categories: **collaborative and independent**.

## COLLABORATIVE

Direct interaction with users



Interviews



Modeling sessions



Focus groups



Surveys

## INDEPENDENT

You discover the information on your own.



On-site observation



Document analysis



Heuristic evaluation



## ABOUT THE AUTHOR



**Edgar Fernández**  
**Software Engineering Coach**

I'm Edgar Fernández, a coach focused on helping teams build better software faster. I support organizations in speeding up delivery, reducing errors, and growing with disciplined work and motivated people. I've partnered with companies like Natgas, UBS Code Systems, Dataware, and Accenture México, achieving gains such as more productivity, more sales, and far less time spent on fixes. I've also supported tech efforts for BBVA, Banorte, and research with CIMAT. My mix of industry and academic experience helps teams improve and deliver stronger results.

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