Tuesday, August 26, 2014 (Full-day)

TUTORIAL ANNOUNCEMENT

22nd IEEE International Requirements Engineering Conference (RE'14) – Karlskrona, Sweden – http://www.re14.org

Nancy Mead

Mike Konrad

Robert Stoddard

T12 – Eliciting unstated requirements

Stakeholders often have requirements that they aren't aware of. Uncovering them can be quite challenging and involves a way of thinking not found in more traditional elicitation approaches. It requires probing interviews and expanded use of context information to break through the confines of what the requirements engineer typically achieves with a specification-driven process. It requires a method that transforms stakeholders' tacit knowledge into explicit statements so that insightful and innovative requirements can emerge.

The Elicitation of Unstated Requirements at Scale (EURS) research team at the Software Engineering Institute is currently working to develop and validate a method for determining the unstated needs of the varied stakeholders typical of today's large, diverse programs (e.g., sociotechnical ecosystems). This method, tentatively called "KJ+", will be scalable to address the needs of multiple categories of stakeholders; be usable by a diverse, non-collocated team of requirements analysts; and result in a more complete set of requirements as the basis for subsequent system design, implementation, and continued sustainment.

The tutorial will include presentation of the traditional KJ method for eliciting unstated user needs, as well as the extensions made to allow KJ to be used in a virtual environment. Finally, there will be a discussion of issues that must be addressed, such as tool support, to facilitate use of KJ+ at scale by hundreds or more stakeholders.

BIOGRAPHIES

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BIOGRAPHIES

Nancy Mead is a Fellow and Principal Researcher at the Software Engineering Institute (SEI). Mead is also an Adjunct Professor of Software Engineering at Carnegie Mellon University. She is currently involved in the study of security requirements engineering and the development of software assurance curricula.

Mead has more than 150 publications and invited presentations, and has a biographical citation in Who's Who in America. She is a Fellow of the Institute of Electrical and Electronic Engineers, Inc. (IEEE) and a Distinguished Member of the Association for Computing Machinery (ACM). Dr. Mead received her PhD in mathematics from the Polytechnic Institute of New York, and received a BA and an MS in mathematics from New York University.

Michael Konrad is Principal Researcher with the Software Engineering Institute (SEI) at Carnegie Mellon University (CMU) and is currently the team leader for two efforts: 1) Eliciting Unstated Requirements at Scale (EURS) - an exploratory research effort; and 2) curating recommended practices at the SEI.

Prior to 2013, Konrad contributed to CMMI as: Chief Architect (2009-2012), Configuration Control Board Chair (2001-2006), SEI leader for every version of CMMI for Development (2000-2011), and Manager of SEI's CMM/CMMI Modeling Team (1994-2012). Prior to 2000, Konrad was a member of the teams that developed the original Software CMM Version 1.0 (1988-1991) and ISO 15504 (1993-1997). Konrad is co-author of "CMMI(R) for Development: Guidelines for Process Integration and Product Improvement." Third Edition, 2011. Dr. Konrad received his Ph.D. in Mathematics from Ohio University, Athens, Ohio in 1978.

Robert Stoddard is a Principal Researcher at the Software Engineering Institute (SEI). He is currently involved in research and customer work (DoD and DHS) regarding a wide variety of topics including: 1) elicitation of unstated requirements at scale, 2) early lifecycle cost estimation, and 3) security measurement and modeling for SEI CERT support of the U.S. FISMA dashboard, Cyber Security Governance Index (CSGI) and the U.S. CERT incident data.

Robert is well published (conferences and books) over a career spanning 24 years in industry (software quality and reliability) and nine years (research) at the SEI. This included two years' experience applying the traditional KJ method at Motorola. Robert is a Walden University doctoral student in Engineering Management with previous doctoral work at the University of Maryland in Reliability Engineering. Robert previously earned a BS in Business Administration and an MS in Systems Management. Robert is also a Senior member of both the American Society for Quality (ASQ) and the Institute of Electrical and Electronic Engineers, Inc. (IEEE), and holds a certification as a Motorola Six Sigma Master Black Belt and five certifications with ASQ.

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