



requirements defined

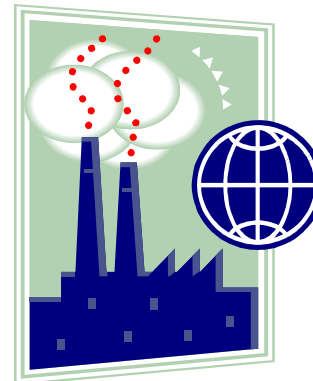
Improved Results:

- End user adoption
- End user satisfaction
- Reduced defects



Case Study: Large Project

- \$70M Automated manufacturing plant software (total project \$1B)
- 30 subsystems
- 250 users
- 20 actors
- 150 High level use cases
- 1500 High level features (over 30 systems)
- Vendor selection



Challenge

- No lists of users
- No understanding of the jobs performed
- No process flows for product processing flow
- Started with a feature list of about 500 items



Solution

People	Org charts
	Use cases
	Decision trees
Systems	Context diagrams
	Click-action-response tables
	Cross functional process flow diagrams
Data	Entity relationship diagrams
	State diagrams
	State tables
	Data flow diagrams

Results

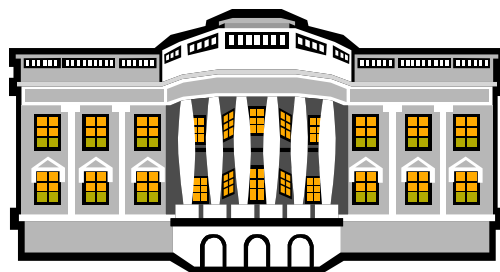
- Original feature list matched multiple products
- Identified additional 1000 features
- Use cases described how client end users wished to use the software
- Client was able to validate use cases against supplier functionality
- Client is successfully deploying software solution
- Use cases are also being used to customize the solution



Case Study: Distributed Team



- Highly distributed team
- Users had never been identified or profiled
- Engineering team had a hardware background
- 50 developers



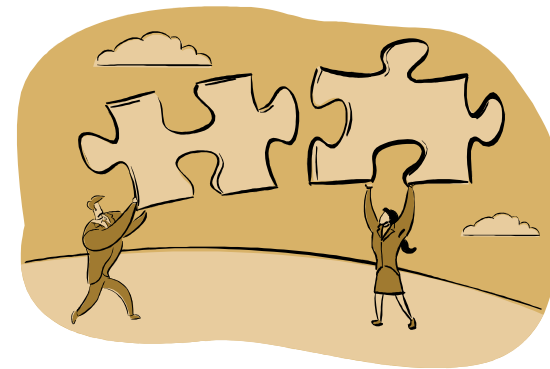
Challenge

- No way to prioritize features
- Usability was poor
- Prior releases were not well received
- Bad out of the box experience



Results

- Use cases enabled the team to see what tasks the users were trying to accomplish
 - Finding memory leak
 - Fixing logic error
 - Finding wild pointer
 - Optimize for space
 - Optimize for time
 - Writing an operating system
 - Deploying an application
 - Using the application out of the box
- The users ranked the various tasks along with estimates of frequency
- Based on these we were able to prioritize functionality in releases
- The right functionality was deployed at the right times



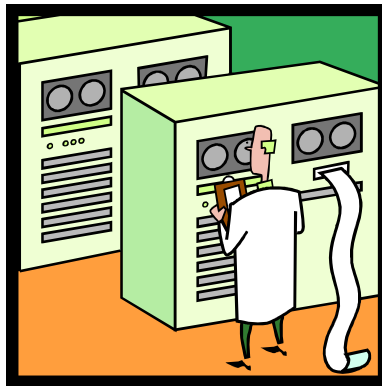
Case Study: Legacy Conversion

- Fortune 500 company
- Mission critical manufacturing system
- Managed close to 100% of the manufactured products in North America
- Mainframe to .NET conversion



Challenge

- Development team wanted to implement all existing screens
- Extremely limited domain expertise
- No one knew the whole system
- Who wants to work with mainframes?

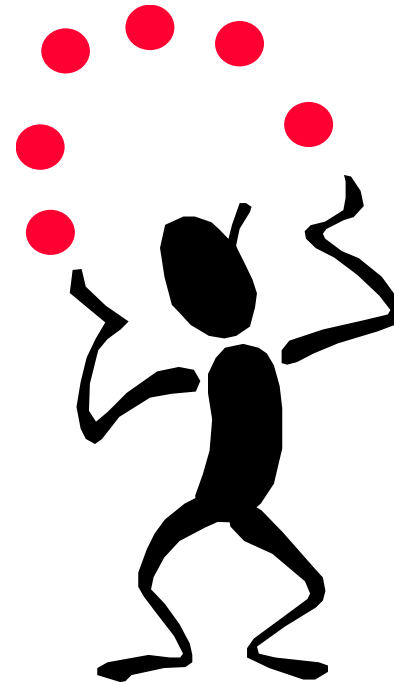


Results

- Eliminated 70% of screens
- Reduced defects by 80% compared to the organization average
- Improved end user satisfaction

Interesting experiences

- Hundred page use cases
- Thousands of requirements with no context
- User interface with 100 buttons
- Sales team uses 32 applications
- LVR system 10 levels deep



- Any questions?
- Continue the discussion:
 - <http://requirements.seilevel.com/messageboard/>
 - <http://requirements.seilevel.com/blog/>