



# Understanding Your Organisational Needs and Requirements Gathering

## 1. Focus Groups & Interviews

Focus groups and interviews should be conducted across various departments to pinpoint existing challenges and desired functionalities. During these sessions, participants can utilise the **STAR Method** to ensure structured and thorough communication of experiences and needs. *Tips: Schedule ample time, make it interactive, take detailed notes*

### STAR Method

	What should you describe?	What should be highlighted?
1. Situation	1. Describe the situation you were in	Scenario, Entry/Exit Criteria, Background details
2. Task	2. Describe the task you had to do	Challenges, Constraints, Due Dates
3. Action	3. Describe the action you took	Teamwork, Leadership, Initiative
4. Result	4. Describe the outcome of actions	Objective, Outcomes, Improvements

## 2. Survey Distribution

This section outlines best practices for designing and distributing surveys to effectively gather requirements for new technology solutions. This approach ensures comprehensive feedback from all relevant parties.

### Question Types

Rating	Ranking	Open Ended
"On a scale of 1-5, how satisfied are you with the current system"	"List your top three issues or desired improvements" –	"What process or task do your frequency struggle with?"

### Survey Distribution Best Practices

- ✓ Distribute surveys via email to all staff and stakeholders impacted by the new technology.
- ✓ Encourage participation by offering incentives, such as prize drawings.
- ✓ Provide ample time, typically 2-3 weeks, for all participants to submit their responses.

## 3. Process Mapping

During and after any requirement or broader information gathering activities, creating process maps can be an effective way to visualise current workflows and identify how they will be impacted by organisational change. Process mapping is valuable as it lays a clear foundation for new system implementation, ensuring targeted and effective changes, identifying improvement areas, and smoothing the organisation's transition to new technologies.

### Process Mapping Essentials

- ✓ **Use of Diagrams:** Employ swimlane diagrams to clearly depict roles, tasks, and transitions between different parts of the organisation.
- ✓ **Identify Inefficiencies:** Carefully note any areas of complexity, duplicative work, or bottlenecks that could be streamlined.
- ✓ **Impact Analysis:** Highlight sections of the process that will be most affected by the implementation of the new system.

### Approach to Mapping

- ✓ **Engage with Experts:** Collaborate with individuals who are thoroughly familiar with the existing processes to ensure accuracy.
- ✓ **Visual Tools:** Utilise visual tools like sample process map diagrams to provide a clear, illustrative understanding of how processes run and interconnect.

## 4. Prioritisation Framework

Once requirement gathering activities have been completed, the organisation should assess the proposed requirements and score based their alignment to organisational needs, goals and strategic objectives.

### Prioritisation Best Practices

- ✓ Consolidate gathered requirements and prioritise based on organisational goals and strategic objectives
- ✓ Ensure alignment with legal centre's mission, vision, and values
- ✓ Consider feasibility, impact, and urgency when ranking requirements

