

### Title of Paper

## User-centered Requirements Gathering Use a Bridge to under-stand your customer

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### Presenter/Company

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### Instructional Skill Level

Introductory     Intermediate     Advanced

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### Target Group

Product Managers, Project Managers, Quality Assurance Representatives, Quality Managers, Business Analysts, Developers

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### Key Points

- Requirements Definition
  - Agile Requirements
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### Abstract

In Agile development practices the development team works from a list of features, bugs or enhancements. These items are often called cards. When a card is prioritized for a developer to work on it is usually a statement of the desired change. These statements may be a very large piece of work that is relatively vague. User-centered design techniques fit well into Agile practices in helping clearly define the requirements and breaking the work down into testable units. The technique discussed here is called the Bridge.

The Bridge was developed by Bellcore and describe in the book "User Interface Design: Bridging the Gap from User Requirements to Design" in 1998. The process uses low tech materials with a group in a single room to define the requirements. The author has successfully used this technique to define new functionality, capture requirements for an existing system prior to an upgrade and to define development processes.

The Bridge technique can be used in its entirety to describe user interfaces that can be tested for usability prior to coding. The results of the full process are the classes and functions of each class as well as a layout of the user interface drawn on a piece of paper. This technique is well suited for Agile development teams that include a product owner or actual end user.

This presentation will focus on defining business process and capturing requirements for systems in conjunction with Agile Practices.

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### Biography

Jann Thomas is a 15 year veteran of the software industry. She has worked as a developer, team lead and development manager leading teams to deliver great software. Jann has been practicing Agile development techniques in 1998 and implemented her first Agile Project in 2000. She holds a Master's in Computer Science and a Bachelor's in Engineering. She has a Project Manager Professional certification from the Project Management Institute. In June 2004 she spoke at the International Conference on Software Process Improvement and In April 2008 she spoke at Software and System Quality Conference International. Jann is currently working as a Project Manager for ThoughtWorks in Atlanta, Georgia, USA.

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