

RE Communication Gaps: Causes, Effects and Remedies

Name _____

Role(s) in old process (roles and length of time for each role)

within Reqs Unit _____

within SW Unit _____

within Product Unit _____

other _____

Role(s) in new process (note role and length of time for each role)

within Business Unit _____

within SW Unit _____

within Product Unit _____

other _____

Total time at company _____ year(s)

Definitions

- Experienced* I have experienced this to be valid
- Agree* I agree to this, but have not experienced it personally
- Partly agree* I agree to part of this, but not all
- Disagree* I do not agree
- Don't know* No knowledge

Root Causes of RE Communication gaps

CAUSE 1: Complex product & large organization

Root causes:

CAUSE 2: Low understanding of each others' roles

	<i>Experienced</i>	Level of agreement, as root cause			
		<i>Agree</i>	<i>Partly Agree</i>	<i>Disagree</i>	<i>Don't know</i>
a) Complex product & large organization (cause 1)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Reqs, Test, Impl etc defined in separate sub-processes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional root causes:

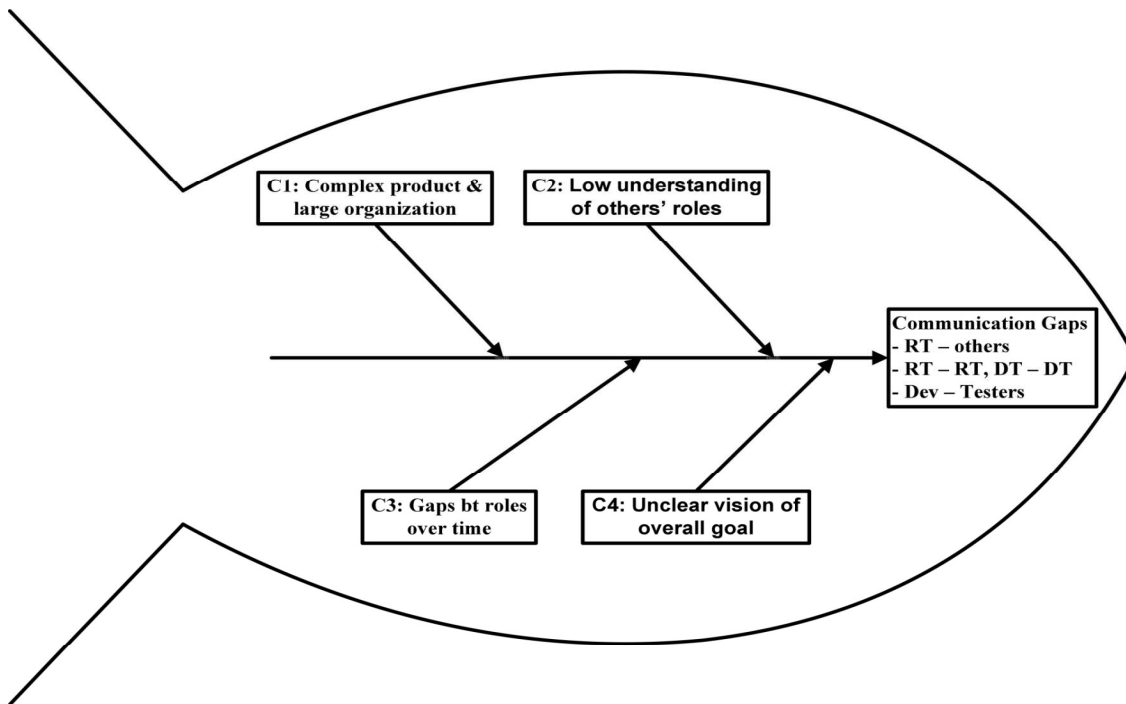
CAUSE 3: Gaps between roles over time

	<i>Experienced</i>	Level of agreement, as root cause			
		<i>Agree</i>	<i>Partly Agree</i>	<i>Disagree</i>	<i>Don't know</i>
a) Complex product & large organization (cause 1)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Low DT involvement in early phases	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Low RT involvement in later phases	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Detailed SRS produced upfront	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Gaps between roles in requirements and development phases (before & after MS4)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Overlapping requirements process for RT & DT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

CAUSE 4: Unclear vision of overall goal

Root causes:

Causes of RE Communication Gaps



	Level of agreement				
	<i>Experienced</i>	<i>Agree</i>	<i>Partly Agree</i>	<i>Disagree</i>	<i>Don't know</i>
COMMUNICATION GAPS was a challenge in old projects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There were gaps bt RTs and other roles (up'n'down stream), e.g. quality managers, testers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There were communication gaps bt functional areas, for both RTs and DTs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There were communication gaps bt dev & test	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Additional communication gaps					

	Level of agreement, of cause to communication gap					Extent of contr'bt'n 100%
	<i>Experienced</i>	<i>Agree</i>	<i>Partly Agree</i>	<i>Disagree</i>	<i>Don't know</i>	
C1: Complex product & large organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
C2: Low understanding of others' roles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
C3: Gaps between roles over time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
C4: Unclear vision of overall goal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Other challenges that cause Communication gaps						
Overscoping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Keeping SRS updated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Manual selection of reqs & test for products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Additional causes of communication gaps:	_____					_____

Effects of RE Communication Gaps

	Level of agreement				
	<i>Experienced</i>	<i>Agree</i>	<i>Partly Agree</i>	<i>Disagree</i>	<i>Don't know</i>
E1: Customer expectations are not met	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E2: Communication of incorrect requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E3: Quality issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E4: Test scope mismatch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E5: Wasted effort	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E6: Unclear requirements coverage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E7: SW unit control scope (what is actually implemented)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E8: Low motivation to contribute to reqs work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E9: Problems with SRS					
a) low requirements quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) unstable requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) manual work to locate correct reqs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other RE-related challenges

	Level of agreement				
	<i>Experienced</i>	<i>Agree</i>	<i>Partly Agree</i>	<i>Disagree</i>	<i>Don't know</i>
E10: Challenge to keep SRS updated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E11: Overscoping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E12: Development work NOT monitored from reqs viewpoint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Impact / Seriousness

critical: customer or company level *major: project or unit level* *medium: team level* *minor: personal level* *none*

E1: Customer expectations are not met	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E2: Communication of incorrect requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E3: Quality issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E4: Test scope mismatch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E5: Wasted effort	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E6: Unclear requirements coverage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E7: SW unit control scope (what is actually implemented)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E8: Low motivation to contribute to reqs work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E9: Problems with SRS					
a) low requirements quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) unstable requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) manual work to locate correct reqs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other RE-related challenges					
E10: Challenge to keep SRS updated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E11: Overscoping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E12: Dev work NOT monitored from reqs viewpoint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Additional effects of communication gaps					
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Remedies

	Level of agreement				
	<i>Experienced</i>	<i>Agree (in theory)</i>	<i>Partly Agree</i>	<i>Disagree</i>	<i>Don't know</i>
R1: One continuous scope & release planning flow	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R2: Cross-functional & integrated development teams	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R3: Gradual & Iterative Detailing of requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R4: User stories and acceptance tests	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R5: Integrated SW development process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Additional remedies	<hr/> <hr/>				

Current situation

	Level of agreement				
	<i>Experienced</i>	<i>Agree</i>	<i>Partly Agree</i>	<i>Disagree</i>	<i>Don't know</i>
COMMUNICATION GAPS are still a challenge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There are less communication gaps around reqs now	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There are more communication gaps around reqs now	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments on communication gaps for incoming requirements (ie. completeness of requested scope)	<hr/> <hr/>				
Comments on communication gaps for agreed reqs within SW (ie. from definition to development to maintenance)	<hr/> <hr/>				
Comments on communication gaps for agreed / impl reqs outside of SW (ie. from Software to Products)	<hr/> <hr/>				
Other comments on current situation around communicating reqs	<hr/> <hr/> <hr/> <hr/>				