MIS5102
In-class Exercise for Week 5: Requirements Gathering

Objective: Create a set of requirements for a new information system suitable for a Request for Proposal (RFP).

Learning Outcomes

• Create a set of detailed requirements for a business problem.
• Prioritize requirements in order of importance.
• Understand how requirements specifications can differ for the same problem.

Scenario

Consider the following extension of the CVS case from last week:

After their success in streamlining their prescription fulfillment process, they want to take things to the next step by automating the initial customer data entry. They plan to adopt Wawa-style, touch screen kiosks that will send the information to the technician and verify the customer’s insurance.

If the initial check is successful, the customer will get a receipt and an estimated pick-up time. If there is a problem, then the customer will receive a message to go to the technician window for further help.

In order to move forward, you must develop a set of requirements that a system like this should satisfy. The goal is for potential vendors to use these requirements to develop a proposal for a solution.

Step 1: Group Work: Form an initial set of requirements (15 minutes)

• Develop an initial set of requirements for this system.

• Ask yourselves questions such as
  o What must this system be able to do?
  o What are the constraints?
  o Are there regulatory requirements?
  o Are there internal considerations (i.e., interactions with other systems)?
  o For ideas and reference, review the article “Top 10 Things to Put in Your EHR RFP” (handout).
Step 2: Group Work: Prioritize the requirements (15 minutes)

- Take a look at your list of requirements.
- Rank order the requirements by importance.
  - Choose the top five requirements for the proposed system.

- Make a note of the following
  - Were there any requirements that were critical but did not make the top five?
  - Were there any requirements that were not critical but made the top five anyway?
  - What might that tell you about your ranking and selection process?

Step 3: Class Debrief (30 minutes)

- Each group will list their top 5 requirements.

- Then we will discuss the following issues:
  - Which items were common across groups?
  - Which items were unique to a single group?
  - Were there any stakeholders that were underrepresented?
  - Were there differing levels of specificity in the requirements?

  - If you were a vendor, could you formulate a response to each requirement? How would you do it?

  - What modifications would we need to make to finalize this section of our RFP?