A Comparative Analysis of Elicitation Techniques for Design of Smart Requirements using Situational Characteristics

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***Abstract*— Requirement elicitation is a crucial step in the process of requirement engineering, which itself plays a vital role in software engineering process. Smart requirements lead to the success of software projects. Ambiguous and faulty requirements may result in the failure of a particular software development project. It is essential to identify correct requirements for the software project, in order to make it a success. Requirements are clarified through requirement elicitation process carried out by requirement analyst. There is an immense need to aid analyst in requirement elicitation activity to carry out correct requirement's design. In this paper we present detailed comparison of elicitation techniques, along with its characteristics as well as situational characteristics. The comparative analysis will help analyst in the selection of correct requirement elicitation technique based on different situational characteristics. In the end we present a model that will be helpful in automating the process of requirement elicitation technique selection.**

***Index Terms*—Requirement Engineering, Requirement Elicitation, Situational Characteristics.**

I. INTRODUCTION

Software development is a crucial task, especially understanding requirements for the software to be developed. From history, it is obvious that more than half of the software fails to meet user requirements as developers do not understand user requirements. The quality of software depends upon how well the requirements are engineered. There are certain qualities of requirements. Requirements should be correct, complete, clear, consistent, verifiable, traceable, feasible, design independent and atomic [1]. If these qualities are present in requirements, then the software developed will definitely succeed.

Comprehensive requirements remove misunderstandings and errors in earlier stages. Once the system starts to be developed, the cost of rectifying these errors is far greater, plus time is also wasted. To gather quality requirements, the requirement engineer should be well aware of elicitations techniques and situational characteristics. He should be well aware of the fact that which technique should be used in what type of situation. If requirement engineer fails to understand elicitation techniques and situational characteristics, the requirements gathered are incorrect. This leads to inaccurate requirement specification document and thus erroneous development of system.

Requirement engineering is the most difficult and complex process due to the diversity in the collected requirements and rapid changes in the environment. Collecting requirements from user, stakeholder and customer about the system is called the process of requirement elicitation. As requirement elicitation is non-trivial activity, we cannot predict the outcome of the activities of this process. Requirement elicitation is real time process and we have to collect requirements in different situations and from different customers. The quality of requirements is only ensured if requirement elicitator is well aware of the available elicitation techniques and corresponding situational characteristics. The process of requirement engineering should be carried out by keeping in mind these points [2]. 1) The expected outcomes of requirement engineering process. 2) Identifying functional and non-functional requirements of the system. 3) Type of characteristics associated with the system. 4) Type of stake holders involved. 5) Hardware and software constraints.

As the selection of suitable requirement elicitation technique is a challenging task, a number of researchers have proposed models and techniques to support requirement elicitation process. The limitation of these techniques is that these do not provide a complete guidance as is presented in this paper.

This research work provides detailed and comprehensive study about requirement elicitation techniques and situational characteristics. The paper is divided into seven sections. Section 1 provides introduction, whereas section 2 is background study. Comparison of requirement elicitation techniques are presented in section 3, characteristics of elicitation techniques in section 4, situational characteristics in section 5, elicitation techniques from communicative prospective in section 6, discussion in section 7 and conclusion in section 8.

II. LITERATURE REVIEW

Requirement engineering is the first and foremost step in

software development process. Requirement engineering is mainly concerned with discovering quality requirements, analyzing them, and documenting them for use in the development of the system. It is defined as "the branch of software engineering concerned with the real world goals for, functions of and constraints on software systems. It is also concerned with the relationship of these factors to precise specification of software behavior, and to their evolution over time and across software families"[3].

Typical requirement engineering process consists of Elicitation, Analysis, Specification, Validation and Management, arranged in order of execution and performed in interleaved manner.

According to Moore and Shipment "meaningful requirements from end users is an early and major goal of any and all software engineering processes" [4]. Similarly requirement elicitation is "the process of identifying software or system requirements from various sources through interviews, workshops, workflow and task analysis, document analysis, and other mechanisms" [5]. Kotonya and Sommerville suggest that good requirement elicitation process consists of "1) object setting 2) background knowledge acquisition 3) knowledge organization and finally 4) stakeholder requirements collection" [6].

Requirements elicitation is done using a number of techniques, which are dependent on the situation in which they are applied. Requirement Elicitor should know that which techniques should be used in what situation. Requirement elicitation techniques are divided into four categories. These are traditional techniques, cognitive techniques, group elicitation and contextual techniques.

Input of requirement engineering process according to Kotonya and Sommervile [5] compromises of existing system information, stakeholder's needs, organizational standards, regulations and domain information. The output of requirement engineering process are agreed requirements, requirement document and system models. These input and output are same irrespective of requirements and organization [7,8].

There are a number of process models for requirement engineering. These are

Linear Sequential Requirement Engineering Process Model is developed by Linda Macaulay [9]. This model is intended for smaller projects with lesser complexity. This model compromises of five activities i.e. concept, problem analysis, feasibility and choice of options, analysis and modeling and requirement documentation.

Linear Iterative Requirement Engineering Process Model is proposed by Kotonya and Sommerville (1998) [10] and is conceptually linear but have iterative activities in nature. There are four activities in this model i.e. requirement elicitation, requirement analysis and negotiation, requirement documentation and requirement validation. These activities can be performed in iteration unless and until complete system requirement had been discovered.

Iterative Requirement Engineering Process Model is proposed by Loucopoulos and Karakostas (1995) [11]. This model shows activities of requirement engineering that are elicitation, specification validation, the user and the problem domain in iteration.

Spiral Model of Requirement engineering also proposed by Kotonya and Sommerville where in each spiral represent requirement engineering activities completely. Each spiral is divided into four quadrants that are elicitation, requirement analysis and negotiation, requirement documentation and requirement validation.

A. Requirement Elicitation Techniques

Requirement elicitation techniques are used to elicit requirements from the users. In this section we present various requirement elicitation techniques.

Traditional/Classical Techniques

Traditional techniques, also known as generic elicitation techniques, have been used since the beginning of software engineering process. Example of these techniques includes surveys, questionnaires, interviews, task analysis, domain analysis and introspection.

Surveys are used to collect data from large number of audience, resulting in huge data. Quality data can be gathered if surveys are planned correctly and wisely. Questionnaires [12] are simple and are usually done at the start of the requirement elicitation process. They can be open or closed ended and should be well designed to gather quality information. Questionnaire designer should be familiar with domain, concept and the participants. They can be effectively used to gather large data from large number of stakeholders in lesser time and with low cost. Interviews [13,14] are probably first and most basic requirement elicitation technique. This is human social activity, so highly informal. They are effective to get large amount of data and quality of information gathered from it depends upon the skills on the interviewer [15]. Task analysis [16] is used to examine the tasks of the system in detail. This is top down approach where high level tasks are broken down into subtasks and then detailed analysis is done on each subtask. Task analysis is used to gain information where user and system interaction occur. Domain Analysis approach is very useful when we have to renew existing system. This includes examining documentation and previous applications to gather useful requirements and gain concept of reusable components. The information gathered from domain analysis provides good background knowledge about the business or organization and its operational processes. It is easy to gather requirements from instruction manuals, templates, design documentation used in previous system and business process. Introspection [15] is mainly used in the start of requirement elicitation process when analyst develops requirement based on his experience, what he believed to be useful for the user or other stakeholders. It is highly effective when requirement analyst is familiar with domain and business

processes.

Cognitive Techniques

These techniques have been developed with the aim of Knowledge Elicitation [17]. These techniques elicit requirement from stakeholder's point of view that how they analyze the problem and what is the solution domain according to their point of view. Examples of these techniques include card sorting, laddering and repertory grids.

The main objective of card sorting techniques is the classification and categorization of requirements. This technique requires that domain is well understood by the analyst and participants. In this technique the name of domain entities are written on cards and stakeholders are required to arrange them according to their knowledge. Class Responsibility Collaboration (CRC) [18] is further derivative of card sorting technique. It is used to find classes in software code and assign tasks to users and system components. The information available from this is limited because entities provide high level of abstraction. Laddering [19] like card sorting, is used to categorize requirement elicitation knowledge. In laddering, the stakeholders are asked series of questions known as 'probes' about the concepts of system. They are further required to arrange these questions in hierarchical structure according to their preferences and understanding. To get good result from this technique the, stakeholders must be able to express their knowledge and arrange it in logical way. Repertory Grid's [20] main focus is to find similarities and differences among different domain entities of the system. Here stakeholders define attributes and allot values to different domain entities. The result is built in the form of a matrix containing categorizing elements of system and making instances of the system and assigning variables to each one. This is limited to present some complex characteristics of the system.

Group Techniques

Group elicitation techniques require two or more stakeholders together to generate specification of the system. Examples include Brainstorming, Requirement Workshops, Focus Group, Joint Application Development, Protocol Analysis and Prototyping.

Brainstorming promotes participants that usually belong to different stakeholder group to generate as many ideas as possible. It is followed by session that filters ideas and discards useless ones. The focus is not on quality rather its objective is to promote free thinking and expressions. Brainstorming sometime helps in discovering new solutions and ideas to previous problems. Requirement workshops [21] are small meetings between stakeholders for the discovery of requirements of the system. Workshops are well established and may include common techniques of requirement elicitation. This kind of workshop should be led by expert facilitator to avoid any unpleasant event. Focus group technique is mainly for market driven system development. The group consists of not more than 12 members and group meeting is not more than 2 hours duration. As communication in focus group is more flexible, the opinions are more accurate, useful and important. Joint application development (JAD) is rapid decision making approach mostly used in business analysis. JAD is different from brainstorming as its objective is defined before stakeholders participate. It is well structured approach as its steps, actions and goals are well defined. In protocol analysis, all participants talk about the action in loud voice thinking about the process behind [15]. This technique helps analyst in understanding the processes of the system being developed and provides specific information. Prototyping is useful in developing graphical user interface or where the stakeholders are unaware of the solutions available and where requirements are uncertain. This technique can be used with other elicitation techniques in order to create better understanding of tasks and actions [17].

Contextual Techniques

Ethnography, Observation/Social Analysis and Apprenticing come under contextual techniques.

Ethnography [22] requires analyst to involve in the activities of stakeholders actively or passively to collect information for the system being developed. This technique's major focus is on collaborative work setting where it is necessary to understand interaction among different stakeholders. It is also effective where the new system is the solution of previous problems with procedures and processes. Observation [23] also known as social analysis is widely used contextual analysis technique for requirement elicitation. It requires analyst to directly watch the working of stakeholders in their working environment to understand and interpret their actions. In apprenticing analyst learns the tasks under the supervision of skilled stakeholder. The analyst has been taught the business process by physically doing, observing and asking questions. Apprenticing helps the analyst if he is unfamiliar with domain, or the stakeholders have difficulty in explaining their action.

III. COMPARISON OF REQUIREMENT ELICITATION TECHNIQUES

Comparison of various elicitation techniques is provided in this section, with a focus on strengths and limitation of each technique. From Table 1, it can be observed that every elicitation technique has some strengths and limitations.

A number of requirement elicitation techniques are available, from which we can choose most suitable technique according to a situation. This offers greater flexibility for requirement elicitation process. Requirement elicitation techniques are derived from many other sciences like social sciences, knowledge engineering, and organizational theory, as a result some techniques are good for capturing domain knowledge and some are good for getting requirements from stakeholders.

TABLE 1
COMPARISON OF ELICITATION TECHNIQUES

Category	Elicitation Techniques	Strengths	Limitations
Traditional Techniques	Interviews	Helps in gaining the holistic view of the whole system. May become input for surveys. Data collected is detailed and informative.	Mostly vague and consists of large data. Difficult to extract exact information, if not properly planned.
	Surveys	Cheap in cost. Collect large amount of data from large number of users. Quick analysis of data if designed properly.	Data can be vague. Holistic view of system not possible.
	Questionnaire	Quick method to get information from stakeholders. Easily performed remotely. Generally considered as first step to get fundamentals early and planning for further elicitation process.	Lacks mechanism of user clarification and lacks interactivity. Lacks explore further on particular topic or expand new ideas.
	Task Analysis	Provide interaction between user and system. Mostly used by project manager to manage tasks of user and system.	Requires lot of efforts. Needs more details for low level tasks.
	Domain Analysis	Can be useful with other techniques as input. Helpful in analyzing design documents and instruction manuals for existing system.	Quite complex task because of the involvement of different domains. Requires lot of expertise and skills.
	Introspection	Good starting activity of requirement elicitation. Have no cost.	Analyst has to be expert in business processes of the system.
Cognitive Techniques	Card Sorting	Helps in requirement prioritization. Helps to gain information about customer knowledge.	Deep domain knowledge is required. Group work is effective than this technique as it does not require so deep knowledge. Cards should be simple as complex cards confuse novice stakeholders.
	Class Responsibility Collaboration (CRC)	Provides abstraction. Shows collaboration among classes. Helpful in making UML diagrams.	Not provide much data because of high level of abstraction. Suitable for designer, not for software engineer.
	Laddering	Prioritized stakeholders needs. Arrange requirements in hierarchical order.	Maintenance is difficult especially adding and deleting requirement. Complex when there is large number of requirements.
	Repertory Grid	Traceability among requirements becomes easier. Helpful in identifying various characteristics among domain.	Limited in expressing specific characteristics of complex requirements.
Group Elicitation	Focus Group	Very effective to resolve conflicts among stakeholders. Each and every requirement is closely reviewed and inspected. Work group can provide good data.	Difficult to manage if number of stakeholders accumulated at the same time. Requires much effort. Not good, if environment is tense.
	Brainstorming	Helpful in generating innovative ideas. Guides in making major decision about requirements.	Not helpful in tense environment.
	Joint Application Development	Creates direct communication with customer. Well-structured approach. Helpful in making rapid decision. Handles changes quickly.	Team should be expert in problem domain. Unable to test validity of solution.
	Requirement Workshop	Helps in capturing comprehensive requirements. Provides complete requirement set. Useful for accumulating large and complex requirements.	Costly. Slow requirement elicitation. Not useful for small projects.
	Protocol Analysis	Makes all stakeholders participation compulsory.	Chances of conflicts among stakeholders. Sometimes provide vague requirement like talking through operation.
	Prototyping	Useful in developing new system, or system GUI. Helps to gain detailed understanding of the requirements. Stakeholders are effectively involved in requirement engineering process.	Sometimes attention deviates from requirements due to GUI. Expensive in terms of time and cost.

Category	Elicitation Techniques	Strengths	Limitations
Contextual techniques	Ethnography	Useful in capturing social factors and patterns in solution. Collect quality attributes requirements such as usability and efficiency.	Fails in cases where communities are highly diverse. Difficult to analyze social requirement of peoples.
	Observational/ social analysis	Most authentic technique and helpful for analyst to verify and validate requirements.	Sometimes wrong as requirements are not fully observed by analyst. Costly (travel expenses).
	Apprenticing	Helpful if analyst is inexperience with domain. Stakeholder has difficulty in explaining his actions.	Difficult if analyst/stakeholder is unwilling to cooperate. Requires more time of analyst.

To better understand elicitation techniques, some characteristics of elicitation techniques are presented in the next section.

IV. CHARACTERISTICS OF REQUIREMENT ELICITATION TECHNIQUES

The key characteristics of requirement elicitation techniques, described below, differentiate one technique from other [24]. These include physical location, temporal, record keeper, analyst role, convergent/divergent, anonymity, stakeholder count, tool based and direct/indirect.

Physical location means whether the elicitation techniques demand stakeholders or participant to be on same location or in different place. The possible values for this attribute can be "Same" or "Different" places. Temporal indicates whether the stakeholders or participants should be gathered at same time or different time. This attribute has two values "Same" or "Different" time. Record keeper defines who will record the result of elicitation event. The three possible values are "Individuals", "analyst" or "no one". Analyst role tells what kind of role is played by analyst during elicitation activities. Possible values for this attributes are "Passive", for observing elicitation event, "Facilitate", analyst is helping to complete the event and ensure that event has positive result, or "Lead/Direct", that analyst leads the activity. Convergent means that elicitation technique filters, groups or ranks the idea, whereas divergent means that the technique creates new ideas. Anonymity talks about privacy of stakeholders or participants. Possible values are "Anonymous" where each participant's idea is kept private, or "Public", where other participants know about each other's ideas. Stakeholder count defines the number of stakeholders that are needed for a particular technique. It has four possible values i.e. "many", "few", "one", or "none". Tool based tells whether the elicitation technique uses tool or not. It has two values "tool" or "no tool". Some elicitation techniques are designed especially for elicitation activities. These techniques are called "direct". Other techniques are used to change the situation to make it more suitable to elicit requirements. These are called "Indirect" techniques.

In Table 2 we present elicitation techniques and their key characteristics. These are not fixed and may vary with different situations and according to analyst choice. Its purpose is only to aid understanding of elicitation techniques. As elicitation techniques are from social sciences, there are situations where one technique activities can be accomplished with two attributes. Similarly there are certain elicitation techniques that don't have these characteristics so they represent none.

TABLE 2
ELICITATION TECHNIQUES CHARACTERISTICS

Category	Elicitation Technique	Key Characteristics of Elicitation Techniques								
		Physical co Location	Temporal co location	Record keeper	Analyst role	Convergence/ Divergence	Anonymity	Stakeholder count	Tool based	Direct/ Indirect
Traditional Elicitation Techniques	Surveys	Different	Different	Analyst	Facilitate	Convergent	Public	Many	Tool	Direct
	Interview	Same	Same	Analyst	Lead	Both	Public	One	____	Direct
	Questionnaire	Same	Same	Analyst	Lead	Both	Public	Many	____	Indirect
	Domain Analysis	Same	____	Analyst	Facilitate	Both	____	____	____	Indirect
	Task Analysis	Same	____	Analyst	Facilitate	Both	____	____	____	Indirect

Category	Elicitation Technique	Key Characteristics of Elicitation Techniques								
		Physical co Location	Temporal co location	Record keeper	Analyst role	Convergence/ Divergence	Anonymity	Stakeholder count	Tool based	Direct/ Indirect
	Introspection	____	____	Analyst	Passive	Divergent	____	None	____	Direct
Cognitive Elicitation Techniques	Laddering	Both	____	Analyst	Facilitate	Convergent	Anon	One	____	Indirect
	Repository Grid	____	____	Analyst	Facilitate	Convergent	Anon	Many	Tool	Indirect
	Card Sorting	Same	Same	Analyst	Facilitate	Both	Public	Many	Tool	Indirect
Group Elicitation Techniques	Requirement Workshop	Same	Same	Analyst	Lead	Both	Public	Many	____	Direct
	Brain Storming	Same	Same	Analyst	Lead	Divergent	Public	Many	____	Indirect
	Focus Group	Same	Same	Analyst	Lead	Both	public	Many	____	Indirect
	Protocol Analysis	____	____	Analyst	Passive	divergent	Public	Many	____	Direct
	Prototyping	____	____	Individual		Convergent	Public	Few	____	Direct
	JAD	Same	Same	Analyst	Lead	Both	Public	Many	____	Direct
Contextual Elicitation Techniques	Ethnography	Same	Same	Analyst	Passive	Convergent	Public	Many	____	Direct
	Observation/ Social Analysis	Same	Same	Analyst	Passive	Both	Public	Many	____	Direct
	Apprenticing	Same	Same	Analyst	Passive	Both	Public	One	____	Direct

After the discussion of characteristics of elicitation techniques, there are also characteristics of situation. Following section describes the characteristics of different situations.

V. SITUATIONAL CHARACTERISTICS

The environment within which elicitation activity is to be carried out also affects the adequacy of elicitation activity [25-27]. These are called situational characteristics or influential attributes of elicitation process. From the study of literature we have identified five attributes that have significant impact on elicitation activity. We then present Table 3 that helps in identifying elicitation technique suitability for a particular situation.

Characteristics of Participants: - Participants of elicitation process consist of Stakeholders (e.g. user, customers) and Analyst (e.g. Elicitator, Requirement engineer) who is carrying out this activity. Stakeholders are big influential factor for the choice of elicitation techniques. Analyst acts as bridge between developers and stakeholders. They are responsible for the elicitation activities to be carried out successfully.

Characteristics of Problem Domain: - These are the inherent characteristics of problem. These include availability of information, problem definiteness, type of information, non-functional requirement's impact, safety and security etc.

Characteristics of Elicitation Process: - How many elicitation sessions are necessary to extract information. This includes project time constraints that mean how much time is available to apply elicitation techniques and process time before beginning of the elicitation process.

Scope of the System: - This defines the type of the system being developed i.e. organizational product or generic product.

VI. ELICITATION TECHNIQUES FROM COMMUNICATION PROSPECTIVE

The elicitation techniques are divided into four groups from communication prospective. 1) Conversational or verbal [27] techniques, which required verbal communication in natural language that takes place between two or more people. 2) Observational techniques are used to gain understanding of the targeted systems and its operational environment. 3) Analytical techniques are mapping techniques like repertory grid [7] and laddering are used in analytical techniques. Analytical techniques are indirect sources of information and are not vital. However they are used to enhance effectiveness of requirements elicitation process where reuse of requirements is mandatory. 4) Synthetic techniques are the combination of observational, conversational and analytical techniques. It is clear now that single method is not enough for requirement elicitation. This combination helps analyst in uncovering requirements of the targeted system [28]. Table 3 shows which elicitation category lies in which group.

We are proposing a model, according to our understanding of elicitation techniques. This model can help analyst in choosing the most suitable technique. In the future we are planning to make decision functions more suitable to cover more techniques.

TABLE 3
REQUIREMENT ELICITATION TECHNIQUES FROM COMMUNICATION PROSPECTIVE

Means of Communication	Elicitation Techniques																	
	Traditional Techniques						Group Elicitation Techniques						Cognitive Techniques			Contextual techniques		
	Interview	Task Analysis	Questionnaire	Introspection	Surveys	Domain analysis	Protocol Analysis	Brainstorming	Prototyping	Joint Application Development	Requirement Workshop	Focus Group	Laddering	Card Sorting	Repertory Grid	Ethnography	Observation	Apprenticing
Observational																✔		
																	✔	
							✔											
																		✔
Conversational	✔																	
												✔						
								✔										
											✔							
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Analytical				✔														
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						✔												
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Synthetic										✔								
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VII. DISCUSSION

After performing detailed analysis of requirement elicitation techniques, their characteristics and situational characteristics we can suggest the suitability of elicitation technique in various situations.

For gaining direct knowledge about targeted system and its domain, interviews, questionnaire, requirement workshop, brainstorming techniques work well. Interviews and questionnaire are also helpful in gaining information about targeted system. When there are difficulties in requirement elicitation or requirements are confusing, analyst should use observational techniques. Observational techniques help in gaining understanding about operational environment. There are two kinds of observational techniques 'passive' and 'active'. 'Passive' are those in which analyst silently observes operational environment and working of stakeholders in their daily routine tasks and 'active' in which analyst participates directly in daily routine tasks and acquire questions. It is good to perform observational techniques before the use of any other technique. Once familiarity is gained about the operational environment of targeted system then the process of requirement elicitation is carried out smoothly. For carrying out observational techniques, analyst should be experienced and should have good experienced about requirement elicitation techniques. In addition, the time of project and process should be enough in order to output effective results for observational techniques as these techniques requires more

time.

There are others sources of information like documents, manuals, rules and regulation, policies and legacy systems. To extract the right information from these documents, we should use techniques like repertory grid, card sorting, laddering, and domain and task analysis. These techniques do not work well in distributed environment or if the organization is located in multiple location. These techniques require expertise of elicitation analyst and good understanding about the targeted system domain. These techniques will provide effective results if the targeted project is un-mature and project time is enough.

Sometimes requirements are discovered by altering the situation. These are group elicitation techniques which include focus group; requirement workshop and brainstorming. These techniques can be used to find out the solutions about particular problems and to generate new ideas. Analyst facilitates the activities of group. It is responsibility of analyst that effective result will be derived from this session.

After comprehensive analysis of requirement elicitation techniques, widespread study on characteristics of elicitation techniques and characteristics of situations, we have reached to the conclusion that there should be a comprehensive framework to aid inexperience analyst to discover requirements more smartly. We suggest a framework that compare elicitation technique's characteristics with situational characteristics and found out most suitable technique to be used in a particular situation. Figure 1 shows the suggested model.

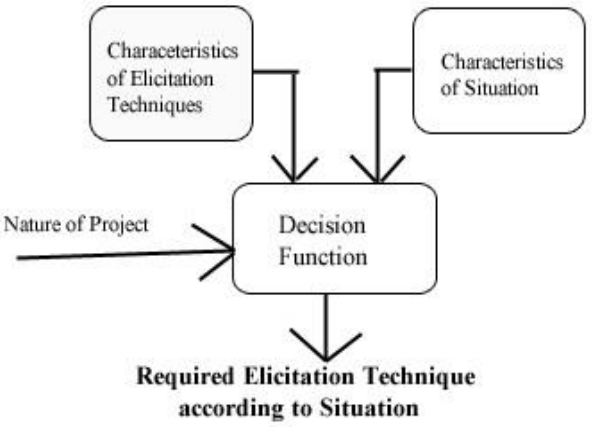

Figure 1: Framework of requirement elicitation

Before such a model is used, we are taking assumption that situational characteristics are properly identified. Characteristics of elicitation techniques are properly fed to a database. Nature of product is also fed to decision function, which identifies the suitability of requirement elicitation technique. This model will help analyst to take decision in the choice of proper elicitation techniques set for the product.

VIII. CONCLUSION

Requirement elicitation is the most important phase of software development project. Its criticality can be judged from the fact that vague, ambiguous or wrong requirements may result in the failure of the project. In this paper, we have presented a comprehensive analysis of elicitation techniques, their characteristics and characteristics of situations, which will aid novice analyst to choose well suited elicitation techniques for the phase of requirement elicitation. The comparison will clearly help understand each technique with its strengths and limitations. In addition it will also help in deciding the most suitable elicitation technique in variety of possible situations.

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