Software Engineering

Part 2. Requirements

- Software Requirements
- Requirements Engineering Processes
- System Models

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Chapter 6.

Software Requirements

Objectives

- To introduce concepts of user and system requirements
- To describe functional and non-functional requirements
- To explain how software requirements may be organized in a requirements document

Requirements Engineering

- Requirements engineering is the process of establishing
  - the services that the customer requires from a system
  - the constraints under which it operates and is developed

- The requirements are the descriptions of the system services and constraints that are generated during the requirements engineering process.

Requirements

- Range from a high-level abstract statement of service or system constraint to detailed mathematical functional specification.

- Types of requirements
  - User requirements
    - Statements in natural language, diagrams of the services the system provides and its operational constraints
    - Written for customers
    - Defined.
  - System requirements
    - Structured document setting out detailed descriptions of the system's functions, services and operational constraints.
    - Define what should be implemented
    - May be part of a contract between clients and contractors
    - Specified.

Requirements Definitions and Specifications

User Requirement Definition

1. The software must provide a means of representing and accessing external files created by other tools.

System Requirement Specification

1. The user should be provided with facilities to define the type of external files.
2. Each external file type may have an associated tool which may be applied to the file.
3. Each external file type may be represented as a specific icon on the user's display.
4. Facilities should be provided for the icon representing an external file type to be defined by the user.
5. When a user selects an icon representing an external file, the effect of that selection is to apply the tool associated with the type of the external file to the file represented by the selected icon.

Functional vs. Non-Functional Requirements

- Functional requirements
  - Statements of services which the system should provide
  - How the system should react to particular inputs
  - How the system should behave in particular situations

- Non-functional requirements
  - Constraints on the services or functions offered by the system
    - timing constraints
    - constraints on the development process
    - Standards

- Domain requirements
  - Requirements that come from the application domain of the system
  - Reflect characteristics of the target domain
  - May be functional or non-functional or the both

Example: LIBSYS System

- System description: A LIBSYS library system
  - Provides a single interface to a number of databases of articles in different libraries
  - Users can search for, download, and print these articles for personal study.

- Function requirements
  - The user shall be able to search either all of the initial set of databases or select a subset from it.
  - The system shall provide appropriate viewers for the user to read documents in the document store.
  - Every order shall be allocated a unique identifier (ORDER_ID) which the user shall be able to copy to the account's permanent storage area.

Requirements Completeness and Consistency

- Problems arise when requirements are not precisely stated.
  - Ambiguous requirements may be interpreted in different ways.

- In principle, requirements should be both complete and consistent.
  - Complete
    - They should include descriptions of all facilities required.
  - Consistent
    - There should be no conflicts or contradictions in the descriptions of the system facilities.

- In practice, it is impossible to produce a complete and consistent requirements document with natural languages.

Non-Functional Requirements

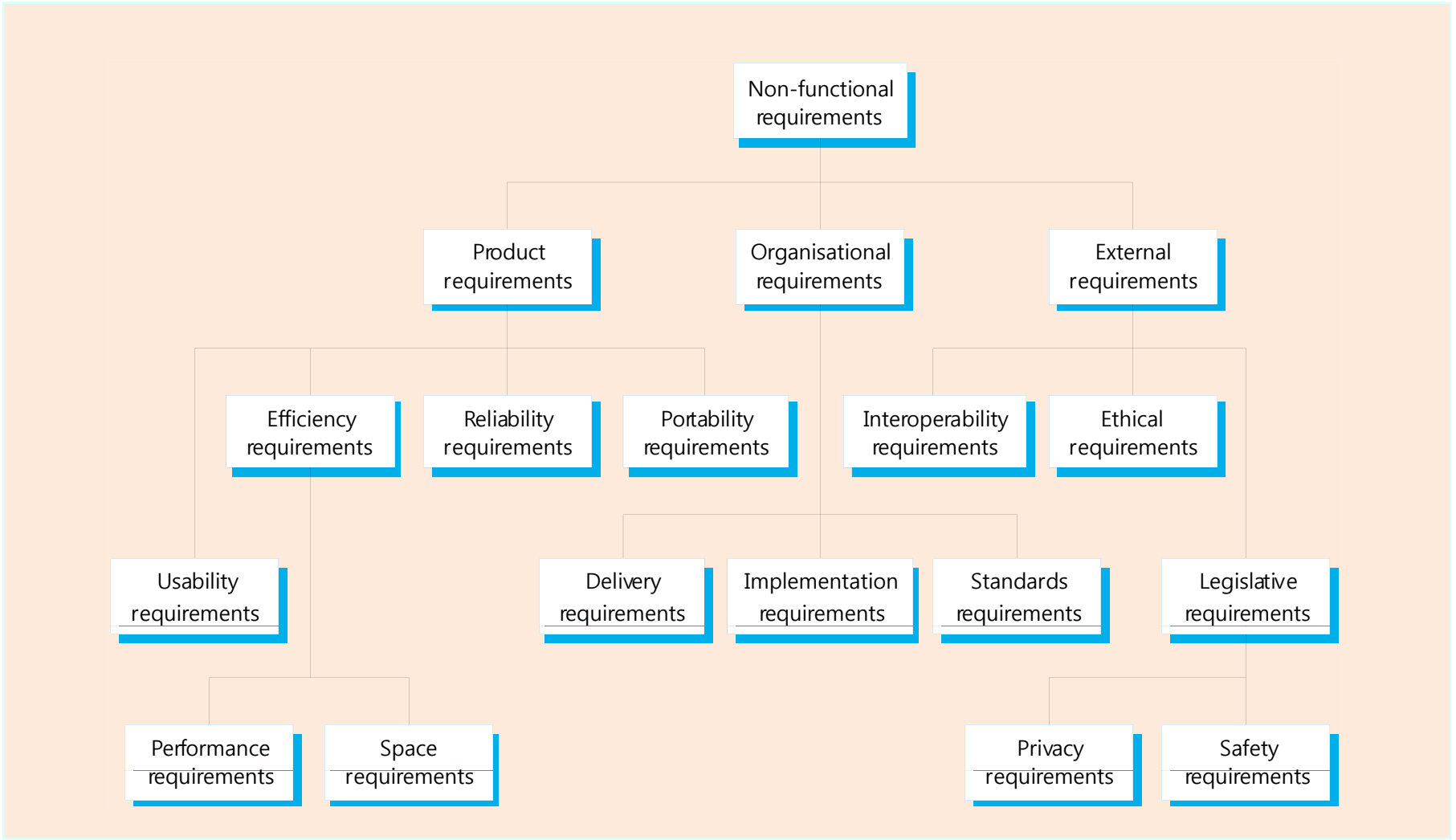
- Define system properties and constraints
  - Reliability
  - Response time
  - Storage requirements
  - Constraints on I/O device capability
  - System representations
  - Etc.

- Non-functional requirements may be more critical than functional requirements.
  - If these are not met, the system is totally useless.

Classification of Non-Functional Requirements

- Three types of non-functional requirements
  - Product requirements
    - Specify that the delivered product must behave in a particular way
    - e.g. execution speed, reliability, etc.
  - Organizational requirements
    - Requirements which are a consequence of organizational policies and procedures
    - e.g. process standards, implementation requirements, etc.
  - External requirements
    - Requirements which arise from the factors external to the development process
    - e.g. interoperability requirements, legislative requirements, etc.

Non-Functional Requirement Types



Examples of Non-Functional Requirements

- Product requirement
  - 8.1 The user interface for LIBSYS shall be implemented as simple HTML without frames or Java applets.
- Organisational requirement
  - 9.3.2 The system development process and deliverable documents shall conform to the process and deliverables defined in XYZCo-SP-STAN-95.
- External requirement
  - 7.6.5 The system shall not disclose any personal information about customers apart from their name and reference number to the operators of the system.

Goals and Requirements

- Non-functional requirements may be very difficult to state precisely.
  - Imprecise requirements may be also difficult to verify.
  - Write a "goal" first → transform into " verifiable non-functional requirements"

- Goal
  - A general intention of the user, (e.g. ease of use)
  - "The system should be easy to use by experienced controllers and should be organized in such a way that user errors are minimized."

- Verifiable non-functional requirement
  - A statement using some measure that can be tested objectively
  - "Experienced controllers shall be able to use all the system functions after a total of two hours training. After this training, the average number of errors made by experienced users shall not exceed two per day."

Domain Requirements

- Describe system characteristics and features of the target domain
  - Derived from the application domain

- Domain requirements may be
  - new functional requirements
  - constraints on existing requirements
  - definition of specific computations

- If domain requirements are not satisfied, the system may be unworkable.

Domain Requirements Example : LIBSYS

- There shall be a standard user interface to all databases which shall be based on the Z39.50 standard.
- Because of copyright restrictions, some documents must be deleted immediately on arrival. Depending on the user's requirements, these documents will either be printed locally on the system server for manually forwarding to the user or routed to a network printer.

Problems with Natural Language Specification

- Ambiguity
  - Readers and writers of the requirement must interpret the same words in the same way.
  - Natural language is naturally ambiguous.
- Over-flexibility
  - The same thing may be said in a number of different ways in the specification.
- Lack of modularisation
  - NL structures are inadequate to structure system requirements.
- Alternatives to natural language specifications
  - Structural language specification
  - Graphical notations
  - Design description language
  - Mathematical specifications

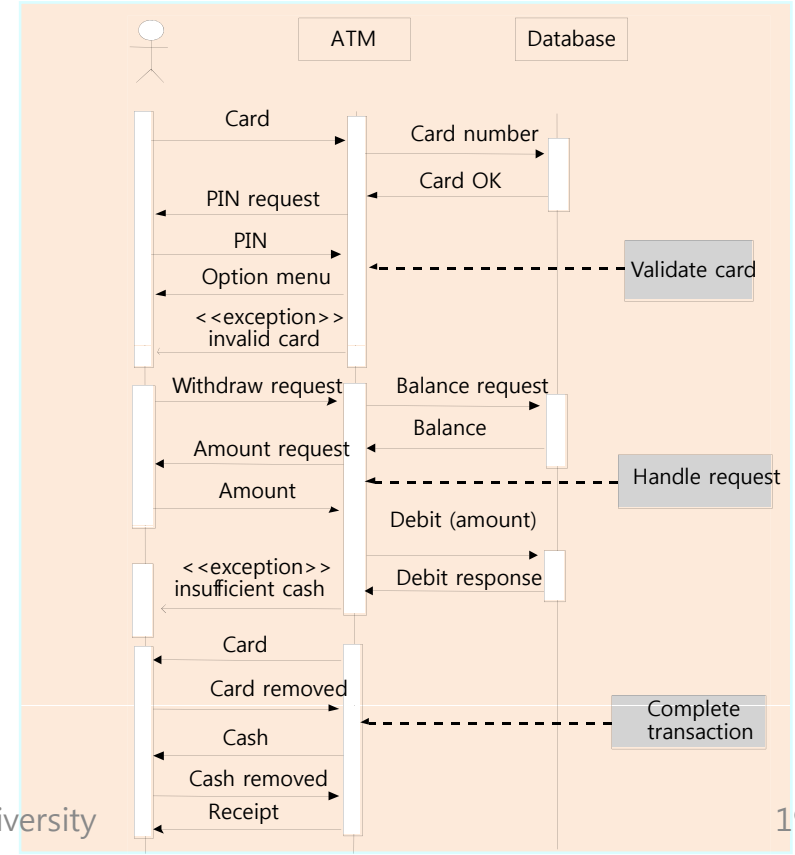
Structured Language Specifications

- The freedom of writing requirements is limited by a predefined template.
- Form-based specifications

Insulin Pump/Control Software/SRS/3.3.2	
Function	Compute insulin dose: Safe sugar level
Description	Computes the dose of insulin to be delivered when the current measured sugar level is in the safe zone between 3 and 7 units.
Inputs	Current sugar reading (r2), the previous two readings (r0 and r1)
Source	Current sugar reading from sensor. Other readings from memory.
Outputs	CompDose Š the dose in insulin to be delivered
Destination	Main control loop
Action:	CompDose is zero if the sugar level is stable or falling or if the level is increasing but the rate of increase is decreasing. If the level is increasing and the rate of increase is increasing, then CompDose is computed by dividing the difference between the current sugar level and the previous level by 4 and rounding the result. If the result, is rounded to zero then CompDose is set to the minimum dose that can be delivered.
Requires	Two previous readings so that the rate of change of sugar level can be computed.
Pre-condition	The insulin reservoir contains at least the maximum allowed single dose of insulin..
Post-condition	r0 is replaced by r1 then r1 is replaced by r2
Side-effects	None

Graphical Notations

- Graphical notation is useful
  - when you need to show how state changes
  - where you need to describe a sequence of actions.
- Different graphical models are explained in Chapter 8.
- Sequence diagram (ATM example) :



Interface Specification

- Most systems must operate with other systems.
- Operating interfaces must be specified as part of the requirements.
  - Procedural interfaces
  - Data structures that are exchanged
  - Data representations

- Formal notations are an effective technique for interface specification.

```
interface PrintServer {

// defines an abstract printer server
// requires:            interface Printer, interface PrintDoc
// provides: initialize, print, displayPrintQueue, cancelPrintJob, switchPrinter

            void initialize ( Printer p ) ;
            void print ( Printer p, PrintDoc d ) ;
            void displayPrintQueue ( Printer p ) ;
            void cancelPrintJob (Printer p, PrintDoc d) ;
            void switchPrinter (Printer p1, Printer p2, PrintDoc d) ;
} //PrintServer
```

Requirements Document

- Requirements document is an official statement of what is required of the system developers.
  - Should include both user requirements and system requirements
  - Should be a set of WHAT the system should do rather than HOW it should do it

- IEEE standard on requirements document
  - Introduction
  - General description
  - Specific requirements
  - Appendices
  - Index

- Preface
- Introduction
- Glossary
- User requirements definition
- System architecture
- System requirements specification
- System models
- System evolution
- Appendices
- Index

Summary

- Requirements set out what the system should do and define constraints on its operation and implementation.
- Functional requirements set out services the system should provide.
- Non-functional requirements constrain the system being developed or the development process.
- User requirements are high-level statements of what the system should do.
- System requirements are intended to communicate the functions that the system should provide.
- A software requirements document is an agreed statement of the system requirements.
- The IEEE standard is a useful starting point for defining more detailed specific requirements standards.

Chapter 7.

Requirements Engineering Processes

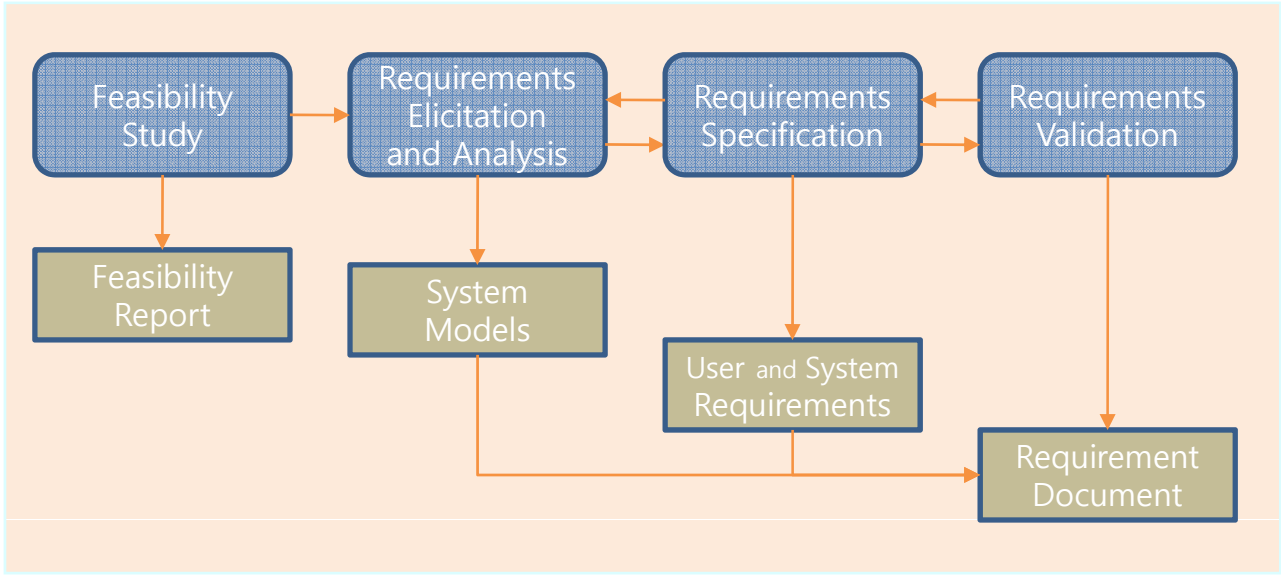
Objectives

- To describe principal requirements engineering activities and their relationships
- To introduce techniques for requirements elicitation and analysis
- To describe requirements validation and the role of requirements reviews
- To discuss the role of requirements management

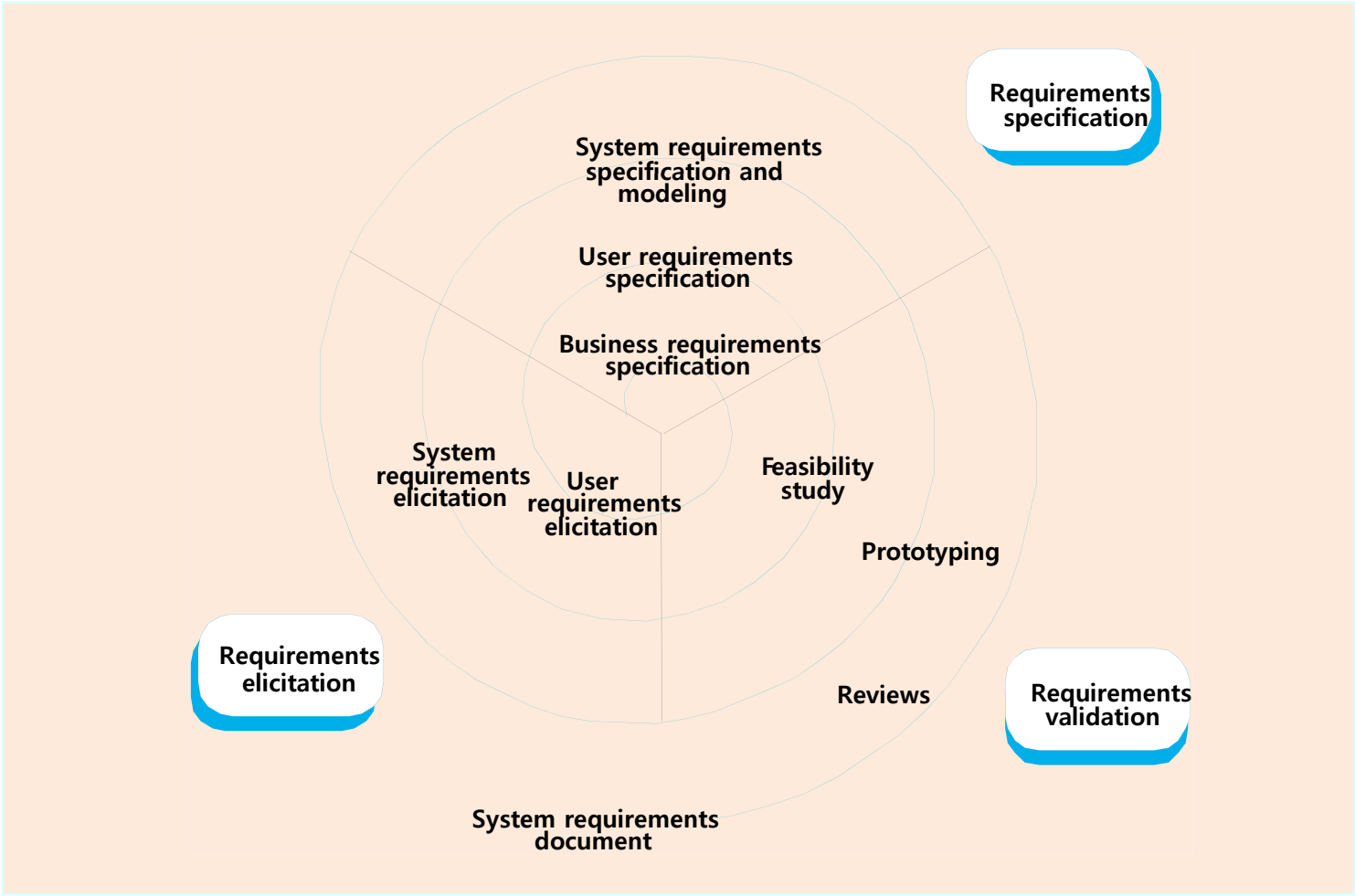
Requirements Engineering Processes

- Requirement engineering processes vary widely depending on
  - Application (target) domain
  - people involved
  - organization developing the requirements

- Generic activities common to all requirements engineering processes



Requirements Engineering Processes



1. Feasibility Study

- Decides whether or not the proposed system is worth to develop

- A short focused study to check
  - If the system contributes to organizational objectives
  - If the system can be engineered using current technology and within budget
  - If the system can be integrated with other systems that are used

- Questions for feasibility:
  - What if the system was not implemented?
  - What are the problems in the current process ?
  - How will the proposed system help to satisfy customer's requirements?
  - What will be the integration problems?
  - Is new technology needed? What skills?
  - What facilities must be supported by the proposed system?

2. Requirements Elicitation and Analysis

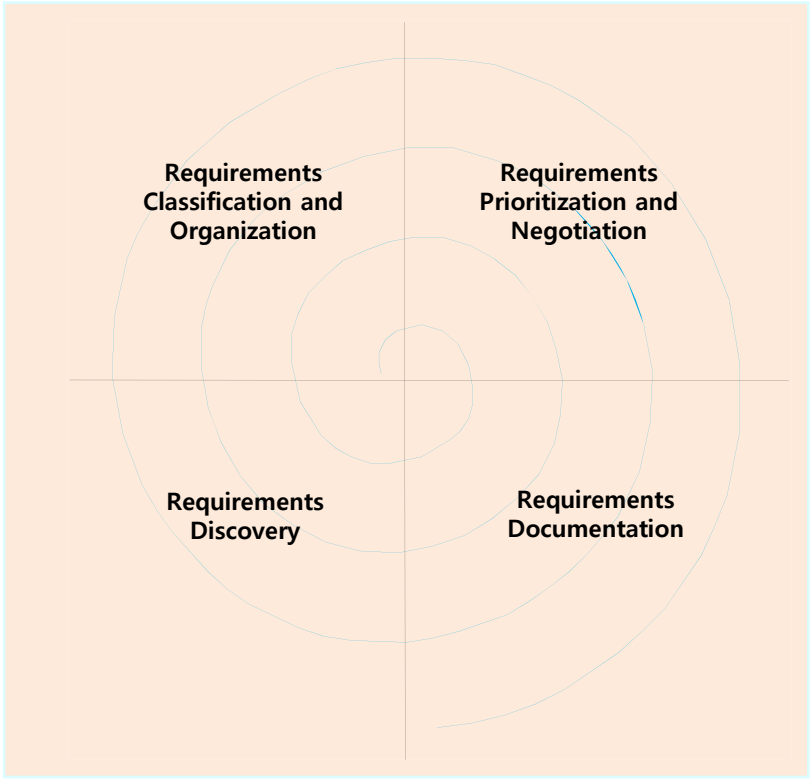
- Called also requirements discovery
- To find out about
  - application domain, services that the system should provide
  - system's operational constraints

- May involve various stakeholders
  - end-users, managers, engineers
  - domain experts, trade unions, etc.

- Problems:
  - Stakeholders don't know what they really want.
  - Stakeholders express requirements in their own terms.
  - Different stakeholders may have conflicting requirements.
  - Organizational and political factors may influence the system requirements.
  - The requirements change during the analysis process.

Activities in Requirements Elicitation and Analysis

- Requirements discovery
  - Interact with stakeholders to discover their requirements
  - Discovery domain requirements also
- Requirements classification and organization
  - Group related requirements and organize them into coherent clusters
- Prioritization and negotiation
  - Prioritize the requirements and resolve conflicts among requirements
- Requirements documentation
  - Document requirements
  - Input it into the next round of the spiral



Requirements Discovery

- Requirements discovery is the process of
  - gathering information about the proposed and existing systems
  - distilling the user and system requirements from this information

- Sources of information
  - documentation
  - system stakeholders
  - specifications of similar systems

Interviewing

- The requirements engineering team puts questions to stakeholders about the system to develop.
  - An efficient way of requirements discovery
- Two types of interview
  - Closed interviews : pre-defined set of questions are answered
  - Open interviews : no pre-defined agenda and a range of issues are explored with stakeholders
- A mix of closed and open-ended interviews is normally used.

Scenarios

- Real-life examples of how the system can be used
  - An efficient way of requirements discovery
- Scenarios should include descriptions of
  - Starting situation, normal flow of events and finishing situation
  - Exception cases
  - Information about other concurrent activities
- Example: LIBSYS Scenario

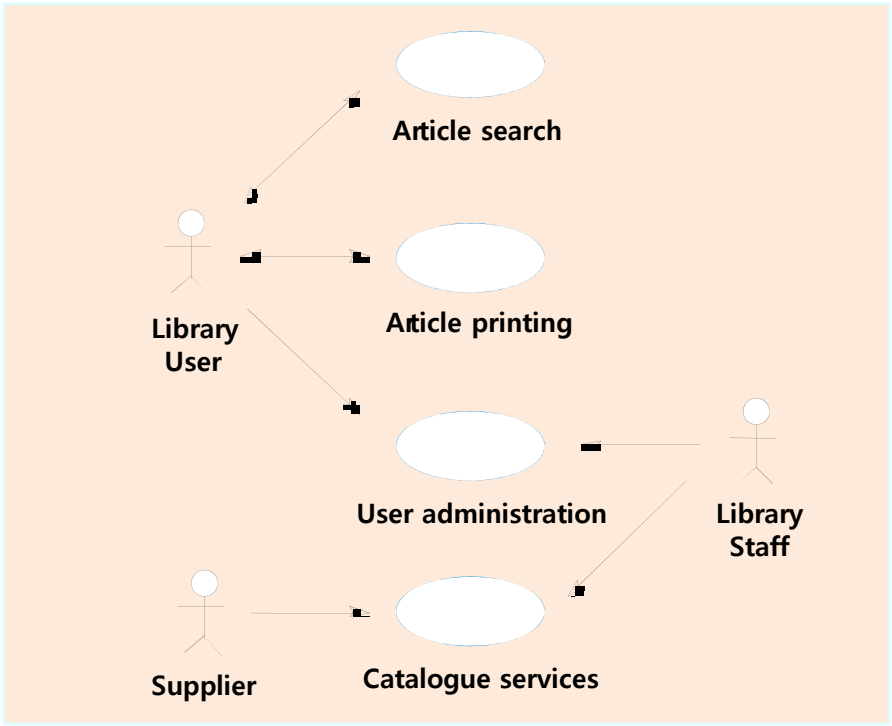
Initial assumption: The user has logged on to the LIBSYS system and has located the journal containing the copy of the article.

Normal: The user selects the article to be copied. He or she is then prompted by the system to either provide subscriber information for the journal or to indicate how they will pay for the article. Alternative payment methods are by credit card or by quoting an organisational account number.
The user is then asked to fill in a copyright form that maintains details of the transaction and they then submit this to the LIBSYS system.
The copyright form is checked and, if OK, the PDF version of the article is downloaded to the LIBSYS working area on the user's computer and the user is informed that it is available. The user is asked to select a printer and a copy of the article is printed. If the article has been flagged as 'print-only' it is deleted from the user's system once the user has confirmed that printing is complete.

Use Cases

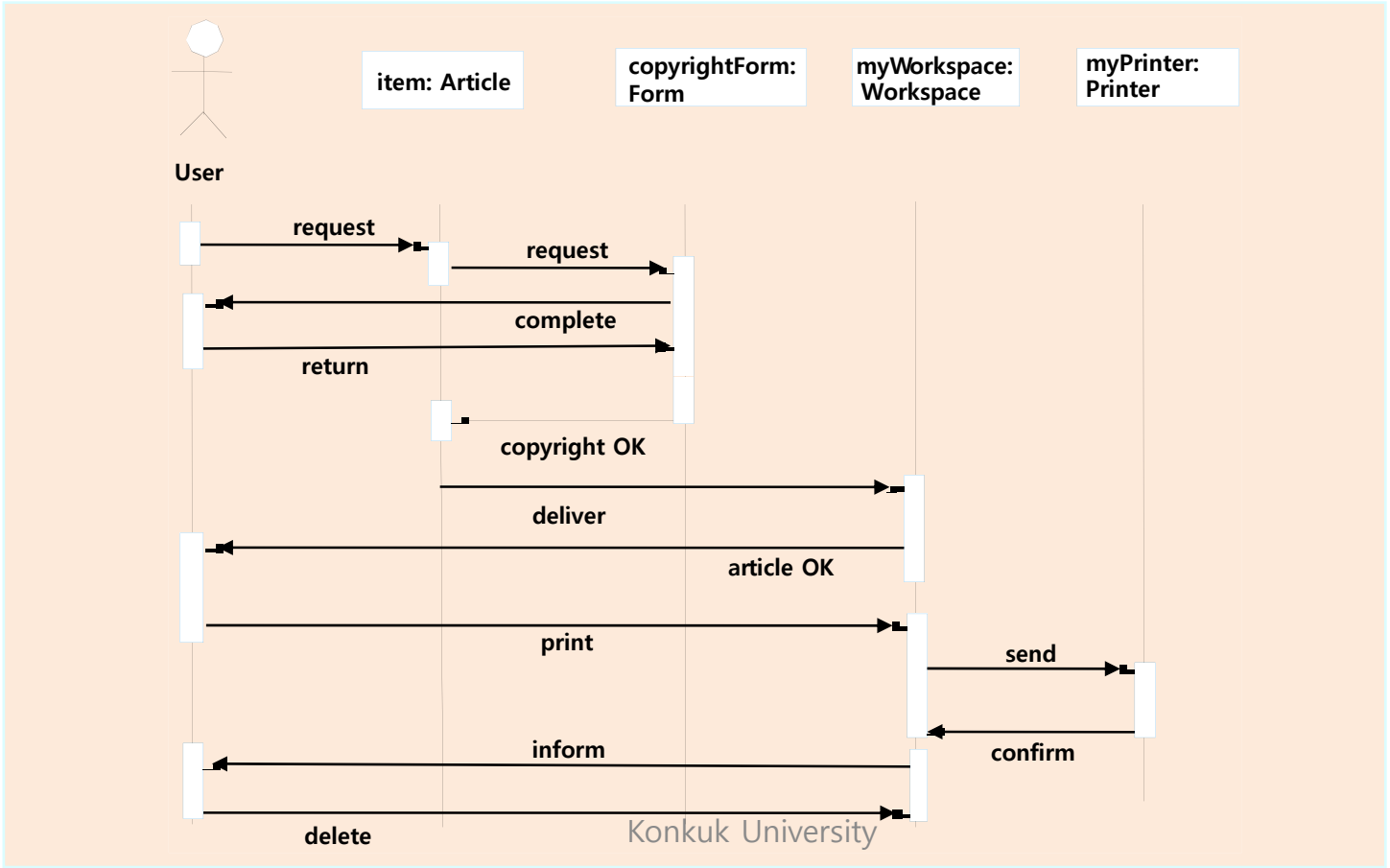
- A scenario based technique in the UML
  - Identify actors in an interaction
  - Describe interactions between actors and the system

LIBSYS use cases



Sequence Diagram

- Add detail to use-cases by showing the sequence of event processing in the system



3. Requirements Validation

- Demonstrate whether the requirements we defined are what the customer really wants.
  - Requirements error costs are high, so validation is very important

- Requirements validation checks:
  - Validity : Does the system provide the functions which support the customer's needs well?
  - Consistency : Are there any requirements conflicts?
  - Completeness : Are all functions required by the customer included?
  - Realism : Can the requirements be implemented with available budget and technology?
  - Verifiability : Can the requirements be checked?

Requirements Validation Techniques

- Requirements reviews
  - Systematic analysis of requirements
  - Manual analysis
  - Focusing on
    - Verifiability (Testability), Comprehensibility
    - Traceability, Adaptability

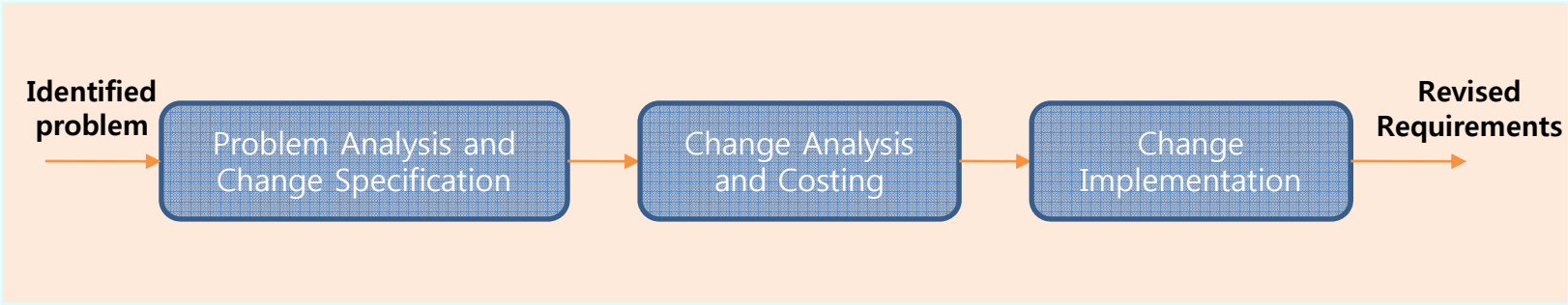
- Prototyping
  - Develop an executable model of the system to check the requirements

- Test-case generation
  - Develop test cases for the requirements to check testability

4. Requirements Management

- The process of managing requirements change during the RE process and system development

- Requirements are inevitably incomplete and inconsistent.
  - New requirements emerge during the process, as business needs change and a better understanding of the system is developed.
  - Different viewpoints have different requirements and these are often contradictory.



Traceability

- Concerned with the relationships between requirements, their sources and the system design
  - Source traceability
    - Links from requirements to stakeholders who proposed these requirements
  - Requirements traceability
    - Links between dependent requirements
  - Design traceability
    - Links from the requirements to the design

Traceability Matrix

Req. id	1.1	1.2	1.3	2.1	2.2	2.3	3.1	3.2
1.1		D	R					
1.2			D			D		D
1.3	R			R				
2.1			R		D			D
2.2								D
2.3		R		D				
3.1								R
3.2							R	

CASE Tool Support

- Requirements storage
  - Requirements should be managed in a secure and managed data store.

- Change management
  - A workflow process whose stages should be clearly defined
  - Information flow between stages are partially automated.

- Traceability management
  - Automated retrieval of the links between requirements/sources/designs

Summary

- The requirements engineering process includes a feasibility study, requirements elicitation and analysis, requirements specification and requirements management.
- Requirements elicitation and analysis involves domain understanding, requirements collection, classification, structuring, prioritization and validation.
- Systems have multiple stakeholders with different requirements.
- Social and organization factors influence system requirements.
- Requirements validation is concerned with checks for validity, consistency, completeness, realism and verifiability.
- Business changes inevitably lead to changing requirements.
- Requirements management includes planning and change management.

Chapter 8.

System Models

Objectives

- To explain why the context of a system should be modelled as a part of requirements engineering process
- To describe behavioural modelling, data modelling and object modelling
- To show how CASE workbenches support system modelling

System Modelling

- Helps analysts to understand the functionality of the system.
  - System models are used to communicate with customers.

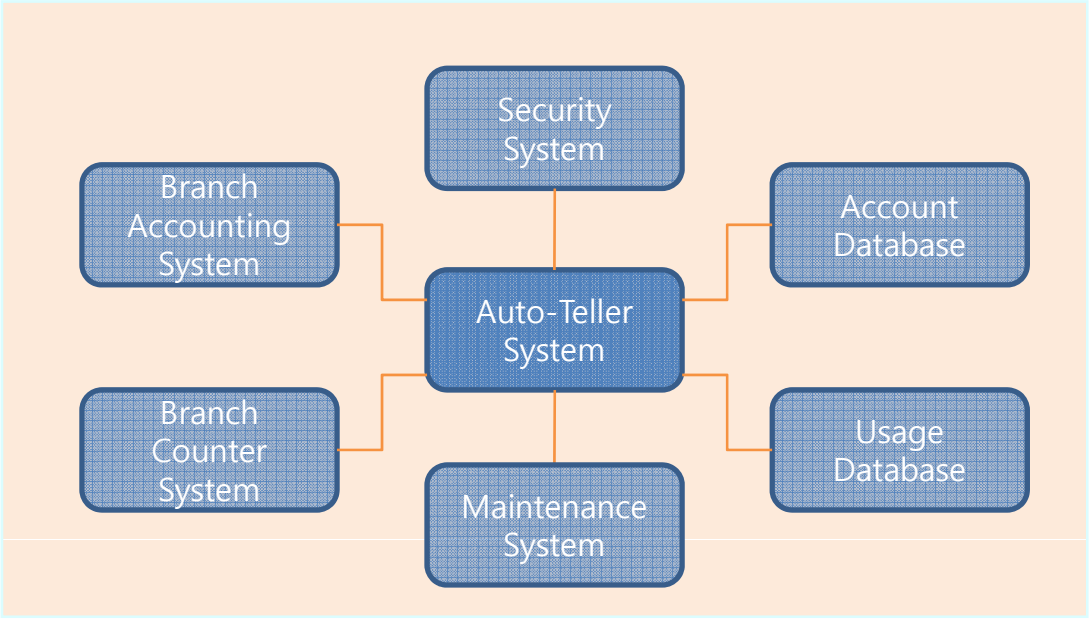
- Different models present the system from different perspectives
  - External perspective : showing the system's context or environment
  - Behavioural perspective : showing the behaviour of the system
  - Structural perspective : showing the system or data architecture

- System model types
  - Data processing model: showing how the data is processed at different stages
  - Composition model: showing how entities are composed of other entities
  - Architectural model: showing principal sub-systems
  - Classification model: showing how entities have common characteristics
  - Stimulus/response model: showing the system's reaction to events
  - Many ones

System Context Model

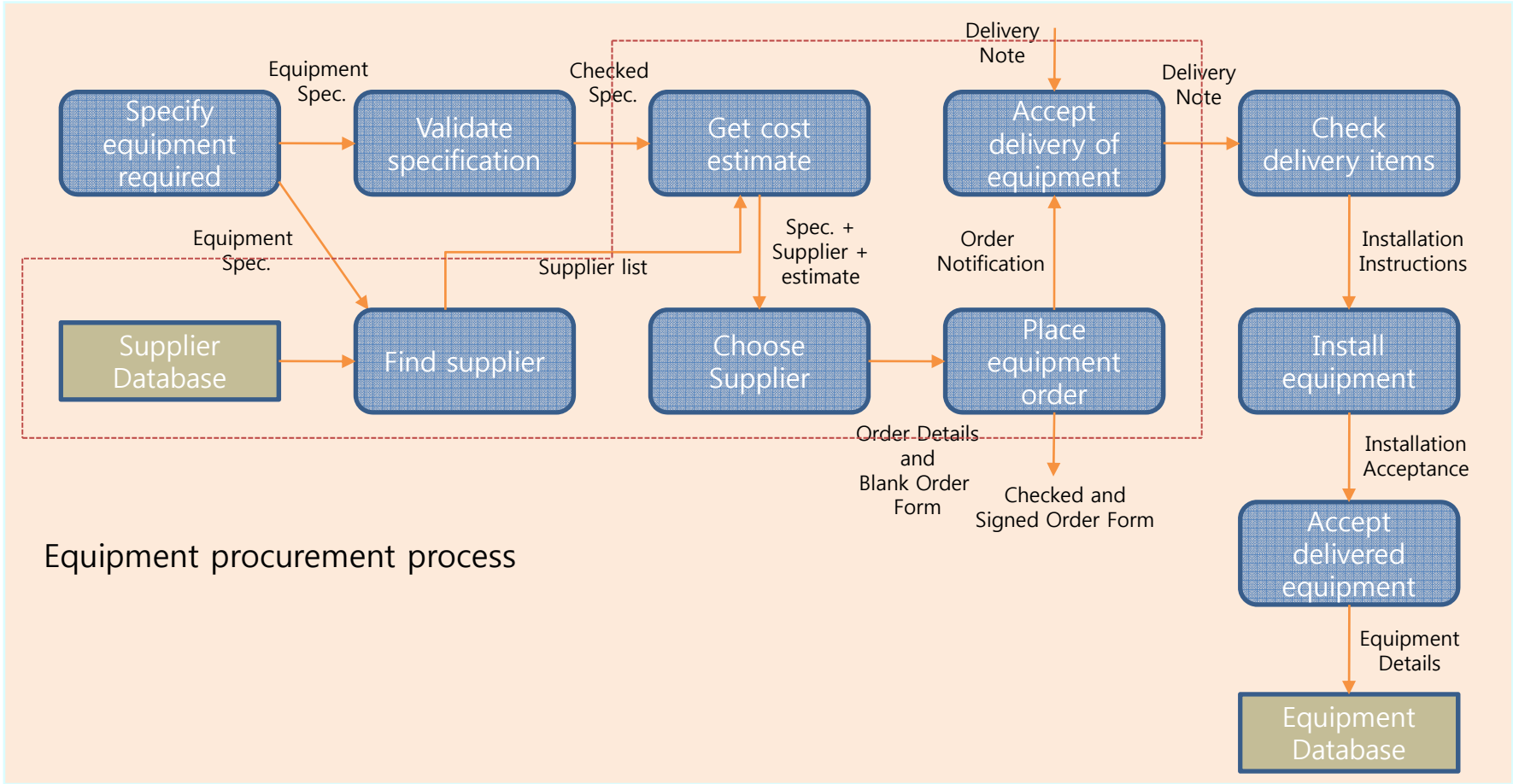
- System Context (models) are used to illustrate the operational context of a system
  - Showing what lies outside the system boundaries
  - Showing the system and its relationship with other systems
  - Social and organizational concerns may affect the decision of system boundaries.

System Context Model for ATM



Process Model

- Process models show the overall process supported by the system.



Equipment procurement process

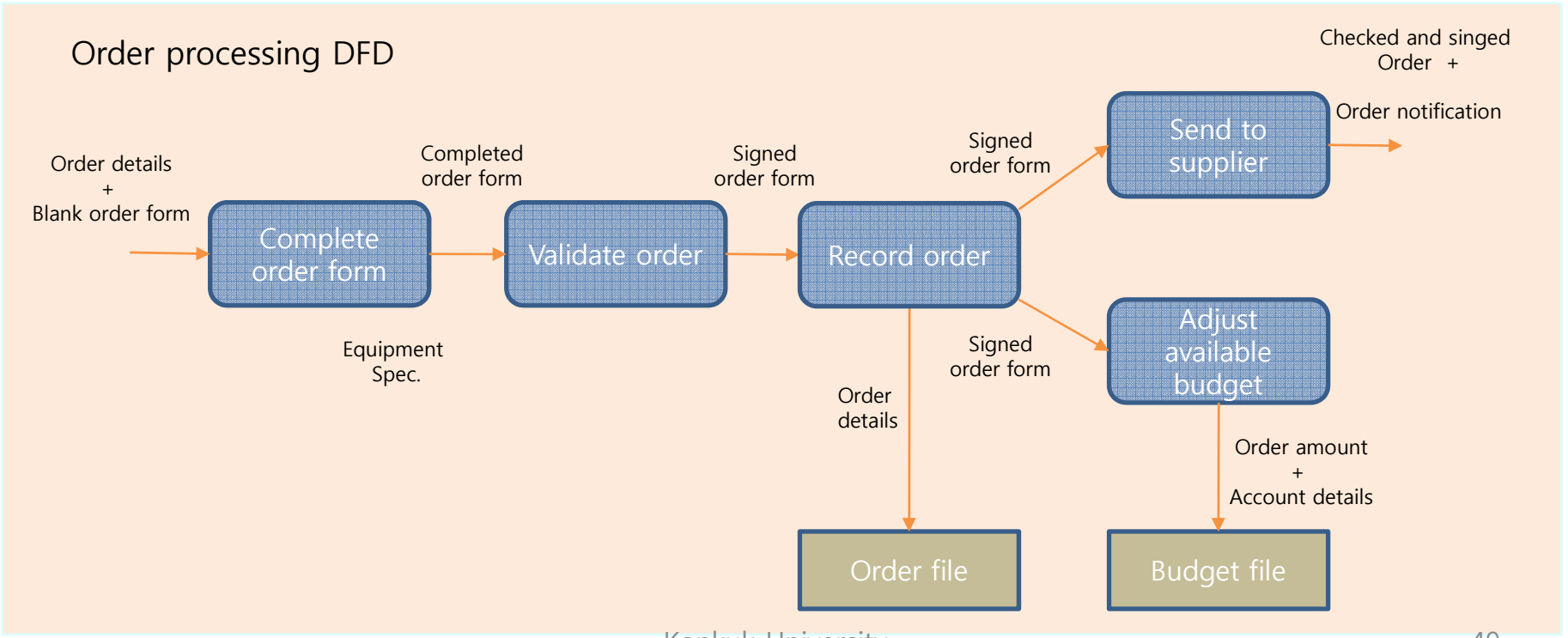
Behavioural Model

- Behavioural models are used to describe the overall behaviour of the system.
  - Data processing models : showing how data is processed as it moves through the system
  - State machine models : showing how the system responses to events

  - Two models show different perspectives.
  - Both of them are required to describe the system's behaviour.

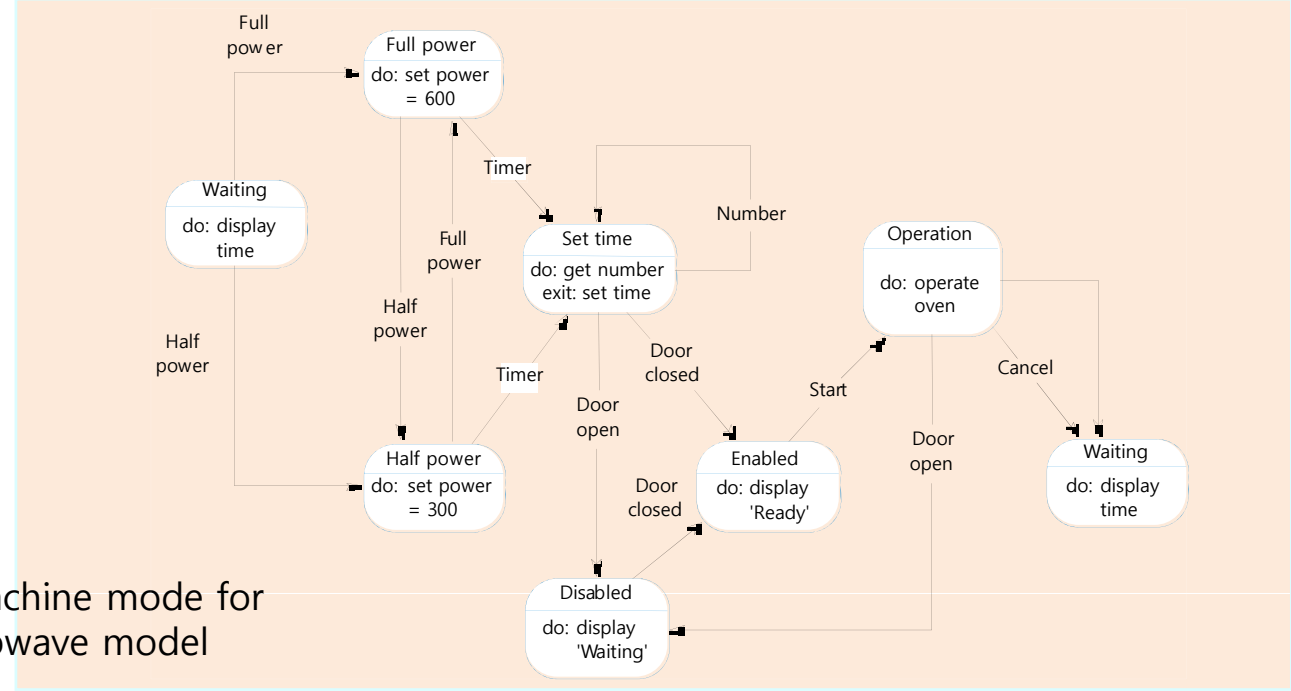
Data Processing Model

- Data flow diagrams(DFDs) are used to model the system's data processing.
  - Show the processing steps as data flows through a system
  - Use simple and intuitive notation that customers can understand
  - Show end-to-end processing of data



State Machine Model

- State machine models model the behaviour of the system in response to external and internal events.
  - Show the system's responses to stimuli
  - Often used for modelling real-time systems
  - Show system states as nodes and events as arcs between these nodes

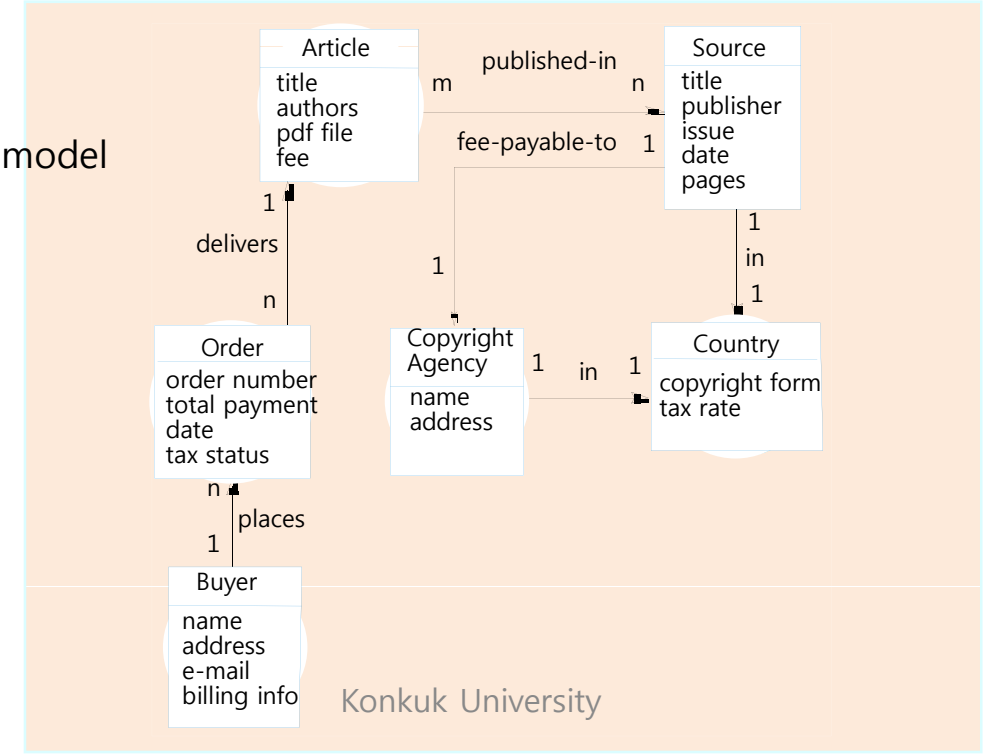


State machine mode for Microwave model

Semantic Data Model

- Semantic data models are used to describe the logical structure of data processed by the system.
  - Entity-relation-attribute model : setting out the entities in the system, relationships between these entities, and the entity attributes
  - Widely used in rational database design

Library semantic model



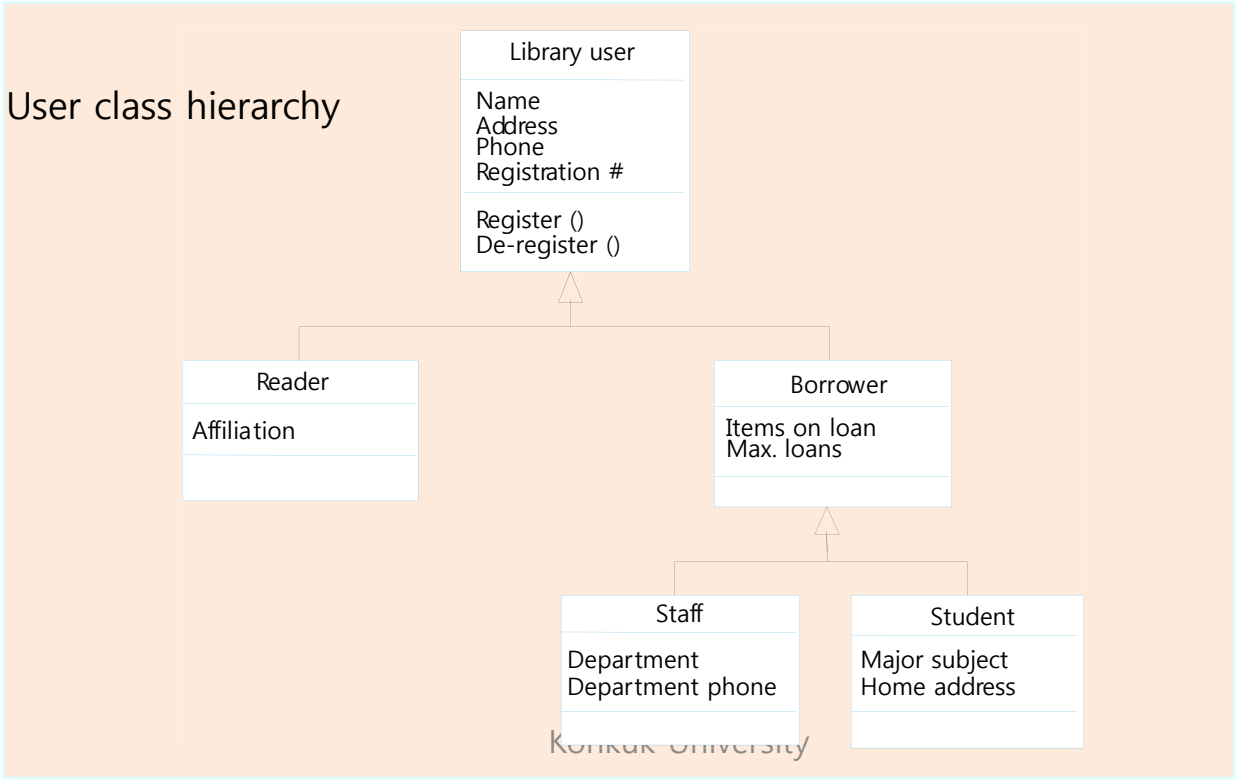
Object Model

- Object models describe the system in terms of object classes and their associations.
  - An object class is an abstraction over a set of objects with common attributes and the services (operations).
  - Object classes are reusable across systems.

- Various object models
  - Inheritance model
  - Aggregation model
  - Interaction model

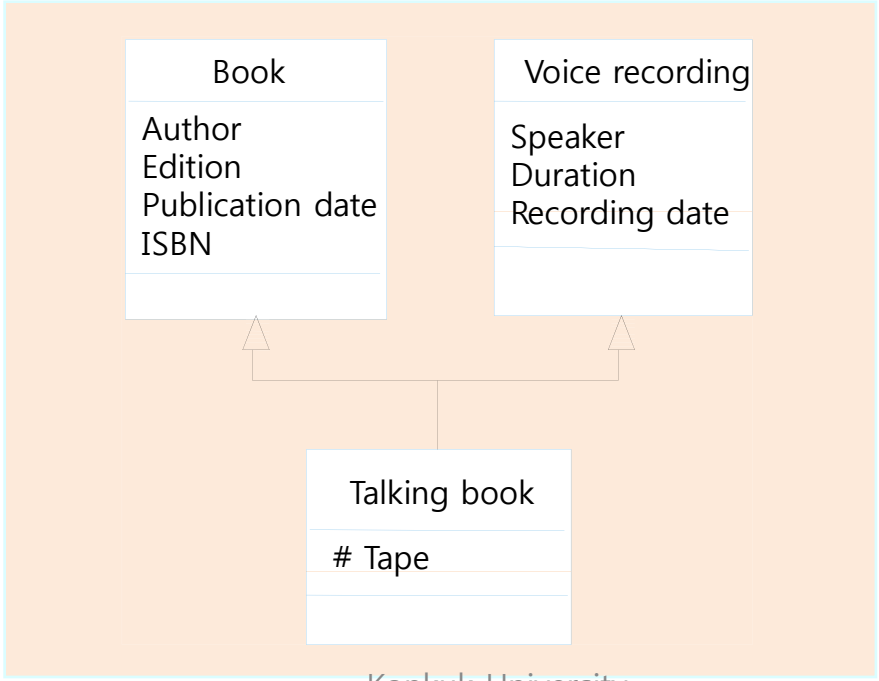
Inheritance Model

- Inheritance models organize domain object classes into a hierarchy.
  - Classes at the top of the hierarchy reflect common features of all classes.
  - Object classes inherit their attributes and services from one or more super-classes.



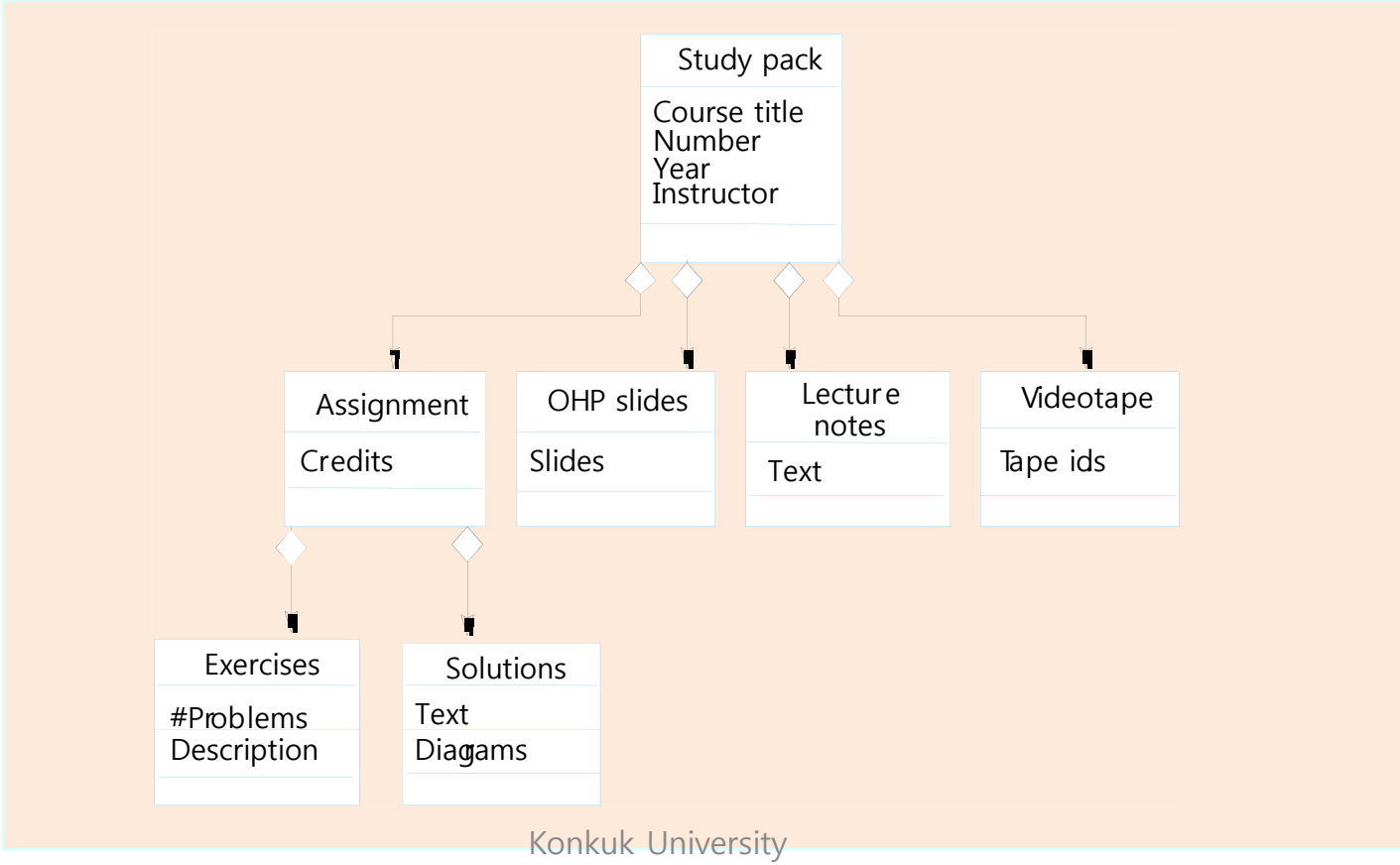
Multiple Inheritance

- Multiple inheritance allows object classes to inherit from several super-classes.
  - May lead to semantic conflicts where attributes/services with the same name in different super-classes have different semantics
  - Make class hierarchy reorganisation more complex



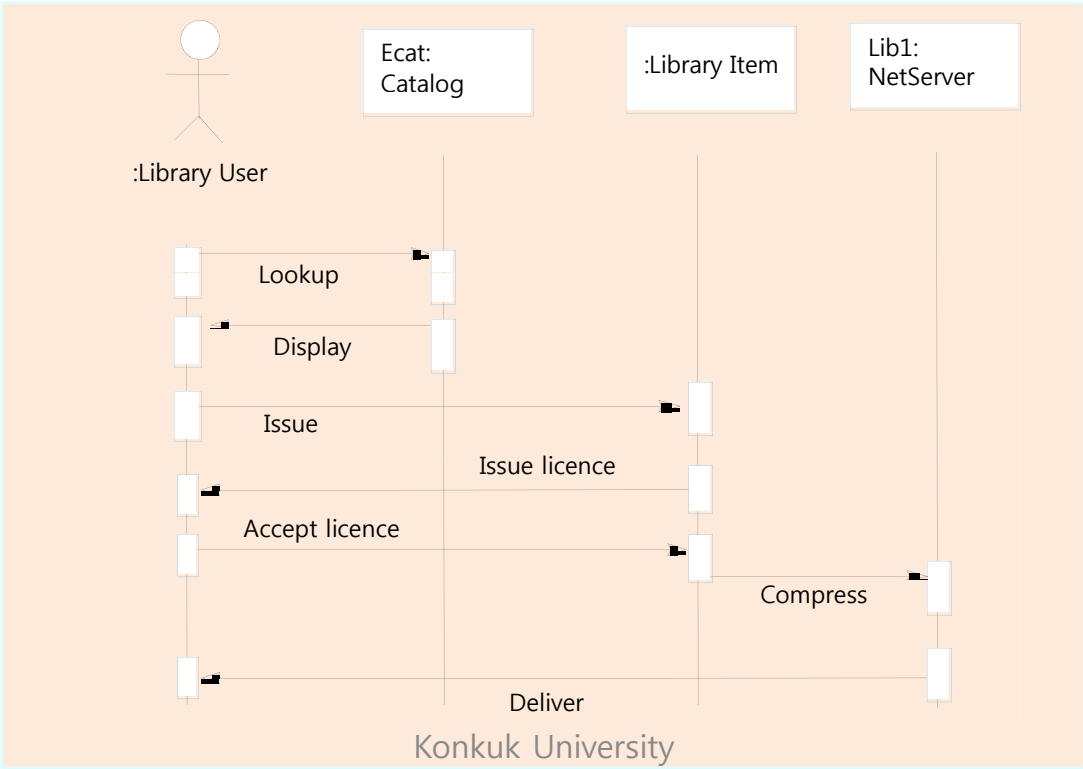
Object Aggregation Model

- Aggregation models show how classes are composed of other classes.
  - Similar to the part-of relationship in semantic data models



Object Behaviour Model

- Object behavioural models show the interactions between objects
  - To produce some particular system behaviour specified as in use-cases
  - Called interaction model
  - Sequence diagrams (or collaboration diagrams) in the UML



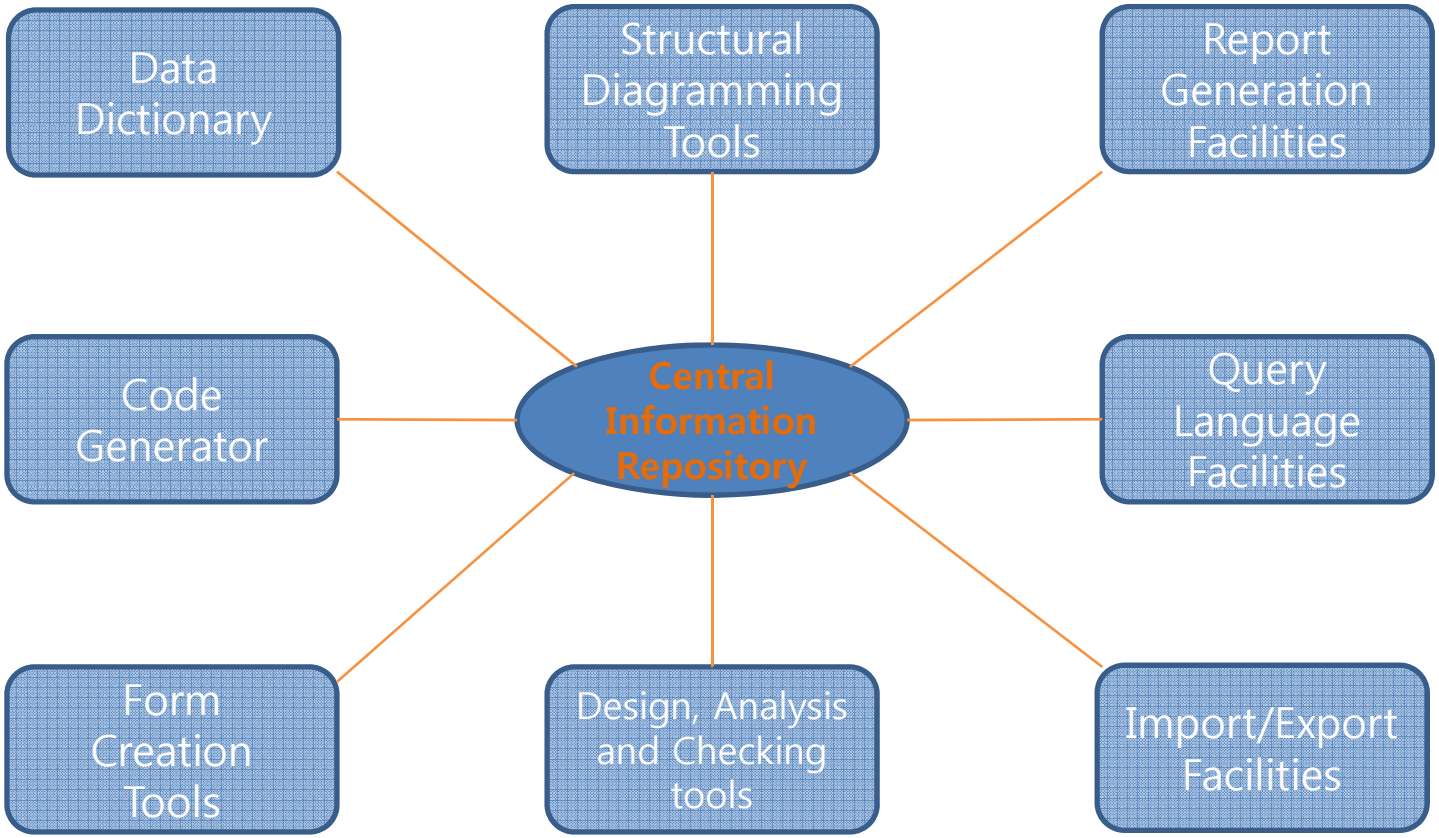
Structured Method

- Structured methods incorporate system modelling as an inherent part of the method.

- Structured methods define
  - a set of models
  - a process for deriving these models
  - rules and guidelines that should apply to the models
  - CASE tools to support system modelling

- CASE Workbench:
  - A coherent set of tools that is designed to support related software process activities such as analysis, design or testing.
  - Analysis and design workbenches support system modelling during both requirements engineering and system design.
  - May support a specific design method
  - May support to create several different types of system model

Analysis and Design Workbench: An example



Summary

- A model is an abstract system view. Complementary types of model provide different system information.
- Context models show the position of a system in its environment with other systems and processes.
- Data flow models are used to model the data processing in a system.
- State machine models model the system's behaviour in response to internal or external events.
- Semantic data models describe the logical structure of data which is imported to or exported by the systems.
- Object models describe logical system entities, their classification and aggregation.
- Sequence models show the interactions between actors and the system objects that they use.
- Structured methods provide a framework for developing system models.