The Power of Iterative Interviews

Modeling Existing Process Systems
Existing Processes/Systems

PROBLEM
Problem Types

- TOP DOWN
- MIDDLE OUT
- REVERSE

- TRADITIONAL SYSTEMS ENGINEERING
- PROCESS/SYSTEMS IMPROVEMENT
- LEGACY ENGINEERING
As Documented

OLD SCHOOL
As Is

As Designed
Observing a process inevitably alters it.

Werner Heisenberg
Interviews

NEW SCHOOL
WHO?
WHO?

PROXIMITY
PROCESS OWNERS
A New Approach

INTERVIEW PROCESS
Iterative Interview Framework

S upplier
I nput
P rocess
O utput
C ustomer
Iterative Interview Questions

O: What do you make/produce?
C: Who uses what you make?
I: What do you need to make O?
S: Where do you get I?
P: What do you do to I to make O?
Iterative Interview Granularity
Iterate for Comments

improvements

changes
Iterative Interview Process

Interview

Model

Present

Agree

Iterate
WHY?

NOT

CLARITY
WHY?

NOT ACCURACY
Model

RESULTS
Derive
What Do We Get?

REQ (OLD) → REQ (NEW)

REQ (OLD) → REQ (NEW)

REQ (OLD) → REQ (NEW)
Virtual Prototyping
Ownership
Change Management

RESULTS
STATUS QUO
STATUS QUO

BUY-IN
No “Backend” Sales Job

“If you were as smart as I am . . .”
For More Information

- Vitech Website  http://www.vitechcorp.com/
- Community  http://community.vitechcorp.com/home/
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We invite your comments and questions. Please join our forum and participate on the Community website at http://community.vitechcorp.com/forum/

THANK YOU!