The Power of Iterative Interviews

Modeling Existing Process Systems
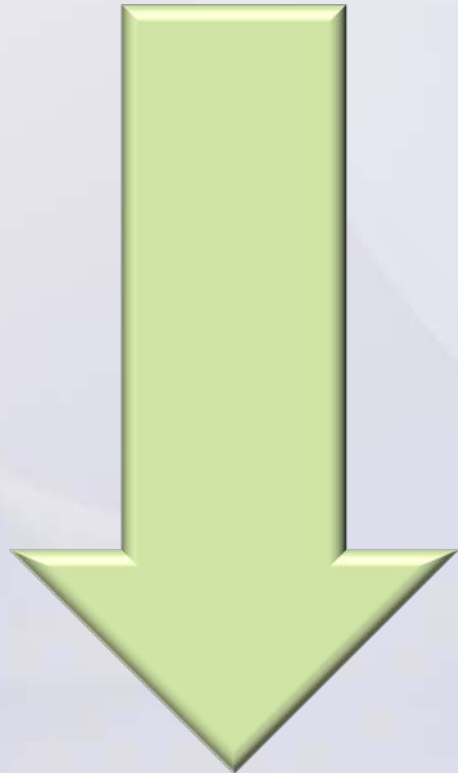
Existing Processes/Systems
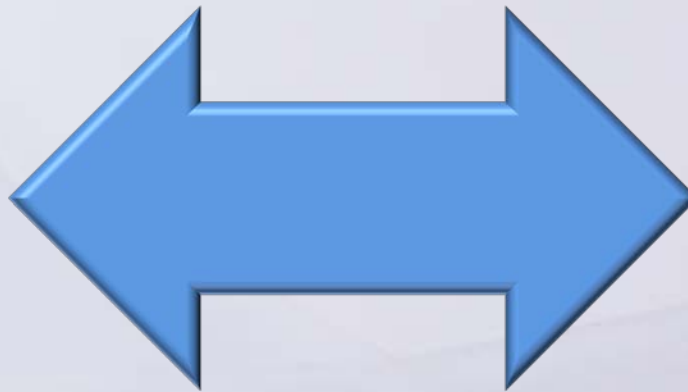
PROBLEM

Problem Types

TOP DOWN

REVERSE

MIDDLE OUT

PROCESS/SYSTEMS
IMPROVEMENT

LEGACY ENGINEERING

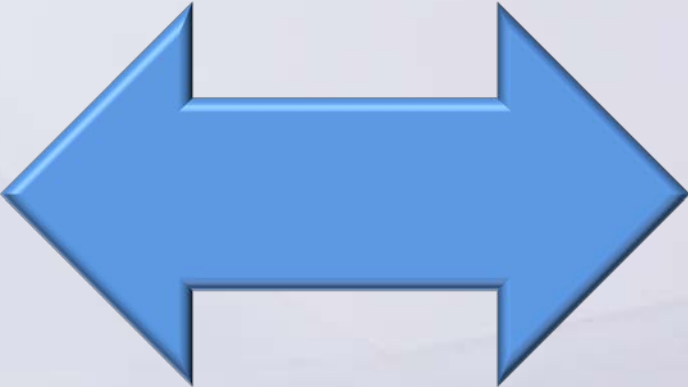TRADITIONAL
SYSTEMS ENGINEERING

Problem Types

TOP DOWN

REVERSE

MIDDLE OUT

PROCESS/SYSTEMS
IMPROVEMENT

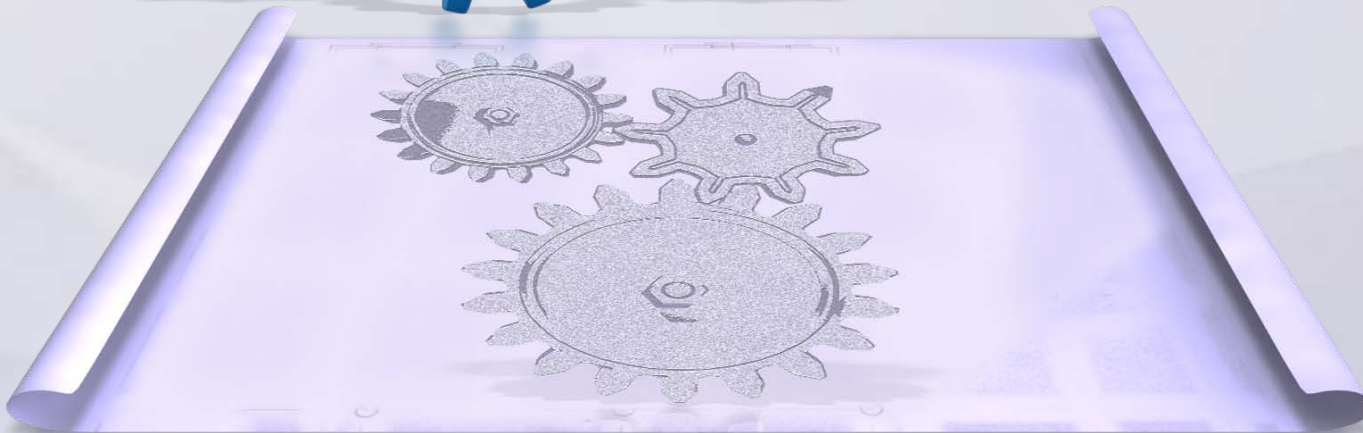LEGACY ENGINEERING

TRADITIONAL
SYSTEMS ENGINEERING

As Documented

OLD SCHOOL
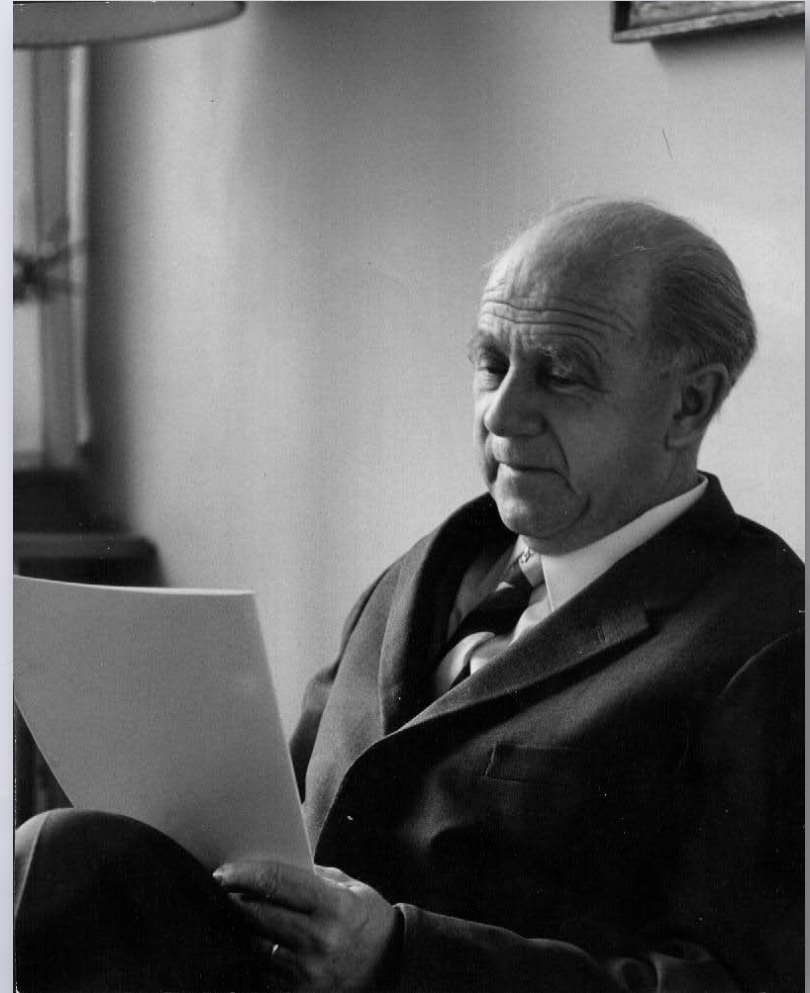
As Is

As Designed

Side-Saddle Observations

OLD SCHOOL

Observing a process inevitably alters it.
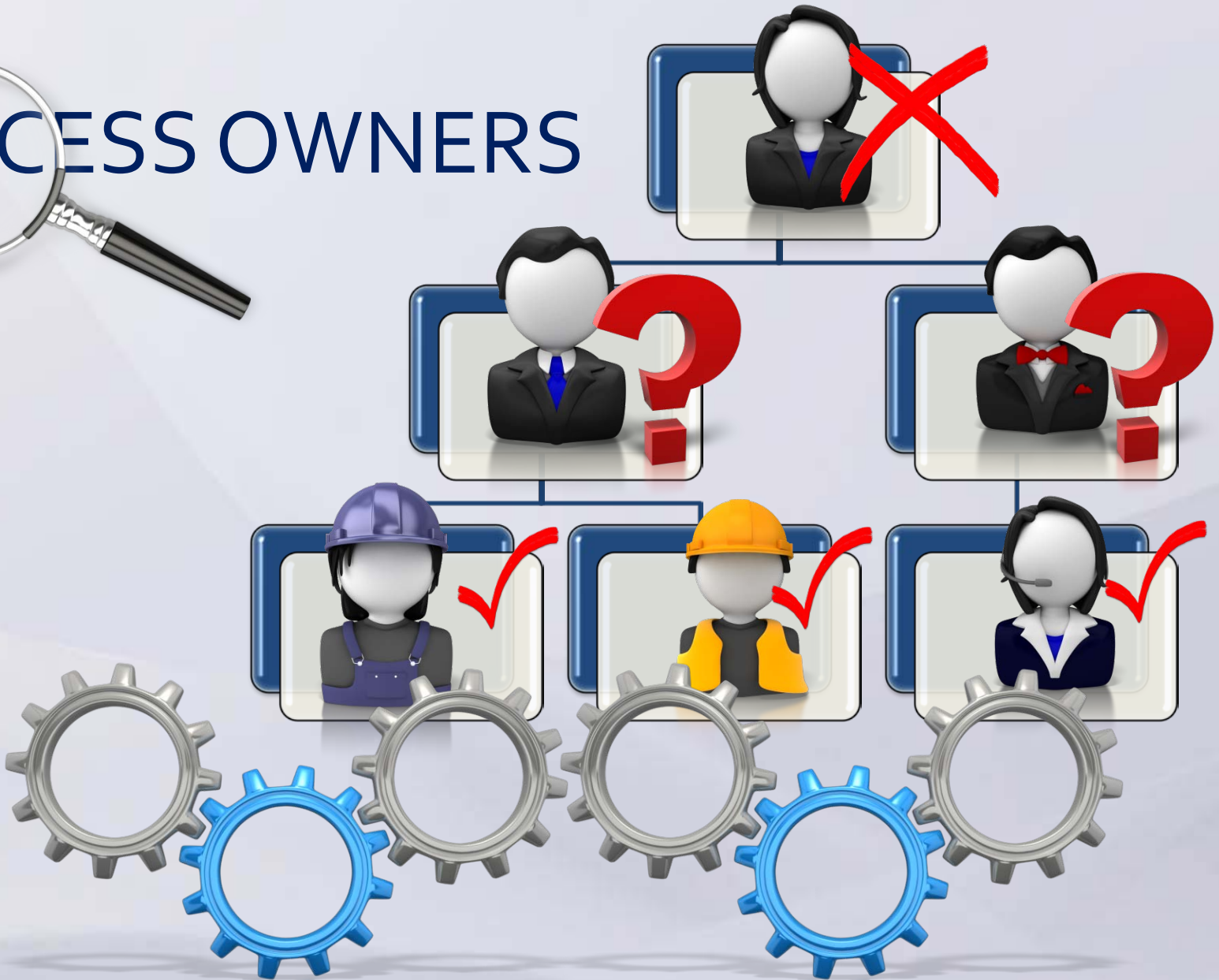
Werner Heisenberg

Interviews

NEW SCHOOL

WHO?

WHO?

PROXIMITY

PROCESS OWNERS

A New Approach

INTERVIEW PROCESS

Iterative Interview Framework

S upplier

I nput

P rocess

O utput

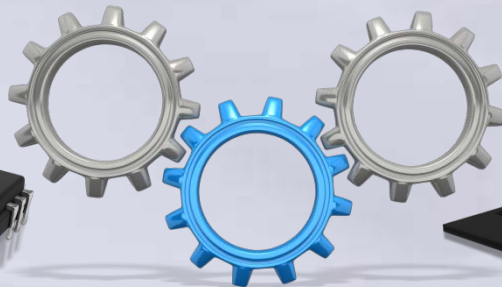**C** ustomer
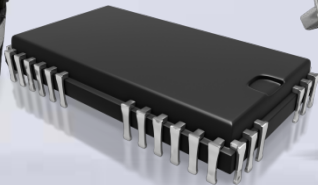
Iterative Interview Questions

O: What do you make/produce?
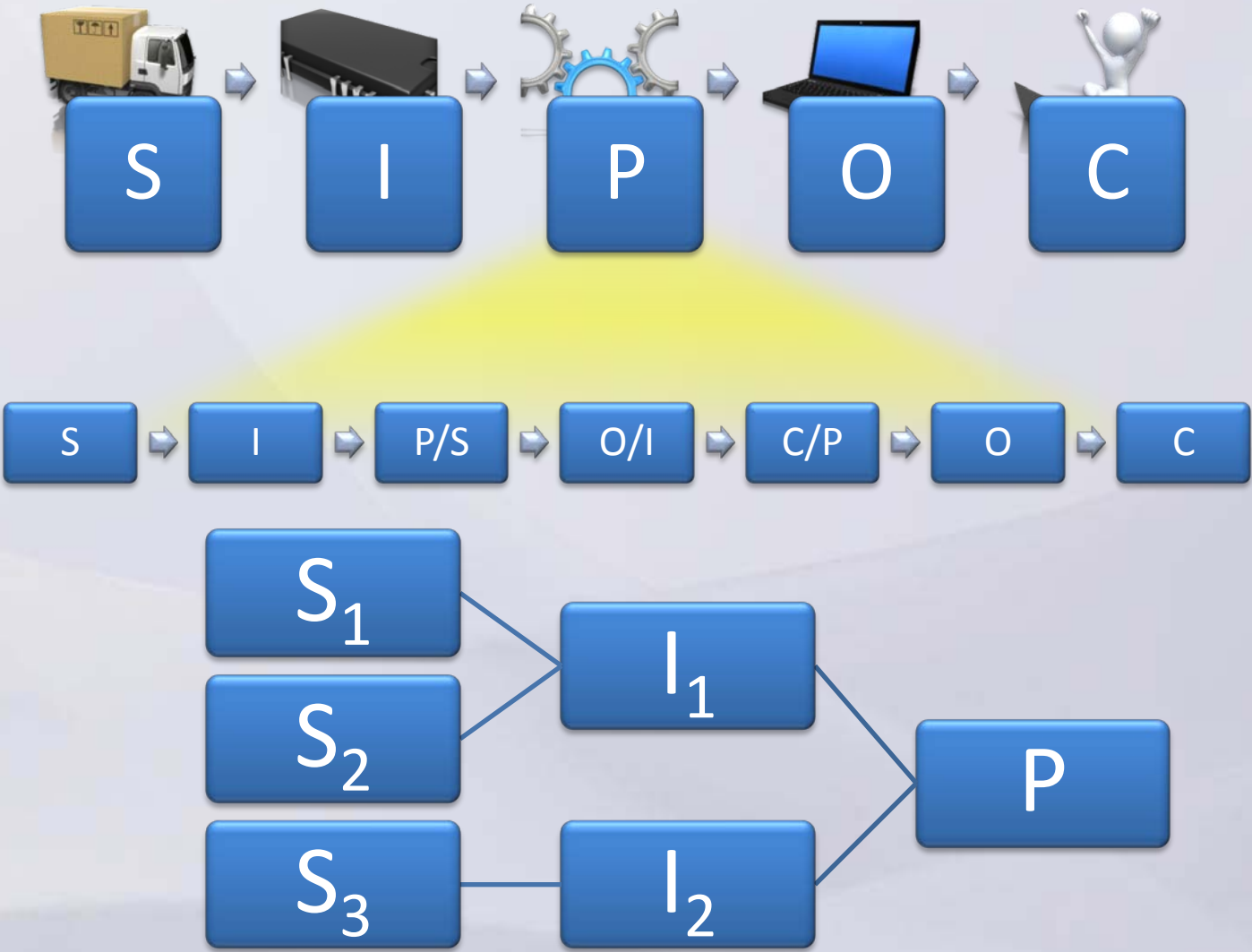
C: Who uses what you make?

I: What do you need to make O?

S: Where do you get I?
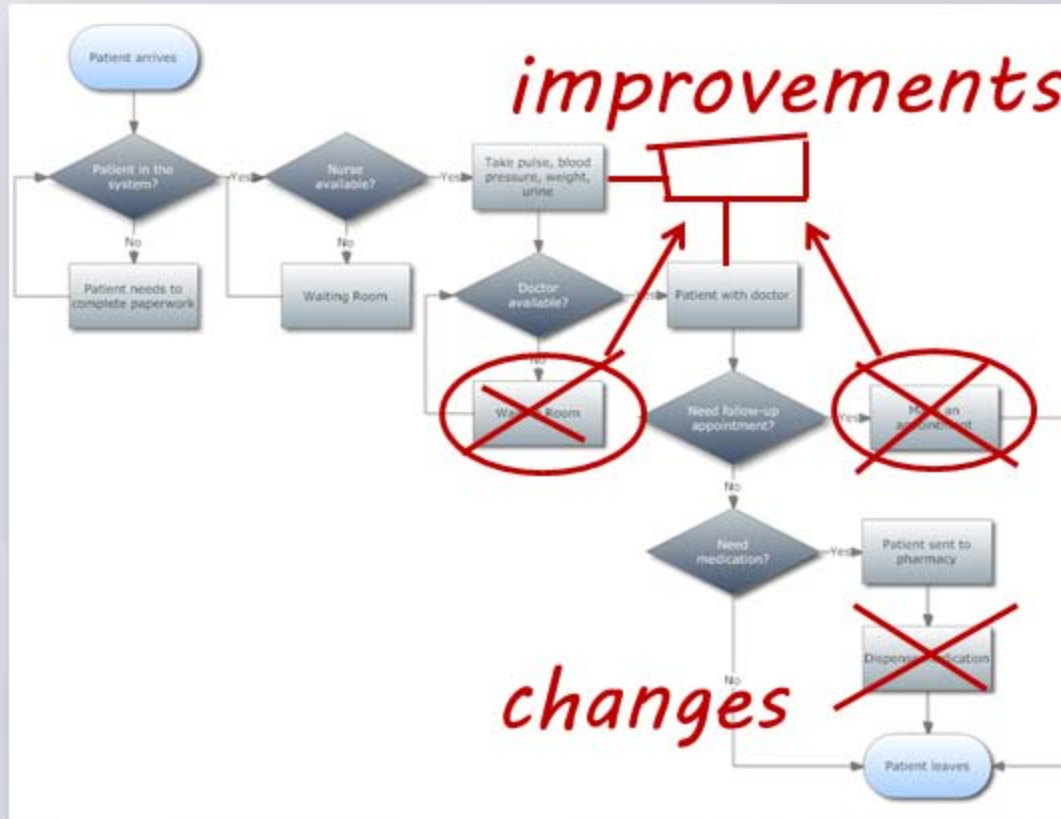
P: What do you do to I to make O?

Iterative Interview Granularity

Iterate for Comments

Iterative Interview Process

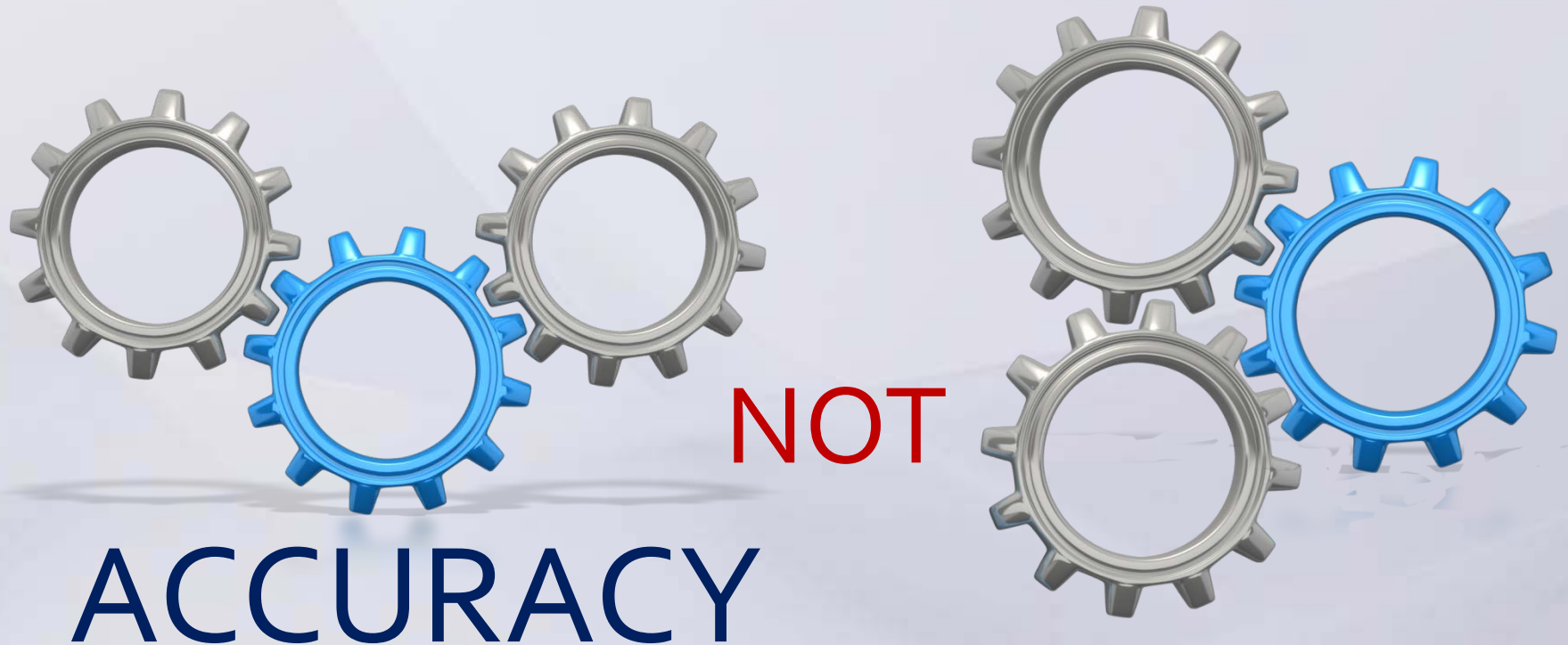Interview

Model

Iterate

Present

Agree

WHY?

CLARITY

NOT

WHY?

NOT

ACCURACY

Model

RESULTS

Derive

What Do We Get?

REQ (OLD)

REQ (OLD)

REQ (OLD)

REQ (NEW)

REQ (NEW)

REQ (NEW)
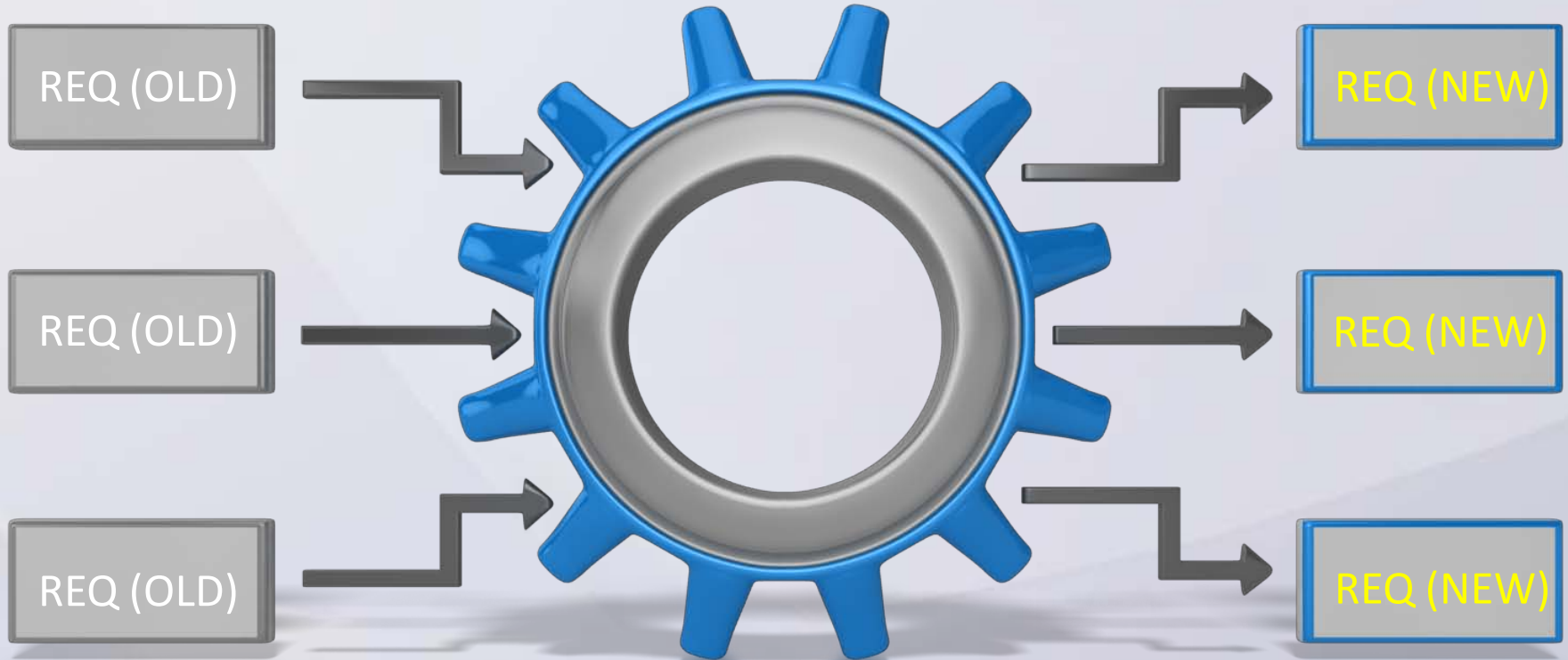
Virtual Prototyping

or

or

or

Ownership

MODEL
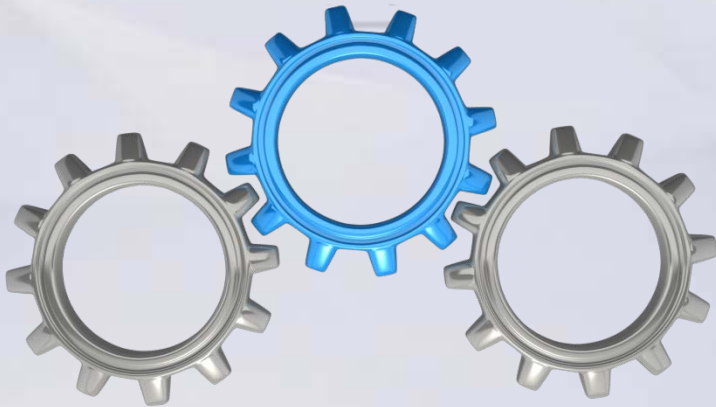
Change Management

RESULTS

STATUS QUO

STATUS QUO

BUY-IN

No "Backend" Sales Job

EXPERT

"If you were as smart as I am . . ."

For More Information

- Vitech Website http://www.vitechcorp.com/
- Community http://community.vitechcorp.com/home/
- Presenter zscott@vitechcorp.com

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

THANK YOU!