建構未來輪輔助軟體發展之需求擷取—以某電腦軟體服務業公司為例

Construct the Future Wheel in Assisting Software's Requirement Elicitation: The Case Study in Computer Software Services Company

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摘要

專案管理機構研究報告指出，50%以上軟體專案無法達到預期目標，超過70%軟體專案皆失敗，美國電子電機工程師學會及主計處統計調查更指出：導致專案失敗的兩大主因是需求的不確定造成認知差異和需求變更頻繁。為解決此問題，由於未來輪之易用性、周延思考和組織性，能應用於系統分析領域，因此導入未來輪為需求擷取之輔助工具，提供明確化需求流程、可用性和執行建議。採用個案研究法，針對個案進行詳細的研究，結合文獻內容分析與專家訪談進行探討，針對訪談結果提出研究命題、流程驗證及調整。本研究具體貢獻包括建立導入未來輪之需求擷取流程，描述各階段該如何執行。透過專家訪談資料，驗證流程可用性並提出研究命題，並提出流程執行建議。

關鍵字：未來輪、未來研究方法論、需求擷取、軟體開發

ABSTRACT

The American Institute of Electrical and Electronics Engineers found that cognitive differences caused by uncertain requirement and frequently changing requirement were the two main reasons leading to project's failure. The Project Management Institute also found 50% of software projects cannot meet customers' expectations, and over 70% or more software projects fail. A method of future research methodology is future wheel, which can solve this problem, containing the easy accessibility, sustainability, and organized, could be applied in system analysis domain. Moreover, introducing the future wheel as an added tool to create a requirement process. It evaluates process' availability and practice's instructions. Individual case study method is adopted and is oriented by the logic of exploring, discovering and inducing. The prepositions, process' verifications, and alteration by concluding the references and expert's recommendations in interview are proposed. The contributions include building the process by future wheel in requirement elicitation, and providing instructions of the process. Finally, this research possibility of future wheel in assisting requirement elicitation, model adjustment, project goals setting.

Keywords: Future wheel, Future research methodology, Requirement elicitation, Software development.