Joint Application Development Presentation

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Today’s Agenda

■ Introduction
  – My Experience on JAD
  – Background and Motivation
  – JAD Philosophy

■ Why JAD?

■ What is JAD?
  – Overview of Meeting Room Layout and Participants

■ Overview on Planning and Conducting JAD

■ Things can make JAD go bad

■ Tips from Experts

■ Summary

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My Experience on JAD
Background and Motivation

- Collecting requirements is an inherently difficult problem.

- IBM developed the JAD technique in the late 1970's. It is considered as the best method for collecting requirements.

- A typical JAD project is from 3 to 6 months. For large-scale project, it is broken down into sections with separate JAD’s for each.
JAD Philosophy

JAD concept is based on 4 ideas:

- The users who do the job have the best understanding of that job.
- The developers have the best understanding of how technology works.
- The business process and the software development process work the same basic way.
- The best software comes out of a process that all groups work as equals and as one team with a single goal that all agree on.
**So, what is JAD?**

- **JAD** is a technique that allows the developments, management, and customer groups to work together to build a product.

- It is a series of highly structured interviewed sessions aimed at reaching consensus on a project’s goal and scope.

- A typical JAD project is from 3 to 6 months.
Why JAD?

Because JAD helps to correct some common people and process mistakes in software development.

- Problems: Friction between developers and users; lack of user inputs; and lack of sponsorship.
- Solution: JAD actively involves users and management in the development project

- Problems: Requirement Gold-Plating and Feature Creep
- Solution: JAD reduces function creep by defining it early from the beginning. It helps designer's delay their typical "solution fixation" until they understand the requirements better.
Why JAD? (continue)

- Problems: Inadequate requirement and design
- Solution: JAD helps to avoid the requirements from being too specific and too vague, both of which cause trouble during implementation and acceptance.

- JAD reduces the amount of time required to develop systems since it eliminates process delays and misunderstandings and improves system quality.

- By properly using transition managers, and the appropriate users, the typical cultural risk is mitigated while cutting implementation time by 50%.
**Typical JAD Meeting Room**

Source: Systems Analysis and Design Methods, 4th Edition
**JAD Participants**

Typically include:

- Sponsor
- Facilitator
- End users: 3 to 5
- Managers
- Scribes: 1 or more
- Observers: 2 to 3
- Domain Experts
JAD Participant - Sponsor

■ Role:
  - to give full support to the systems project by encouraging designated users to willingly and actively participate in the JAD session(s).

■ Decision maker:
  - Sponsor makes final decisions regarding go or no-go direction of the project.
**JAD Participant - Facilitator**

- **Role:** plan the JAD session, conduct the session, and to follow through on the results.
  - Keep executive sponsors involved and participants working together
  - Lead the discussion of issues, encourage the attendees to actively participate, resolve issue conflicts that may arise, and ensure the goals and objectives of the meeting are fulfilled.
  - Establish the “ground rules” that will be followed during the meeting and ensure that the participants abide by these rules.
JAD Participants - Users and Managers

These participants are normally chosen by the project sponsor.

Users’ role:
- Effectively communicate business rules and requirements, review design prototypes, and make acceptance decisions.

Managers’ role
- Approve project objectives and establish priorities,
- Approve schedules and costs, and approve identified training needs and implementation plans.
JAD Participant - Scribes

■ Role:
  
  - Scribe is responsible for keeping records pertaining to everything discussed in the meeting.

  - These records are published and disseminated to the attendees immediately following the meeting in order to maintain the momentum that has been established by the JAD session and its members.

■ One or more scribes for a JAD sessions
JAD Participants - IS Staff

- Role:
  - IS personnel listen and take notes regarding issues and requirements voiced by the users and managers.
  - Normally, IS personnel do not speak up unless invited to do so.
  - Any questions or concerns that they have are usually directed to the JAD leader immediately after or prior to the JAD session.

- The makeup of the IS staff usually consists of members of the project team.
Overview on Planning and Conducting JAD Sessions

**Planning**
- Most JAD sessions span a three- to five-day time period and occasionally last up to two weeks.
- The success of any JAD session is dependent upon proper planning and effectively carrying out that plan.
Overview on Planning and Conducting JAD Sessions

Conducting a JAD Session

- To successfully conduct the session, the leader should follow these guidelines:
  - Avoid the use of technical jargon.
  - Apply conflict resolution skills.
  - Allow for ample breaks.
  - Encourage group consensus.
  - Encourage user and management participation without allowing individuals to dominate the session.
  - Make sure that attendees abide by the established ground rules for the session.
Overview on Planning and Conducting JAD Sessions

Conducting a JAD Session

- The end product of a JAD session is typically a formal written document.
  - This document is essential in confirming the specifications agreed upon during the session(s) to all participants.
  - The content and organization of the specification is obviously dependent on the objectives of the JAD session.
  - The analyst may choose to provide a different set of specifications to different participants based upon their role.
Things can make JAD go bad

■ People aren’t up-front or have hidden agendas

■ Slow communication and long feedback time

■ Weak or no support from upper management

■ Bad documentation
Tips from JAD experts

■ Lighten the load
  – Handouts, one-hour interviews and review transcript. The results can become the basic of JAD sessions.

■ Park it!
  – Write offending issues down and address them at a more appropriate time

■ Get it in writing
  – Document as much of the project as you can

■ Do it together
  – Set time frames and deadlines jointly
Summary

- JAD is task force of users, managers and developers. It can be costly, but highly effective.

- Objectives
  - Gather / define requirements
  - Discuss business need

- Methods
  - Team usually meets at specific location
  - Team has project leaders and recorder(s)
  - Key users participate in intense development effort
References and Associated Reading

■ Alan Cline, “Joint Application Development (JAD) for Requirements Collection and Management”, www.Carolla.com