

Joint Application Development Presentation

CSSE591

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Tony Thai

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

■ References

My Experience on JAD

Background and Motivation

- Collecting requirements is an inherently difficult problems.
- 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?

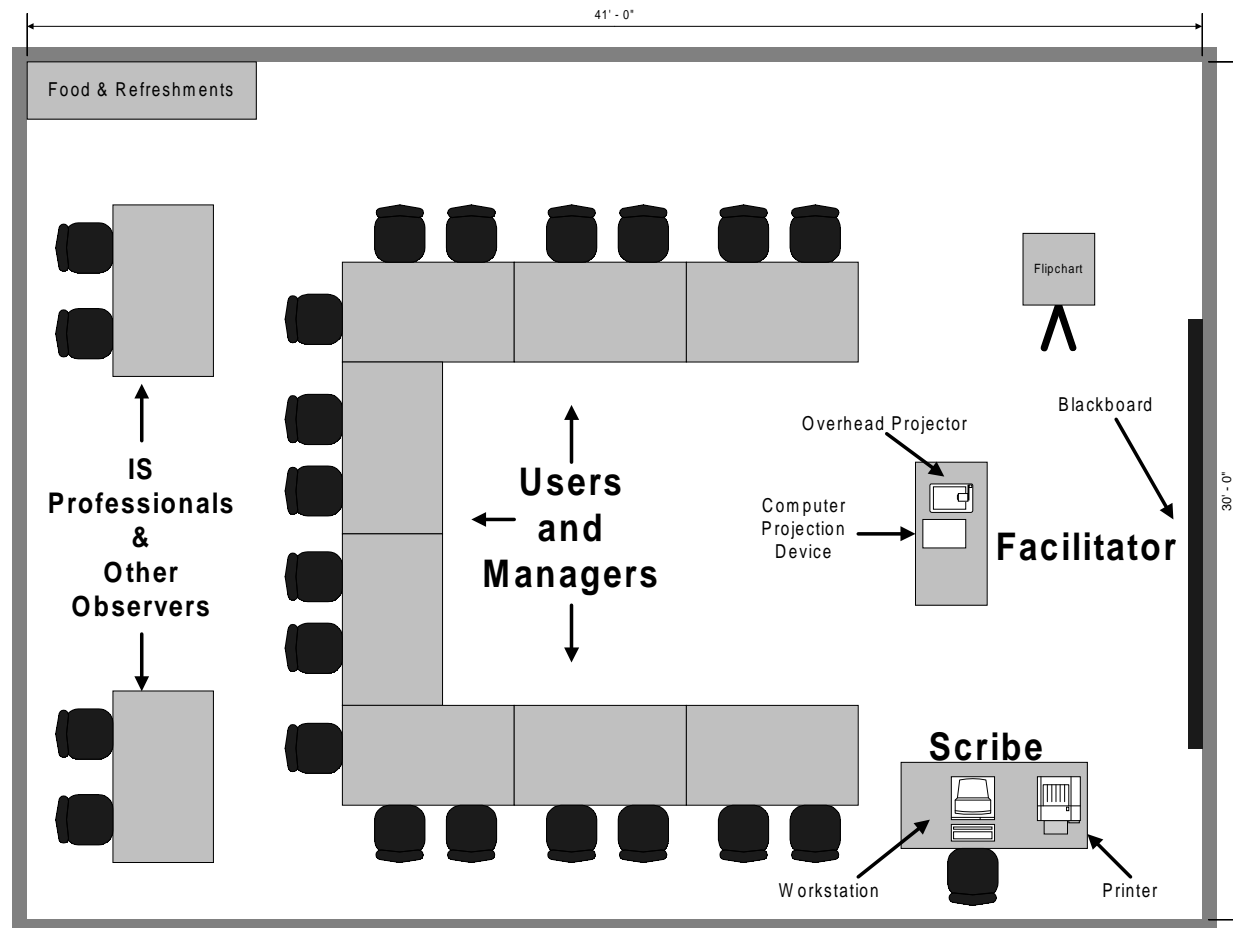
Because JAD helps to correct some common people and process mistakes in software development.

- 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

- Jane Wood, Denise Silver, “Joint Application Development”, John Wiley & Associates.
- Jeffrey Whitten, Lonnie Bentley, “Systems Analysis and Design Methods.”
- Alan Cline, “Joint Application Development (JAD) for Requirements Collection and Management”, [www. Carolla.com](http://www.Carolla.com)