

Task Name/Purpose	Inputs	Elements	Guidelines and Tools	Techniques	Stakeholders	Outputs	
4.1 Prepare for Elicitation <i>Understand the scope of the elicitation activity, select appropriate techniques, and plan for (or procure) appropriate supporting materials and resources</i>	<ul style="list-style-type: none"> Needs Stakeholder Engagement Approach (3.2) 	<ol style="list-style-type: none"> Understand the Scope of Elicitation Select Elicitation Techniques Set Up Logistics Secure Supporting Material Prepare Stakeholders 	<ul style="list-style-type: none"> Business Analysis Approach (3.1) Business Objectives Existing Business Analysis Information Potential Value 	<ul style="list-style-type: none"> Brainstorming (10.5) Data Mining (10.14) Doc. Analysis (10.18) Estimation (10.19) Interviews (10.25) Mind Mapping (10.29) 	<ul style="list-style-type: none"> Risk Analysis and Management (10.38) Stakeholder List, Map, or Personas (10.43) 	<ul style="list-style-type: none"> DSME PM Sponsor 	Elicitation Activity Plan
4.2 Conduct Elicitation <i>Draw out, explore, and identify information relevant to the change</i>	<ul style="list-style-type: none"> Elicitation Activity Plan (4.1) 	<ol style="list-style-type: none"> Guide Elicitation Activity Capture Elicitation Outcomes 	<ul style="list-style-type: none"> Business Analysis Approach (3.1) Business Objectives Existing Business Analysis Information Supporting Materials 	<ul style="list-style-type: none"> Benchmarking and Market Analysis (10.4) Brainstorming (10.5) Bus. Rules Analysis (10.9) Collaborative Games (10.10) Concept Modelling (10.11) Data Mining (10.14) Data Modelling (10.15) Doc. Analysis (10.18) Focus Groups (10.21) Interface Analysis (10.24) 	<ul style="list-style-type: none"> Interviews (10.25) Mind Mapping (10.29) Observation (10.31) Process Analysis (10.34) Process Modelling (10.35) Prototyping (10.36) Survey or Questionnaire (10.45) Workshops (10.50) 	<ul style="list-style-type: none"> Customer DSME End User ISME Sponsor <p>Any stakeholder</p>	Elicitation Results (unconfirmed)
4.3 Confirm Elicitation Results <i>Check the information gathered during an elicitation session for accuracy and consistency with other information</i>	<ul style="list-style-type: none"> Elicitation Results (unconfirmed) (4.2) 	<ol style="list-style-type: none"> Compare Elicitation Results Against Source Information Compare Elicitation Results Against Other Elicitation Results 	<ul style="list-style-type: none"> Elicitation Activity Plan (4.1) Existing Business Analysis Information 	<ul style="list-style-type: none"> Doc. Analysis (10.18) Interviews (10.25) Review (10.37) Workshops (10.50) 	<ul style="list-style-type: none"> DSME <p>Any stakeholder</p>	Elicitation Results (confirmed)	
4.4 Communicate Business Analysis Information <i>Ensure stakeholders have a shared understanding of business analysis information</i>	<ul style="list-style-type: none"> Business Analysis Information Stakeholder Engagement Approach (3.2) 	<ol style="list-style-type: none"> Determine Objectives and Format of Communication Communicate Business Analysis Package 	<ul style="list-style-type: none"> Business Analysis Approach (3.1) Information Management Approach (2.4) 	<ul style="list-style-type: none"> Interviews (10.25) Review (10.37) Workshops (10.50) 	<ul style="list-style-type: none"> End User Customer DSME ISME Tester <p>Any stakeholder</p>	Business Analysis Information (communicated)	
4.5 Manage Stakeholder Collaboration <i>Encourage stakeholders to work towards a common goal</i>	<ul style="list-style-type: none"> Stakeholder Engagement Approach (3.2) Business Analysis Performance Assessment (3.5) 	<ol style="list-style-type: none"> Gain Agreement on Commitments Monitor Stakeholder Engagement Collaboration 	<ul style="list-style-type: none"> Business Analysis Approach (3.1) Business Objectives Future State Descr. (6.2) Recommended Actions (8.5) Risk Analysis Results (6.3) 	<ul style="list-style-type: none"> Collaborative Games (10.10) Lessons Learned (10.27) Risk Analysis and Management (10.38) Stakeholder List, Map, or Personas (10.43) 	All stakeholders	Stakeholder Engagement	