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May 2021



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**Abstract**

**Document Sections**

1. Introduction
2. The Set of Regulations
3. Real Life Experiences

**Abstract:** System manufacturers which fulfill their customer's real requirements are said to be successful. But how can these real requirements be obtained efficiently? For some decades now, the science of informatics, namely the software engineering branch, produces numerous answers to that question. For reasons beyond the scope of this paper they seldom hit the heart of the matter. This paper will introduce an approach which was transferred from the discipline of psychotherapy to the field of requirements engineering. A set of rules was formed to assist the analysis and quality assurance of customer requirements represented in prose. The paper reviews the foundations of the approach, explains its details

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## Psychotherapy for System Requirements

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**Abstract**

*System manufacturers which fulfill their customer's real requirements are said to be successful. But how can these real requirements be obtained efficiently? For some decades now, the science of informatics, namely the software engineering branch, produces numerous answers to that question. For reasons beyond the scope of this paper they seldom hit the heart of the matter. This paper will introduce an approach which was transferred from the discipline of psychotherapy to the field of requirements engineering. A set of rules was formed to assist the analysis and quality assurance of customer requirements represented in prose. The paper reviews the foundations of the approach, explains its details with different examples and names the experiences made in various parts of business and technology.*

**Key words:** psychotherapy, cognitive linguistics, neuro-linguistic programming, software engineering, requirements, requirements engineering, quality assurance

### 1. Introduction

A system shall be built so it has to be described in one way or another. Typically, these descriptions, requirement documents, are far from representing the real business

this model evolved as a psycho-therapeutic approach known as Neuro-Linguistic Programming (NLP) [1].

Psychologist John Grinder and computer scientist Richard Bandler played a decisive role in that. In the mid 70s their goal was to develop an therapeutic method that can be learned by everyone. This approach is based in the necessity of understanding the personal truth of the client. The therapist has to find out what the client really thinks (consciously, unconsciously or even under-consciously), if he says something.

But this is exactly the requirements analysis problem. What is the real statement of a requirement.

It was the modern SOPHISTS, a group of consultants specialized in requirements engineering, who – starting from the NLP techniques – developed a set of rules for analyzing requirements linguistically. For marketing reasons it was called Set of REgulations. The Set helps finding ambiguous, incomplete and inconsistent statements in specifications or mere stakeholder utterances, in a systematic way. After having found them they can be clarified together with the stakeholder, thus following the method of an inquiry cycle ([6], [5]).

The description of the method itself follows, we will

### 2. The Set of REgulations

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8a	Write an extra requirement if the relation between the different objects of the requirement (if any) IS important. "The system shall provide the ability to read back the statistics on past lending processes." → "The system shall record the number of loan items per user per year, sorted by date of return, and the mean time between lending and return."	16	Within a requirement, use a definite article before a defined noun. Again, to clarify the number. "The system shall find a loan item with the given ID number." → "The system shall find the quoted loan item with the given ID number."
8b	Write and use a definition if the relation between the different objects of the requirement (if any) IS NOT important. "The system shall provide the ability to read back the past lending statistics."	17	Question the nominalizations of the requirement (if any). Isn't the noun a verb actually? Also see section 2.5 of this paper. "A message shall be sent on the return." → What initiates the process of returning? What does it do? When will it be finished?
9	Find and question the universal quantors of the requirement (if any). Always, every, never, no, only, ... Ask for exceptions. Also see section 2.4 of this paper. "Each message shall be labeled by a time code." → "Messages of type Y, X and Z shall be labeled by a time code."	18	Replace complex structures of functional verbs with simple main verbs. To improve readability. "to be in use" → "to use", "to bring to an end" → "to end"
10	Define what the quantitative information within a requirement stands for. Any, each, every, either, neither, ... get mixed up occasionally. "The system shall provide every user the ability to read back each lending statistic." Vs. "provide users the ... all lending statistics."	19	Avoid expressing something twice. Again, to improve readability. "a true fact", "yellow in color"
11	Complete incomplete conditions (if any). If ... then. Else? "If the automatic data transfer was malfunctioning the system shall provide the ability to manually enter the customer data." What if it worked properly? Can the user still enter the data manually?	20	Delete or replace flowery phrases. "due to the fact that" → "because", "along the lines of" → "like"
12	Question nouns without references (if any). "Data shall be presented graphically to the user." → "The system shall present the lending	21	Make comments from subordinate clauses with rationales, intentions or consequences. "The system shall sort the list alphabetically to improve its readability." → "The system shall sort the list alphabetically. Comment: The users think alphabetical sorting is more readable."
		22	Start clauses that have a temporal relation to the main clause with a when or once. Otherwise it could be interpreted as logical relation. "If the list is compiled, the system shall print it." → "Once the list is compiled, the system shall print it."
		23	Define nouns like noun = verb + object(s) + additional phrases. "A borrower lends loan items from the library."



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