

“IT is 100% of what you do but only 10% of what they do”

- One of the best ways to get users interested and keep them engaged is to make them partners through rapid application development (prototyping).”

- Engaging Users

Too often, IT people have no idea what’s going on. Make sure your requirements gatherers understand the business and consider business priorities.

- **“No matter how well you do, no system will last forever.** The world changes; users’ needs change. But getting the right stuff from users in the first place will make for better systems in the long run.”

- “Don’t ask what users want; find out what they need. Focus on what ails the user, not what the user wants in a system

- **Users don’t always know what they want.** Sometimes, you have to help them understand what they think they want won’t give them what they need.”

“Talk with enough people to really understand the business you’re trying to facilitate”

“When users explain things, ask them to explain again to be sure you understand, try to have at least two sets of IT ears listening to pick up holes in the logic, follow up on technical implications or ask ‘stupid’ questions... ”

This information is gathering by Abe Consulting