

■ Free Practice Case

Interview the stakeholders

A free practice case with AI-played stakeholders · Brightwell Homes repairs booking

Elicitation is the part of BA work that templates can't teach. This case lets you practise it on your own: an AI chatbot plays three stakeholders, each of whom knows some of the facts and none of whom knows all of them. Your job is to find out what you need to write good requirements, including the things nobody thinks to mention.

BEFORE YOU START

Use an AI tool you are allowed to use, and nothing from work. The case is fictional; keep it that way.

The stakeholders are played by AI. They can still get things wrong or drift. The fact sheet in the prompt is the truth; the debrief says what they were meant to know.

Time: about 60 to 90 minutes: 10 to read, 30 to 45 interviewing, 20 to write up, 10 for the debrief.

The situation

Brightwell Homes is a housing association with about 9,000 homes. Tenants report repairs by phone, and an adviser books the appointment. The organisation has bought a CRM and wants tenants to book routine repair appointments online. The Head of Repairs has asked you for the requirements for the online booking route, for a steering group in three weeks.

You have three people to talk to. You don't have to talk to them in any order, and you can go back to anyone.

Stakeholder	Role	How they come across
Dana	Head of Repairs	Co-operative owner
Sam	Senior Repairs Adviser	Sceptical operator
Morgan	Data Protection and Compliance Lead	Risk contact

How to run it

1. **Open your AI tool** and paste in the whole of stakeholder-prompt.txt from this download.
2. **Plan five questions** before you start: what do you need to know to write the requirements?
3. **Interview.** Ask open questions, then follow up. Check one person's claims with another. Ask what happens when things go wrong.
4. **Write up** using the template on the next page: requirements with their source, conflicts, open questions.
5. **Only then read the debrief.** It lists what each stakeholder knew and the questions that would have found it.

Your write-up

ID	Requirement or rule	Source (who, when)	Approved or proposed?

Conflict	Who said what	Who decides?

Open question	Ask whom	Why it matters

Out of scope

What should not be bookable online, and why.