

Profound Statements from Don Gause's Presentation.
Noted by Ralph Rizzuto

1. The real requirements never change.
2. If the real requirements never change, can they ever be known?
3. Understand why you need to know, to write the five-minute monologue.
4. Satisfying the customer is necessary but not sufficient.
5. The client is that party that controls the resources – the person who pays.
6. The user is an individual that is affected by the system.
7. Users are roles that are appropriate at the time.
8. How long does it (the system) have to last?
9. If I say one thing and really meant another, take the one that is right.
10. Use 'best practices'. (Actually the long point made by April 1, simplified)
11. Always experience the system in the way your customer would experience it.
12. Certain requirements we will never be able to identify until the system is in the marketplace.
13. We may have perfect information, but we still have bias.
14. Lost opportunity is what the user knows that the designer does not know.
15. There is information we cannot obtain – the designer does not know and the user does not know.
16. There are unintended consequences.
17. There are surprises.
18. There is nature's last laugh.