

Report of the discussion

Subject : Which method to gather and prioritize customer's needs ?

Subject's holder : Virginie (Coop IT Easy)

Participants ?

Didier (DB for PME, habitat groupé), Aloïs (Coopcycle), Rachel (Open Food Network), Christophe (cobe)

Key Points of the discussion :

Context : in the development of IT tools, different customers who use the tool would like some new functionalities. How to gather all these needs and decide which one will be developed before the others ?

Gathering of needs :

Open Food Network uses Discourse. Cobe and Coopcycle use Trello.

=> each «user » or « customer » can bring a new need. (One column per structure for example).

This is good because it brings **VISUALIZATION** of the needs of others

How do we know if a need is really a need ?

5 Why method.

Is there a tool which already does that ? If yes, test to make sure this is really needed, and before starting integration of this functionalities in the tool.

If we as IT providers consider this is not a need that our platform/tool will address, this is maybe for the best : someone else will provide it better :-)

Voting/prioritizing :

Electronic vote is not enough. There is a need for sharing and explaining in order to make the voting process alive.

⇒ gathering of the ideas/needs on 1 space (electronic space)

⇒ Pitch : the people who bring some needs will pitch them in order to bring **EMPATHY and make the people Responsible of their demands**

⇒ Electronic vote afterwards.

⇒ Dev based on the priorities of the votes

Question: who have to participate in the ideas/needs collection ? The representative of the customer or the final users themselves ?

Money ?!

Different ways : one commun « pot » ? Or each customer brings its own budget ?

! if only the customers who pay have their needs developed, it's not a cooperative anymore ?!

It is better to talk first about projects and their priority before knowing who brings who much mioney ?

So much questions...

Important concept : **TRANSPARENCY**

3 questions to be asked to customers who want fonctionnalities :

1. who will pilot the project ?
2. Who will do the project ?
3. Who will finance the project ?