On difficulties of forming opinions on what you don't know that you don't know - in Information Systems Engineering

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Abstract. Information systems engineering is increasingly dealing with non-routine problem solving. Information support systems must be built to adapt to continuous changes in the ways of the supported organizations. Problem solving organizations learn as they operate. As more knowledge is gained about a particular task the initial approach to the task may change. New subproblems are identified and new needs for information support will surface. This is in contrast to the more common routine processing of predefined tasks and the associated workflow design. Straightforward requirements engineering is not longer sufficient. The talk will discuss the phenomenon of uncovering the unknown in an information systems engineering setting