

Grading schemes, inspection guidelines, and solution examples for the experimental problems.

Accuracy and completeness grading schemes

Accuracy Grading Scheme (per Statement)

Achieved (1 point)	Subjects represent all the domain elements of the statement using the proposed or equivalent i*/LiteStrat Constructs
Partially Achieved (2 point)	Subjects represent most of the domain elements of the statement using the proposed or equivalent i*/LiteStrat Constructs
Unachieved (0 points)	Subjects represent most of the domain elements of the statement using constructs different to the proposed i*/LiteStrat constructs which are not equivalent

Completeness Grading Scheme (Per Statement)

Achieved (1 point)	Subjects represent all the domain elements regardless of the i*/LiteStrat constructs used.
Partially Achieved (2 point)	Subjects represent most of the domain elements of the statement, regardless the i*/LiteStrat constructs used.
Unachieved (0 points)	Subjects fail to represent most of the domain elements of the statements.

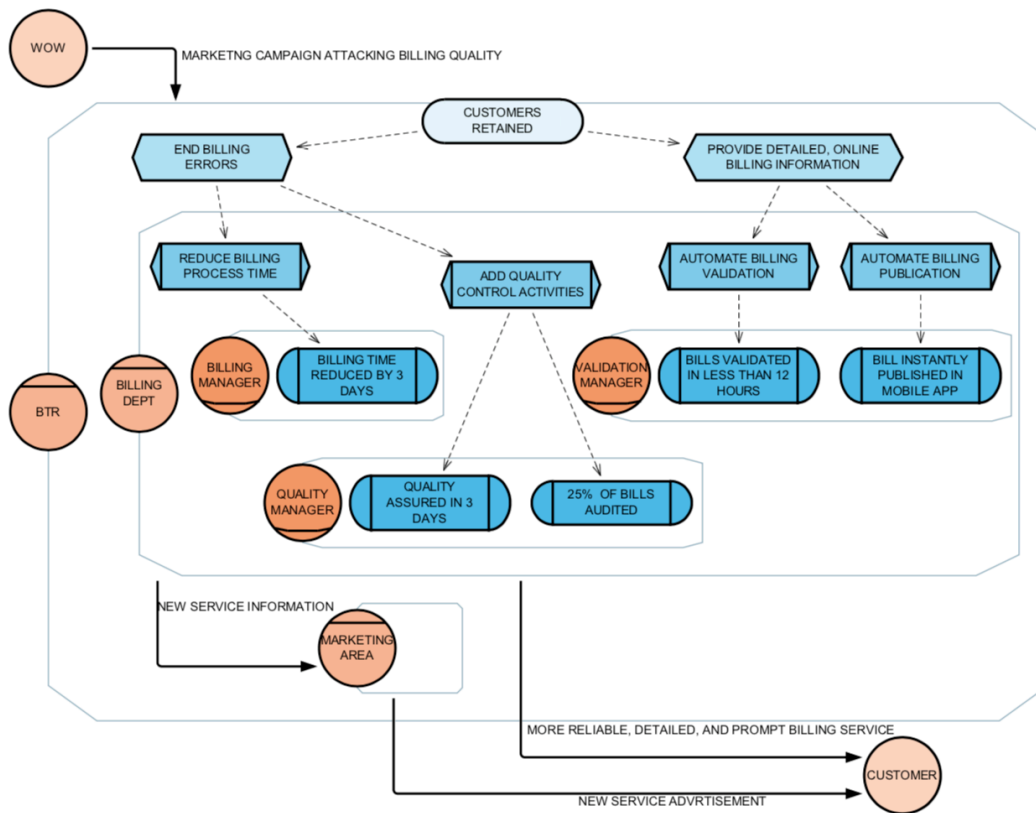
Guidelines for the semantic inspection for Problem 1

Stmnt. Type	Stmnt. Id	Domain elements	i* Concepts (example)	LiteStrat Concepts
Motivation	PIR01	1. BTR	Agent or Actor	Organisation Unit
Motivation	PIR02	2. WOW	Agent or Actor	Actor
		3. "new marketing campaign"	Dependency (2->1)	influence (1->2)
Motivation	PIR03	4. Retain customers	Goal	Goal
Actions	PIR04	5. "End billing errors"	Task inside (1), refined from (4)	Strategy inside (1), refined from (4)
		6. "Detailed, transparent, and timely billing information"	Task inside (1), refined from (4)	Strategy inside (1), refined from (4)
		7. Billing Department	Agent or Actor that participates in (1)	Organisation Unit inside (1)
Actions	PIR05	8. "reduce the time needed to process invoices"	Dependency (5->7)	Tactic refined from (5) inside (7)
		9. "add a set of quality control activities to the process."	Dependency (5->7)	Tactic refined from (5) inside (7)
Actions	PIR06	10. Automatic Billing Validation	Dependency (6->7)	Tactic refined from (6) inside (7)
		11. Automatic Billing Publication	Dependency (6->7)	Tactic refined from (6) inside (7)
Roles and Responsibilities	PIR07	12. Billing Manager	Role that participates in (7)	Role inside (7)
		13. Reduce the billing time by 3 days	Dependency (7->12)	Objective refined from (8) inside (12)
Roles and Responsibilities	PIR08	14. Quality Manager	Role that participates in (7)	Role inside (7)
		15. "Check and correct billing within 3 days"	Dependency (7->14)	Objective refined from (9) inside (14)
Roles and Responsibilities	PIR09	16. "at least 25% of bills must be audited"	Dependency (7->14)	Objective refined from (9) inside (14)
Roles and Responsibilities	PIR10	17. Validation Manager	Role that participates in (7)	Role inside (7)
		18. "the bills must be validated no later than 12 hours after they have been made."	Dependency (7->17)	Objective refined from (10) inside (17)
		19. "the publication of the bills in the app should be instantaneous"	Dependency (7->17)	Objective refined from (11) inside (17)
Outcome	PIR11	20. Customers	Actor	Actor
		21. "re-engage your existing customers through better billing service"	Dependency (20->7)	Influence (7->20)
Outcome	PIR12	22. Marketing Area	Agent or Actor	Actor
		23. "inform customers about the new service"	Dependency (22->20)	Influence (22->20)

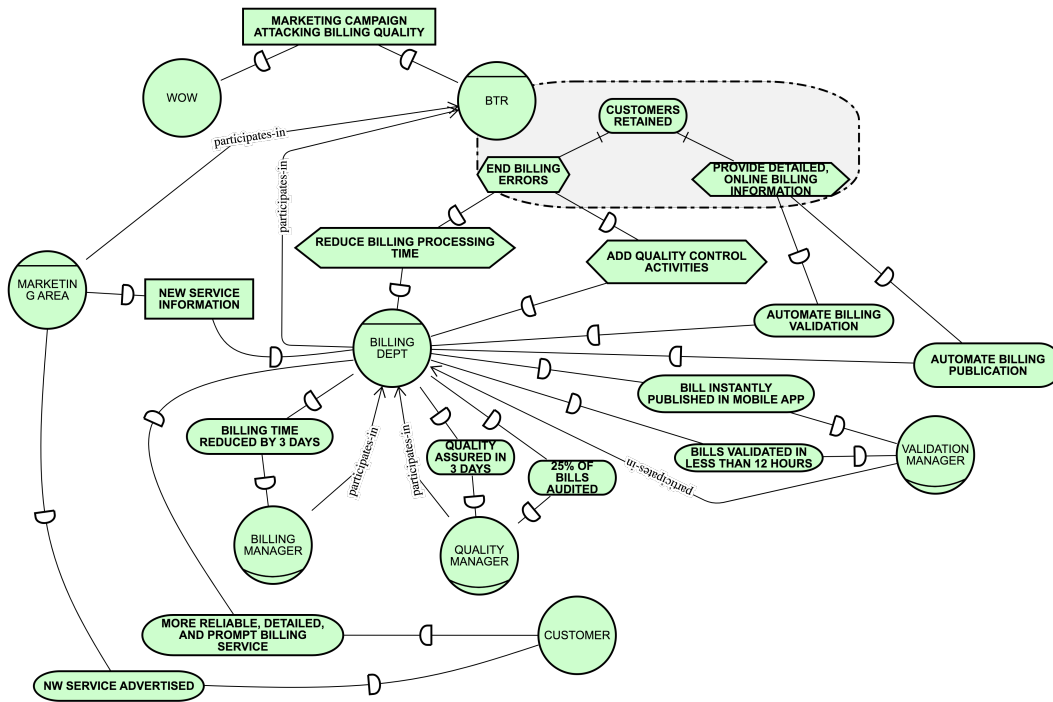
Guidelines for the semantic inspection of Problem 2.

Stmnt. Type	Stmnt. Id	Domain elements	i* Concepts (example)	LiteStrat Concepts
Motivation	P2R01	1. Short Life	Agent or Actor	Organisation Unit
Motivation	P2R02	2. Insurance Regulator	Agent or Actor	Actor
		3. "has determined that it is possible to add home theft insurance to car insurance. "	Dependency (2->1)	Influence (1->2)
Motivation	P2R03	4. "offer and advertise home burglary insurance, without recourse to third parties (marketing agencies)"	Goal inside (1)	Goal inside (1)
Strategic Action	P2R04	5. Marketing Department	Agent or Actor that participates in (1)	Organisation Unit inside (1)
		6. Product Design Department	Agent or Actor that participates in (1)	Organisation Unit inside (1)
		7. Design new product	Task refined from (4) inside (1)	Strategy refined from (4) inside (1)
		8. Advertise new product	Task refined from (4) inside (1)	Strategy refined from (4) inside (1)
Strategic Action	P2R05	9. Customer Service Department	Agent or Actor that participates in (1)	Organisation Unit inside (1)
		10. "Contact existing customers in to inform them of the new product"	Dependency (1->9)	Tactic refined from (8) inside (9)
Strategic Action	P2R07	11. Design product marketing	Dependency (1->5)	Tactic refined from (7) inside (6)
		12. provide information from customer and competitor studies	Dependency (1->6)	Tactic refined from (7) inside (6)
Roles and Responsibilities	P2R06	13. Head of Customer Service Department	Role that participates in (9)	Role inside (9)
		14. "inform 70% of customers by telephone within the first week of a new product release."	Dependency (9->13)	Objective refined from (10) inside (12)
Roles and Responsibilities	P2R08	15. Head of Marketing	Role that participates in (5)	Role inside (5)
		16. "have the advertising campaign in place at least two weeks in advance of product launch"	Dependency (5->15)	Objective refined from (11) inside (15)
Roles and Responsibilities	P2R09	17. Lead Publicist	Role that participates in (5)	Role inside (5)
		18. the advertising campaigns should reach at least 20% of the market that is not yet a Short Life customer.	Dependency (5->17)	Objective refined from (11) inside (16)
Roles and Responsibilities	P2R10	19. Market Analyst	Role that participates in (6)	Role inside (6)
		20 "carry out the customer and competitor study within a maximum of 20 working days"	Dependency (6->19)	Objective refined from (11) inside (19)
Outcome	P2R11	21. Customers	Agent or Actor	Actor
		22. offer the new theft insurance service	Dependency (21->19)	Influence (19->21)
Outcome	P2R12	23. New Customers	Agent or Actor	Agent or Actor
		24 to offer the new theft insurance service	Dependnecy (23->19)	Influence (5->23)

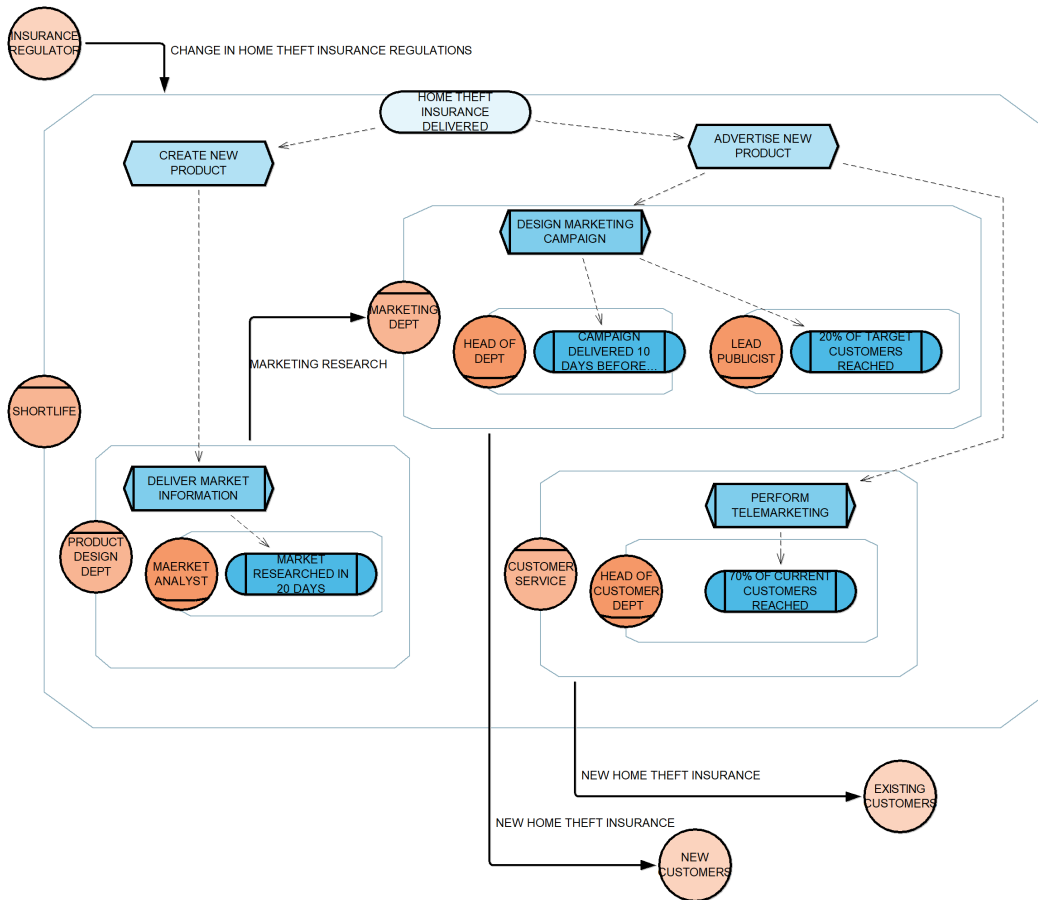
LiteStrat solution for Problem 1



Example of a i* solution for Problem 1



LiteStrat solution for Problem 2



Example of a i* solution for Problem 2

