

Assignment 1

Submitted by: Team 26

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1.Introduction

The report focuses on the first interview with Dam Summers about development of a new retail system for his clothes selling business. This document is about the details based on the purpose and demand of the new system, and also includes the steps of information collection based on the initial background of the retail system and the requirements made in the consultation.

2.The Interview Deliverables

2.1 Background

Before the interview, the client sends us a brief about the current manual system they are using, and lets us know what kind of system they want. We created a list of questions based on the given information.

| | |
|----------------------------|---|
| Company | Secondo Store |
| Primary Contact | Dam Summers |
| System Required | Automatic retail system |
| Coverage of service | Recycling and retail seconds, sample and pre-owned Designer, Vintage and Mainstream clothing, shoes and accessories for ladies. |
| Target Audience | Individual Customer and business group |
| Primary Audience | Female aged 25-60 |
| System purpose | <ul style="list-style-type: none">● Source stock from clients● Marking stock down● Returning stock to clients● Donating unsold stocks to Salvos● Paying clients |
| Current process | Manual, internal business processes |

2.2 Contact Plan

In order to make sure we can make the system smoothly and keep in touch with client, we create a plan about the contact plan to make sure the regular updates about the system requirements

- First contact- The time to meeting
- Second contact — A reminder sent to the client of interview
- Final contact — After the interview confirm the report

2.3 Agenda

In order to make sure the client can have a more understandable interview, we create two agendas, the first one is for the team, the other one is for the client. The team's one is full of details and prepared questions with follow-up questions. The second one is to let the client know what information he should provide and they can prepare before the interview, they do not need to know full details, and it is based on the team one.

2.4 Summary

The interview ran smoothly with the help of agenda and preparation. If we can collect because of the time of interview, we can still get it with the next interview for full information.

3. Stakeholder Analysis

The Table below shows the stakeholder analysis. There are five stakeholders in the table and they are separated by the level of power and level of interest toward the retail system.

Dam summers is a high power with high interest stakeholders and he is also the project sponsor, the owner of the future retail system. He also holds the keys of what the system will be like, he will provide requirements of the system in the following interviews.

Employees and clients are low power with high interest stakeholders. This is because they can use the new system in the future, which means they have direct contact with the system with interest about new functions or new features. But they do not have power to decide the business.

Salvo clothing donation organizations are low power and low system people. This is because they do not have direct contact with the new retail system, and they cannot decide the business process.

| | |
|---|---|
| C High power, less interested people | D High power, interested people <ul style="list-style-type: none">• Owner - Dan Summers |
| A Low power, less interested people <ul style="list-style-type: none">• Salvos | B Low power, interested people <ul style="list-style-type: none">• Employees• Individual Clients• Business Clients |

4.Assumptions

No significant assumptions were made prior to the requirements gathering interview.

5.Conclusion

According to this interview, we learned that the client would like to improve their retail system to create a better managed and convenient retail environment. Our team successfully collected the owner's requirements with the first interview and analyzed the stakeholder.

6.Appendix