**Why are some things in the table in bold and some aren’t?**

The bold things can be seen and adjusted by every department. And the text that is normal can only be seen/adjusted by the development department.

**What is the problem of maintenance contract and the payment?**

The departments work in the Excel sheet at the same time. That way it is possible there are a lot of differences. So it is not always up-to-date. You’ve asked us to make a central system to reduce the extra communication. If finance says there has been no payment, maintenance should stop immediately.

**What kind of functionality would you need in the application for your department?**

There should only be one account to login. Everybody in your department uses this account and has the same rights.

It should be possible to see if maintenance needs to be done, also it should show if there are still projects running.

The application needs to display which applications, hardware and software customers have. It should also show appointments and the internal contact of the customer.

The development department should be able to register last contact with customer including subject and person talked to.

**Is there anything you would like to tell us?**

One customer can have more than one project. So it’s possible to have multiple projects per customer. Optionally, if we have time left, we could make it possible to register the project’s progress in the application.