Mathew Jones interview

* New system cannot be paper based and must be digital.
* Should be backed up off the documents to avoid loss of documents.
* The files need to be easily accessible.
* Should be able to filter and search for documents.
* To retrieve each file needs to be very fast so it must be efficient and high speed.
* Will need a whole new system such as Faster PCS, a database and a strong reliable fast Internet connection.
* The system should automatically send newsletters, marketing, and emails to customers.
* The new system needs to be reliable.
* The codes given to classify the documents should be implemented on the new system.
* So there needs to be an internal animal code.
* The system should make it easy to convert all the paper documents to the electronic system.
* The system should have a login for staff so it's secure and only seniors or top-level administrators should be able to have access to everything and others should be restricted to what they can access.
* Files should easily be able to be shared easily and efficiently through the internet.
* Administrators Need to be able to have full access rights so they need to be able to add, Edit, Delete, Archive all documents.
* Staff need to have Partial access to the Record Management System (RMS). So, they need to be able to edit some files as well as add files.
* Be able to filter, Search for animals and records based on specific categories.
* There needs to be security measures to protect the data in the RMS.
* All systems will need to be catered for all age groups and types of people.
* The system should be catered for at least 80 people to use at one given time.
* The HR system must not be converted.
* The only thing that needs to be converted is animals, visitors and sponsors from the current system.
* The deadline must be met in January.
* Training will need to be offered for the new system so the staff knows what they're doing.
* Add instructions and a help page in the system to help staff.

RMS Thomas Smith

* Customers' memberships should be stored on the RMS and should have the ability to be easily accessed.
* The forms that are filled for memberships need to be transferred to a digital co
* The information and details about the animals such as what they like to eat, habitat etc need to also be stored on the RMS.
* The RMS should have customer emails on where the system will send newsletters/advertisements to the customers.
* The RMS should be tailored so it can be used by people of all ages so it cannot be too complicated.

RMS Phil Brown

* Sponsors' data needs to be stored on the RMS in addition they need to be easily accessible.  
  The RMS needs to have quick response times so when something needs to be added it can be added easily with speed.
* There needs to be a progress bar to show you how long youll have to wait for uploads.

RMS Jonathnan Rodgers

* All documents should be stored in alphabetical order with the surname as the primary name used.
* The signage needs to be updated yearly so it should be easy to update.
* Data needs to have the option to be removed.
* The rms needs to hold all the details about the customer such as personal and sensitive data such as contact details and bank details.
* The RMS should have the option to filter sponsors by how long they have left on their sponsor and when they need to renew it.
* The designs for the new signage need to be able to be stored on the RMS and updated through there.
* Updating the documents and sharing need to be an option.
* A form which can be filled out electronically needs to be available so paper documents will not need to be used every time a sponsor wants to sponsor.
* Documents that are more than 2 years old should automatically be destroyed and removed.
* There should be backups of the documents to avoid data loss.
* Accessing and finding data on the RMS needs to be fast.
* records management system to send out all the reminders automatically and let him know when renewals come through
* For documents such as the signage you should be able to store drafts, share and make dynamic changes.
* The RMS needs to give notifications when renewals for the sponsors have been made or if they need to be made.
* The RMS should record the income made from sponsorships
* The RMS should record the income made from Memberships.
* The RMS should have a search bar to search for animals,sponsors and other documents.
* Every document should be given a number relating to their sector such as memberships should be given a membership ID number.
* For the RMS there should be security measures such as encryption, passwords,logins and security protocols to protect the data.
* The RMS should give a notification if someone is trying to attack the system.
* The RMS needs to comply with the GDPR/FCA.
* The RMS should be easy to use.
* Staff need to have training on how to use the RMS.
* There should be a help page.
* Every time a customer becomes a member or books a ticket their information needs to be automatically added to the RMS.
* If a sponsor becomes a sponsor via a website or other methods their data should automatically be added to the RMS.
* Updates should be done on off peak times such as sunday night to early monday.11 am -3 pm
* The RMS search criteria should be by animal location,what animals are in a given location, animal name, animal code individual code
* The sponsors should fill out their own forms electronically primarily with the option of doing it by paper and these documents should be directly added once the customer fills out each of their required details.
* The system should have appropriate backups one option could be backing up on a Harddrive however a cloud service would be much better.