***Recap interview:***

***Project Barroc-IT***

**Present :**

Pieter Jan Kolijn (Interviewer)

Laura Kruidhof (Notulist)

Ahmad Khaled (Observer)

Mohamed Jelle (Observer)

**Date :** 10 - 09 - 2018

**What is your role in this department?**

“ As stated in the information, head of the department.  
We get orders in, we write programs, send them out, they get payed. Also we do maintenance.

If a customer has an ongoing contract with us, we write a program that can be changed.”

**How do your departments work?**

“ Sales begins with new client, details go to Finance, when you get the message that the client is creditworthy Development can get to work..

The thing is when the sales acquires a new customer, they get as much information as possible.  
If the program is done we send a completion note.  
  
Right now they get a notification through mail, telephone or whatever it is that day.”

**How good are your employees with computers?’**

“ Very efficient, since they are programmers.

As I said we are still using office, when we started we were with about 10 people, and then office would be fine, since its just 10 people. The departments were in the same room, so  
after a lot of growing, we now are hitting the limits of those programs. So things get lost, mistakes happen. Customers get bad products because of it.

Same problem as before, things don’t get updated.

Just the data from their own department needs to be changed, there is no need for Development to be able to edit other departments data.”

**Development prefers to have just 1 account for the whole department as well.**

***Recap email questions:***

**Date :** 24 - 09 - 2018

Should there be a display for ongoing projects?

“ My homescreen should be an overview of all projects sorted on status. The open projects should come first, then the suspended and on the bottom the closed ones. The second sort should happen on date, the newest first and the oldest last.”

Should there be a display for maintenance projects?

“ No, this should show when a project is opened and details are shown.”

How do you want to see R&D idea’s and tools?

“ No, I do not. The whole of R&D should be left out of your program.”

When a project is done which department needs to get a notification about it?

“ No notifications. We should be able to the set the state of a project from open to closed when we are done and when a client of ours wants a change on a completed project and has a maintenance contract we should be able to set it back to open.”

Could you please walk me through the whole process again?

“ The thing is, I just want an overview, my employees, who are in contact with their clients, will look for the project using a search option I imagine. They open the project and see that there is either a maintenance contract or not.

The process is like this:

Client calls sales -> Sales enters initial information -> Finance does some checks -> Sales sends offer to client -> Client (hopefully) accepts -> Sales sets the project to open -> Project shows up in my overview -> I determine who is going to work on the project and when via a planning that I maintain.

Two options later on:

- Client stops paying -> Clients goes beyond a certain limit -> Program determines project suspended.

- Client finds bug or wants a change -> Dev employee opens project -> sees whether or not the client has a maintenance contract -> If they do, project should be able to be opened again.

-> If they do not, they are send to sales who take care of the rest.”