

## A0.1 Data collection through interview

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- Taking as a basis the characteristics referred to in the case study and the design thinking proposal, elaborate context, a list of at least 15 questions directed to the client, such that they can give more detailed information to elaborate the analysis of the requirements on the case study.
- Once the interview indicated in the previous point has been carried out, use any of the techniques that are proposed within the empathize phase of design thinking, and you can even use any other tool, technique or artifact to consolidate the information collected through the client and elaborate your proposal for the business model of the system to be developed.
- Prepare and expose your document, considering doing the dynamics as you would do a job in the field or client site, and present it to the advisor and your classmates.

### 15 questions (Interview)

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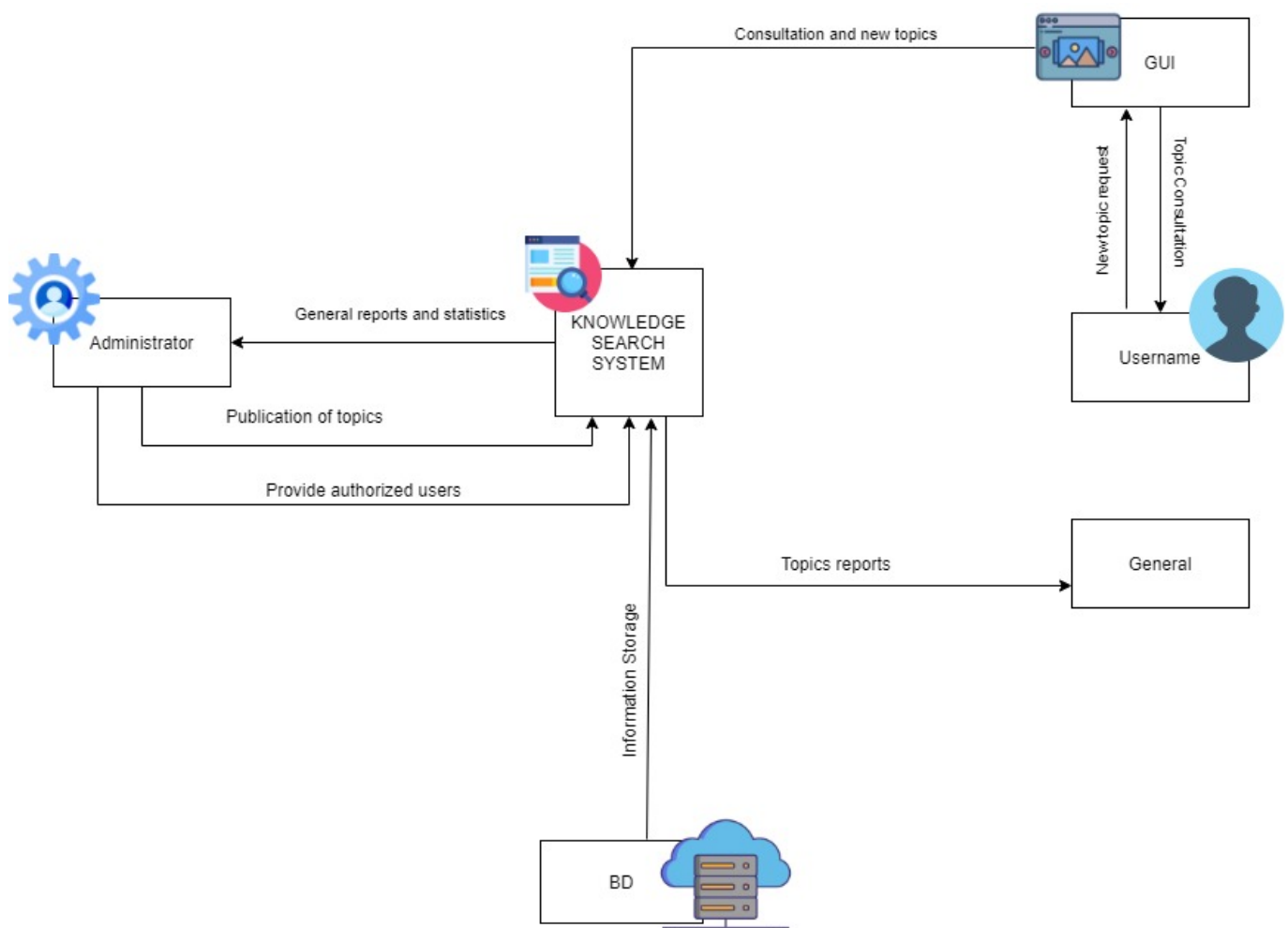
1. What would you expect from a knowledge search platform? A platform where you can find different related topics from the company I am working with resources such as tutorials.
2. What sector of the market would you like the application to be focused on? Electronic company
3. For what type of devices will it be convenient the application to be oriented? (web, mobile, desktop, etc.) Web preferably, that you can access it from any kind of device such as a smartphone, computer, tablet, etc.
4. What functions do you consider essential for the application? Security of the information, ease to share knowledge, that it can be accessed at any time
5. What categories will be found within the application? (topics) Any type of topic depending on the different departments inside the company oriented on teaching the employees how to do different activities.
6. Where do you want the most popular topics to be placed? I would like to see those with the highest value at the beginning of the application.
7. What design elements would be appealing for application (colors, fonts, styles)? Company related, the most representative colors are blue and white
8. What styles represent the company? (formal, informal, etc.) formal (minimalist)
9. Which users will have the permissions to create topics? (all users, some specific) Ranked by access levels on the different departments and the employees making the topics.
10. What is the user profile that you want the platform to use? Users with very basic knowledge up to an engineer or higher
11. If you have one, what kind of reward system would you like to implement for featured users? (awards, recognitions, etc.) No reward system

12. What long-term results do you expect the platform to have? That knowledge can be acquired quickly and easily
13. What kind of material is used for the topics? Recorded videos and PowerPoint presentations
14. What are security methods for user authentication that you would like to have? You can access your account with alternative emails.
15. Should the topics be divided? They should be divided by the level of complexity and should be mentioned in the topic (technical, specialized, operational).

## Requirements list

- Topics for an electric company
- access through web from any device
- priority to security
- ease of access and use
- ranked by popularity
- Formal colors (blue and white)
- minimalistic design
- include media on topics such as recorded videos or PowerPoint presentations

## Context diagram



## Information consolidation

The method that is going to be used is the What, how, why method.

<b>What (what are you doing?)</b>	<b>How (How are you doing it)</b>	<b>Why (Why are you doing it)</b>
An easy-to-access platform.	By Using simple design and frameworks that help us work more organized	To generate a friendly platform.
A system that adapts to the company needs	Through an API	Use the resources that the company already has
A minimalist interface	Using formal business colors such as blue and white	To represent the company's image
Topics related with the electronic area.	Assigning workers from different departments of the company to generate topics.	The company is oriented to the electronic area.
Not allowing user creation in the platform.	Using the company's internal information to generate users for the employees	To allow company workers access without CRUD and avoid unauthorized registered users.
A shared knowledge site.	Using a data manager that stores information.	Users need to find answers to their questions.
Present representative information on each topic being pursued.	Showing the title, date of publication and rating of topics in relation to what the user is looking for.	Facilitates the search and access to the topics

## Conclusions

### Merari Cortes

In this activity I had problems with the questions and the consolidation was a bit complicated, in the part of the questions I learned that there are ways to relate them to the type of environment and to the person to whom we are going to address the process to collect that information, but it helps us with our case study this phase has left me knowledge and will help me in a professional way.

### Carlos Gallardo

Trying to talk with a client sometimes can be a challenging activity that takes a lot of practice. One of the hardest parts of the activity was trying to understand exactly what the client is expecting for the project to be an attractive option. I learned that you can't ask any question to a client because sometimes the questioning might not be clear enough, or it might be too technical for them. We needed to translate the clients answers into requirements which took us some time. We finally decided to use the What, How, Why method to consolidate all the information that was compiled from the interview.

### Yessica Orihuela

The easiest part of the activity was perhaps to make the context diagram, since it was simply to put together the ideas that we had previously in the previous activity and make it one. The most difficult part for me was the consolidation of the information since it is one of the most important parts because you have to analyze very well the information obtained in the interview. I learned how design questions directed to a potential client and how it should be done. Finally, the activity was achieved and the result was a consolidation of information based on the method of: What, How and Why, as we considered that it was a good way to easily explain our use case.

### **Maria Jazmin Sanabria**

Involving the process of formulating questions and creating a consolidation system was sort of hard from me. Not only was it complex and long to develop, but an intuitive analysis of the case study is critically needed, as all of the results of such information will almost predict how the project is moving forward. One thing I've actually learned is, beside the previous point, the way we process the collected data and the decisions we make about it is more important than the collected data itself. I think, in general, working as a teamwork member is helping me to build solid software project knowledge, which will help me later in my professional career.

[Github repository](#)