Requirements Gathering Questionnaire

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| What time is morning registration cut-off, and if users register after the cut-off, when is their first content provided? | Cut-off is 1130am at which point all user requests must be completed prior to collating and transmitting content. Any subsequent user requests must be held for processing the next working day. |
| What details are required for each user and are any optional details requested (if so, please detail)? | Personal Details consist of a user’s first name, last name, their address, phone number details, email address, content (subject) preference and content frequency (daily or weekdays only). |
| What security measures will be required for the user data and how will they be integrated? Will the automation need to decrypt user emails before distributing, for example? | No we don’t encrypt user data until it’s in our database. For development purposes and whilst we’re using dummy data this is out of scope (apart from ensuring credentials are secure obviously!) |
| What sites, if any, do you prefer to aggregate from? Can you list some examples of sites you have used for content provision in the past? | Previously we’ve used Wikipedia, Reddit, Fact of the day sites, BBC News etc. it’s a big list. I’ll leave it up to you to choose a source. |
| In your experience, what content do your users prefer to see? Can you explain in detail the processing/formatting you conduct on the content before distributing to users? | Historically, content has been short bulletins of information containing no more than a few sentences. In some cases, these have been even shorter and represented small facts related to the user’s content choice. The goal is to send out informative content which does not detract from the user’s available time, thereby increasing consumption. As for formatting it’s basically me checking for spurious headers/titles etc. We just want to send out the core content. |
| What parameters do you use to identify good content? E.g. content from specific sites is always deemed reliable, content matching more keywords is more suitable, always choosing the most recent content, etc. | We definitely target the more recent content. Don’t forget however that we need to ensure we’re not sending out repeated content. In terms of quality the content can’t contain any profanity etc. and must be clear and concise. |
| Could you explain in more detail the structure of the content you wish to aggregate and any details of a template for the distributed aggregated content? | I think this is covered by the previous questions in the most part – the content however just forms the body of the emails, no particular format or template |
| In your aggregations, do you provide links to the source material for further reading? If so, how is this formatted/linked/cited? | No |
| Sport, Tech and Hobbies have been provided as a subset of categories for aggregation. Are these direct aggregation categories or groups for identifying categories? I.e. would a user be expected to select sport as a preference and receive all sport content or select, for example, football and specifically receive football content? | We do have a large more focussed list for users but for development those three are generic enough for you to choose from and showcase the Robots’ abilities. |
| Do you aggregate content based on topics and then distribute to users who prefer that topic, or aggregate and then distribute content for each individual user based on their preferences? | It’s been the latter quite a bit but as more users have come on board it makes sense to aggregate content for all required topics then distribute. |
| What level of detail do you require to be reported, and is there an existing structure/template for the daily reports? | Ad-hoc reporting has become an issue so a return to the standard reporting items is sought.  For user requests these include the user’s names, email address, Date/Time of request,  summary of changed items. For content transmissions these are user’s names, transmission  date time, content preference and the first piece of content. |
| Aside from common exceptions in any business process (file/webpage not found, user input fails validation, etc.) what are the common exceptions you would expect to be encountered by the process? Can you discuss any exceptions you have perhaps not yet seen but might envisage to be a possibility? | Email bounce backs are fairly common and we don’t cater for those at the minute – it would be great if these exceptions could be reported on or even stored in a separate folder or log so I can deal with them later |
| At what times and with what frequency do registration, aggregation, distribution and report creation take place? | Users can register at any time but aggregation and transmission is post cut-off |
| As a consultant, will I be able to access the company’s local file storage system? Access to stored test user details, configuration files, action logs, daily reports folder, etc. will be required and are specified to reside on the company’s local directory. If unable to access the file system, how would you prefer I structure the necessary files to replicate your directory structure? | Prior to go live the Company is happy to have this data stored locally on development machines, given the lack of real data in the development scenarios. Also, without access to the Company’s systems it has been agreed that the QAC Consultants will choose an appropriate storage medium. |
| In the project brief, it states: “The automation must take the form of a Flowchart given the complex nature of the user journey”. Could you explain what is meant by this? Will the registration and distribution process automations be segregated or integrated, for example? | Sounds like one for Chris – no idea what that means, sorry |
| What level of consultation does Mr. Bradbury expect from us? Does he wish to be included as a recipient of progress reports, for example, or will that all be handled internally by yourself? | Use me as a channel for any communication to David – he’s interested in sign-off but apart from that, he’s letting me run with it |
| How interactive do you wish the automation to be, and what changes do you expect you would want to make regularly? (For example, changing the time of content distribution or adding/removing approved sites to/from the aggregation source list) | Intervals remain to be daily or weekdays only but there is some discussion about expanding that out to include a weekly option as well so maybe taking that kind of change into account would be good. We’ll look at merging our other content into this automation at a later date…maybe Phase 2 after this project has been delivered. |