**Task 2 : Get Information On The Current System**

**Methods used for information gathering :**

1. **Structured Interviews** – Conducted meetings with Hasta Travel and Tours Sdn. Bhd.'s operations team, management, and IT professionals to better understand the manual workflow and difficulties. The interview was conducted on 23 April and 22 Mei, and the location of the interview is N28a.
2. **Observations** – Analysed the manual booking and car dispatch process, focused on how information gets transferred among WhatsApp and paper records.
3. **Document Analysis** – Internal documentation, vehicle inspection reports, and booking data were reviewed to identify inefficiencies and redundancies. All these documents were given by Hasta Travel And Tours Sdn. Bhd. and also on their social media.