

Appendix A

Initial Contact (Email) (Names not included)

Sent by me:

Hi,

Hope you have been well. I am writing this email as I want to ask if you would please be my client for an upcoming assignment I have for my IB computer science class. I remember from when I interned at the Dubai office that auditing requires multiple repetitive tasks and the aim for my assignment is to help solve a daily repetitive task. Please get back to me whenever your free.

Thank You.

Kindest Regards,

Received by client:

It has been a while - how have you been?

I would love to be your client. In fact, I have a perfect repetitive task which has been bothering me for a while now and I believe you may be able to find a better way of solving the problem. You may remember it from your time with us - employee time sheets and their hour calculations.

Regards,

Meeting #1: June 22nd, 2020

The purpose of this interview was a follow up to the email confirmation of him agreeing to be my client. It was to understand specific requirements and features my client wanted out of the solution.

Notes (Cited in Criterion A):

- Client wanted a solution for the time sheets he collects from his employees and the ones he has to manually calculate
- He wants two different pages for managers and employees
- He wants the employee hours to be organized and pre-calculated which would save him the hassle
- He wants the managers to be able to view any employee data.
- He wants the managers to be able to input new employees.

Meeting #2: August 6th, 2020

The purpose of this interview was to gain feedback from the client on the first set of wireframes I produced.

Notes (Cited in Criterion A & B):

- The client wanted more simplicity to the login page in order to avoid confusion between manager and employee redirects

- The client wanted the employees to be able to view their own personal information as he felt the page was too one-dimensional
- The client wanted to be able to choose any given date and be able to view employee data of that date

Meeting #3: August 11th, 2020

The purpose of this interview was to seek approval from the client on the second set of wireframes in order to start coding and the rest of Criterion B. (Cited in Criterion B)

Was Successful.

Meeting #4: December 10th, 2020

The purpose of this interview was to seek approval from the client in terms of the web system and it's format.

Notes (Cited in Criterion E):

- Client wanted the user-interface to be more more simple and straightforward to avoid confusion
- Client wanted to make sure the web-system was simple enough to be understood by all the employees as he was not willing to fund employee training.

Meeting #5: December 21st, 2020

The purpose of this interview was to show the updated user-interface and progress of code to the client in order to gain any more improvements or the green light.

Notes (Cited in Criterion E):

- The client wanted to add some color and fix some formatting
- The client wanted to get rid of some unnecessary text (Subheaders, etc.)

Meeting #6: January 10th, 2021

The purpose of this interview was to give the client the web-system without any additional instructions in order to gain a better understanding of the user's acceptance of the system (User-Acceptance testing)

Notes (Cited in Criterion D):

- User was able to understand all features except he wanted to add an additional feature
 - The feature was to add new dates in which employees can input data into as he did not want to constantly contact IT to add new dates for employees to input data into.

Meeting #7: March 5th, 2021

This was the final meeting with the client and was conducted in order to first: distribute the final product amongst the office and second: have a final discussion about the product.

Notes (Cited in Criterion E):

- The client said that the office were loving the product and it was very easy for them to use. Both the employees and the managers.
- The client said that the employees would rather have the product on their phones as it would be more efficient
- The client said that if I was to improve this product and/or do it again - I should do it at a larger scale, in fact he stated that he would love for the product to be produced for a larger audience including his management superiors (CEOs, CFOs, etc.)