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**De La Salle University • College of Computer Studies**

Team Name: SystemScape

Project Manager: FERNANDEZ, RYAN AUSTIN

General Interview Structure

1. Introduction and outline
2. Questions
   1. Data, Users, Processes
   2. Inverted Pyramid, going from General to Specific issues (follow-up)
   3. Existing Software
      1. Ask for Software Evaluation
   4. Generated Reports
      1. Document Review if possible.
3. Summary of Points Gathered
4. Thank client and ask for contact details

Extra notes:

* There should be a note-taker and a lead-interviewer.
* Please do not interrupt client.
* Each member may ask follow-up questions when necessary.
* Ask for permission for a recording.
* Take extensive notes regardless of their answer.

Subteam 1: QUINDOZA, RISSA (ANA); COTE, CHRISTIAN (DEV); ANGELES, ANTONIO (QA)

Prospective Client 1: Torrent Pharmaceuticals (Karmi Dungo)

List of Questions for Client 1: <follow-up questions when necessary>

1. <Formal introduction of members, degree program, and school>
2. <Explain interview outline to give prospective client an idea of the purpose of the interview>
3. Generally, what does the company do?
   1. Which specific sector will the system be used in?
4. What kind of data is handled?
   1. Processes and rules before and during storage
   2. When is the data updated?
   3. Is data disposed of? How long are they stored?
   4. When are they accessed?
5. What kinds of users will use the system?
   1. What do they use it for (tasks/processes)?
   2. What are their restrictions (data access)?
   3. How do they interact with the other users?
6. Business processes
   1. What various kinds of transactions will be handled?
      1. Between whom?
      2. What do they entail?
7. What sorts of reports are produced? <Ask for document review>
   1. Information in reports
   2. Frequency of report production
8. What system do you currently use to perform your task? <Ask for possible software evaluation>
   1. What flaws do you experience in using the system?
      1. Features that are lacking
      2. Features that can be improved
9. Is there an existing system you would like us to look into?
10. What problems do you encounter in managing your inventory? (The following are some of the problems. If there are others, you would want to pose follow-up questions to understand the cause.)
    1. Do you experience any difficulty in minimizing the total cost? ~~Are you having a hard time minimizing the total cost of inventory?~~ Which information are most vital in controlling the costs?(Balancing carrying costs vs. ordering costs vs. shortage costs) ==> Be careful that the problem may not be solved by computing. Or be careful to identify the problem where a computer can help address. For example, you can help minimize losses by having computers provide you with an up-to-date inventory count after each transaction.
    2. Do you encounter stock-out problems? If so, what do you think causes this?
    3. How do you manage seasonal demands? Troubles?
    4. What are your activities to tolerate/endure price increase?
11. How do you keep track of manufacturers/suppliers?
    1. To get quality discounts?
12. In which cases do you increase your inventory?
13. <Summarize the points gathered from the interview. If new questions arise, inform client and ask>
14. <Thank client and ask for contact details (if lacking) for further correspondence>

Clarify your scope: inventory management and movement (meaning, increase inventory through purchases from suppliers, and decrease inventory from customer sales). The latter will be the motivation to your #12 question (insufficient stock, thus you need to increase your inventory).

Also, you need to note that certain questions arise depending on your interviewee's answers to #5. For example, for inventory management - you focus on inventory details. Then for movement, you focus first on suppliers and purchases; then customers and sales.

Subteam 2: TAN, SHAYANE (ANA); COQUILLA, BRYAN (DEV); POBLETE, CLARISSE (QA)

Prospective Client 2: CAI-STA (Rosalie Fernandez)

List of Questions for Client 2: <follow-up questions when necessary>

1. <Formal introduction of members, degree program, and school>
2. <Explain interview outline to give prospective client an idea of the purpose of the interview>
3. Through what means does the company currently keep track of the inventory for purchases?
   1. Are there any existing database systems/software that the company is using? <Ask for opportunity for a Software Evaluation if possible>
      1. Observe interface
      2. Observe functionalities
      3. Observe flaws.
   2. What reports do you currently receive from this system or need? <Request for a Document Review if possible>
4. How is the data for purchases represented?
   1. How is the data/ information for purchases and transactions gathered?
   2. Are there any business rules that affect the data?
5. Who uses the data/information gathered?
6. What are the different types of users that access the database?
   1. What are the restrictions on these users?
7. What problems do you encounter?
   1. What are the reasons for these problems to happen?
   2. How do you handle these problems?
8. <Summarize the points gathered from the interview. If new questions arise, inform client and ask>
9. <Thank client and ask for contact details (if lacking) for further correspondence>

Subteam 3: VELEZ, GIO (ANA); SALCEDA, FRANCESCO (DEV); UY, MERVIN (QA)

Prospective Client 3: Camella Homes (Runar Quindoza)

List of Questions for Client 3: <follow-up questions when necessary>

1. <Formal introduction of members, degree program, and school>
2. <Explain interview outline to give prospective client an idea of the purpose of the interview>
3. Who will be using the software?
4. What will each of these users do in the software? What data can they access?
   1. Do you need credentials or an account to access parts of the software?
      1. If so, what kinds of accounts are there?
      2. What features should each kind of account be able to access?
   2. How do you compute for the building cost?
      1. What are the factors in determining the building cost? What data do you need?
      2. How do these factors affect the building cost?
      3. What formula/e do you use?
5. On what platform should this software be available or installed?
6. Aside from final building cost, what other reports might you need? <Request for Document Review if possible>
   1. Who will need these reports?
   2. How often will these reports be generated?
   3. What will be in the reports? (Layout, content)
7. Do you have any current system that we may look at for reference?<Ask for possible software evaluation>
   1. What flaws do you experience in using the system?
      1. Features that are lacking
      2. Features that can be improved
8. <Summarize the points gathered from the interview. If new questions arise, inform client and ask>
9. <Thank client and ask for contact details (if lacking) for further correspondence>