

Interview Practice Reflection

1. Did you see differences between each interviewee? How did you resolve them?

One interviewee thought of the software as a product that a customer can buy. The other saw it as a solution to a problem that they have experienced. This is not really an issue, because it is good to have multiple perspectives on the problem from different people from the customer organization.

2. Did any individual seem to change her/his answers over time? How did you resolve?

Generally the interviewees were consistent with their answers, but occasionally the interviewees gave vague/incomplete answers that required further introspection and detail.

3. How comparable were the 2 subgroup experiences (did you see the similarities and/or differences in the strengths, weaknesses, or just experiences in each approach?).

As stated in question 1, the interviewees were good at looking at the product from different perspectives. Also, one of the interviewers was better at capturing the vision of the customer, but the other was better at asking important questions about the details of the product.

4. What other things of note?

It was interesting to see how the customer's understanding of the product they wanted evolved and deepened over the course of the interview. A good interviewer definitely helps the customer get a better understanding of what they want in their product.

5. What are the pros and cons of interviewing for eliciting requirements?

A pro and con for interviewing for eliciting requirements is that you get two different perspectives of the system. This does give you more information but it can be confusing because of the two different perspectives.

INTERVIEW SET 1

Interviewer: Jacob Hreshchyshyn

Interviewee: Joseph Hale

Q: What's the project you would like to develop?

A: Would like to organize system for soccer tournament.

A: Couple of hundred teams coming. Want to organize matchups for them.

Q: Anything besides team matchups?

A: Teams express interest in attending. Figure out good matchups for competitive tournament. Teams can suggest matchups, and organizers finalize.

A: Teams register for tournament, register to compete. Organizers see registrations. Software should make proposal for matchups.

Q: What metrics should be used for starting matchups?

A: Software should look for players and how they play against others in state regions. March madness setup.

Q: Could you clarify on a March Madness setup?

A: Teams from different parts of country. Teams ranked based on how well they do before tournament. 2nd best with 2nd worst, 1st best vs 1st worst.

A: Already lots of data on team data.

Q: Have a way of importing team data?

A: It would be nice to incorporate that data.

Q: Organizers would be the primary users for this system?

A: That's why they want the system.

Q: Do you want teams to register for tournaments through the system?

A: Some way for teams to have some way to compete.

Q: In other words, you have no way of handling registrations?

A: It's been a paper registration for teams. PDF that they download. Paperwork is taken. Excel spreadsheet has been used, but tedious.

Q: Online team registration form?

A: That would be great. Must be easy for teams to use since it's a transition to paperless.

Q: So you want to preserve paper registration forms?

A: Yes, since other teams have their own processes, so they won't be able to adapt. Must be some transition period.

Interviewer: Hayden Badger

Interviewee: Joseph Hale

Q: Is this software accessible to the public?

A: Yes, anybody will be able to view the tournament info

Q: Will there be a signing up / account system

A: There will be different types of users, but there will be no signing up.

Q: How will the organizers interface with the product?

A: The organizers will have a UI for this.

Q: Is this UI supposed to be on the website?

A: Yes, and on a mobile app.

Q: Do other users have access to the mobile app?

A: Yes. For non-organizers, it will just be used to access information.

Q: Where will revenue come from once the application is deployed?

A: We will license it out to organizers for a fee.

Q: What sort of information should the customers be able to view on the site?

A: The teams, players, games, and schedules.

Q: Will it be necessary to store information from previous events?

A: An archive of previous events will be kept for a couple months to a year.

Q: How will the customers find teams, games, etc. on the website?

A: They will use a search system with filters.

INTERVIEW SET 2

Interviewer: Jacob Hreshchyshyn

Interviewee: Rithvik Arun

Q: What users do you expect to see in the system?

A: Organizers, general user category with subcategories like ref, sponsor, family member, teams, players, coaches.

Q: Organizers in one category, general users encapsulate everything else.

A: That's the general idea.

Q: What can organizers do that general users can't?

A: Organizers edit app info, like when games are set up. They can set up time between two teams. General users can only view that information. Organizers have editing, deletion, and viewing power. General users have only viewing power.

Q: Do organizers have the final say in setting up team matchups while the system only suggests matchups?

A: Matchups are to be setup by the system, but organizers have to be able to input teams in the first place. Teams are matched based on level. Organizers don't create matchup, but they provide the data.

Q: Grassroots or across multiple stadiums?

A: License technologies to schools and club teams. Won't be regional, but throughout the country. Scale throughout US.

Q: Does your organization want a certain level of control that organizers do not have?

A: Most control should be with security of the system. Everyone gets the same technology, customized to their own system. Making sure data is secure is their priority. Organizers have complete. This group is simply trying to license that technology to other organizers.

Q: Then would you yourselves be another user of the system?

A: Sure, like a superior Admin of the system.

Q: Other types of sports tournaments as well?

A: May eventually expand to other sports as well, but for now, the focus is to create system for hosting soccer tournaments.

Q: Any type of teams you'd be marketing this to?

A: More so club teams, high schools, middle schools. Not professional teams.

Q:

A

Interviewer: Hayden Badger

Interviewee: Joseph Hale

Q: How should we notify the users of the events?

A: Push notifications and email sound good, which should occur 15-20 minutes beforehand. We should not rely on them, though, since internet connectivity might not be available at the event, so users are expected to keep track of events from the online schedule.

Q: Should the players put in their own information?

A: No, that's up to the organizers.

Q: Should the software prevent organizers from scheduling multiple events at the same time with different teams?

A: No.

Q: What are the performance expectations for the app? For example, the search.

A: It's okay for the search to take a few seconds. It should be about as fast as our current website.

Q: Is it important to be able to export the data for printing?

A: Some users would want to be able to do this, so it would be nice. The schools should be able to export the data for their accounting systems.

Q: Are we tracking registration fees on the software? Will we need to process transactions in the software?

A: The option should be available for schools to process transactions on the site, but many schools already have existing systems in place, so it should not conflict with those existing systems.