User requirements and system problems interview

Interviewee:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Occupation:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

* Introduction and reason for interview.
* What system is currently in place at the theatre? How does it keep track of bookings and tickets?
* Would an automated system improve this process? If so, how?
* What are some of the biggest requirements the theatre would require of the system?
* By what date would you like the system to be completed and implemented? At latest?

Questionnaire

Name & Surname: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

* Is the current system automated?

□ Yes □ No

* Do you understand the current information system well?

□ 1 □ 2 □ 3 □ 4 □ 5

* Does the current system allow you to perform your job well, or could there be improvements?

□ Performs well □ Can improve

* Is the current system reliable if so, on what scale?

□ Yes □ No

□ 1 □ 2 □ 3 □ 4 □ 5

* Would implementing a new system ease your job?

□ Yes □ No

* Does the current system support online booking?

□ Yes □ No

* What new features would you like to be implemented/improved:

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Summary of findings

* Is the current system automated?

Answer: Count

Yes 3

No 2

* Do you understand the current information system well?

Answer Count

1 0

2 1

3 2

4 1

5 1

* Does the current system allow you to perform your job well, or could there be improvements?

Answer Count

Performs well 3

Can improve 2

* Is the current system reliable if so, on what scale?

Answer Count

Yes 3

1 0

2 1

3 0

4 1

5 1

No 2

* Would implementing a new system ease your job?

Answer Count

Yes 2

No 3

* Does the current system support online booking?

Answer Count

Yes 0

No 5

* What new features would you like to be implemented/improved:

Allowing a QR with the ticket information to be sent to the customer via WhatsApp, much like Howler’s system.

N/A

N/A

The user friendliness could be much improved, especially for new users.

N/A

Reporting for management could be much improved, especially with historical data.

Summary of findings graphs

Summary

This concludes the requirements document for the Take One movie theatre’s ticketing system. All relevant components regarding the Requirement Analysis Phase has been completed, as well as the Scope Definition and the Problem Analysis which was done earlier. The project team will engage the Logical Design phase of the project – the end date of which is assigned to 04/05/20 – pending the acceptance of this Requirements document.