

**Tobor Inc**

Content Aggregator

Requirements Gathering

1. What do you hope to achieve from implementing automation?   
   Please include your goals and motivations.

Really hoping to get my life back!!! Seriously though we need to streamline the entire admin process to free up my time but also make the user experience better, less errors etc. I’ve got KPI’s around quality to achieve so hopefully this will help.

1. I’ve split the project into separate processes:

* Registering Details
* Details Stored in database
* Relevant content delivered
* Update details, Removal of details
* Confirmation of changes
* User requests stored – user’s names, email address, Date/Time of request,
* Reports created – Daily Collated PDF, User Details registered

Please inform of any processes missed out here: Looks ok at a high level, Aggregating the content is a big one and comes before delivering it. I presume these aren’t in order though so that’s fine. Will we see a breakdown of some sort explaining what you’re going to do?

**Registering Details:**

1. First Name
2. Last Name
3. Email address
4. Interval
5. Content

Is there anything else you would like included such as gender etc…? Just the following: Personal Details consist of a user’s first name, last name, their address, phone number  
details, email address, content (subject) preference and content frequency (daily or  
weekdays only).

**Details Stored in database:**

1. What kind of database is used to store customer information? We use Informix but speaking to the DBA’s they’ve said Personal Details are stored in a database and assigned a unique ID. For development purposes and without access to the Company’s systems, an appropriate storage method must be assumed by QAC Consultants.

**User requests store:**

1. What kind of document is user requests stored in? User request emails are typically archived in suitable folders so as to keep a record of these requests for Audit purposes.

**Reports created:**

1. Daily Collated PDF  
   In the brief it is mentioned “Records several items against all content transmission – tend to include user and date.” Does this mean that the username and date are recorded on the content sent out? Not on the content – on the internal daily collated report

Failure or emails delivered

What else is included in this report? Ad-hoc reporting has become an issue so a return to the standard reporting items is sought. For user requests these include the user’s names, email address, Date/Time of request, summary of changed items. For content transmissions these are user’s names, transmission date time, content preference and the first piece of content.

1. User details registered

This includes statistics on users registering, content chosen, intervals.

Is there anything missing from this report? See above

1. Are there any other reports that need to be generating that has not been included? No although some decent audit logging would be useful – as this is mainly manual it’s a bit unclear sometimes as to what’s been done when!
2. How would you like the layout of the content, do you have a specific structure in mind?

Historically, content has been short bulletins of information containing no more than a few  
sentences. In some cases, these have been even shorter and represented small facts related  
to the user’s content choice. The goal is to send out informative content which does not  
detract from the user’s available time, thereby increasing consumption.

1. What is the morning cut-off time?

Cut-off is 1130am at which point all user requests must be completed prior to collating and

transmitting content. Any subsequent user requests must be held for processing the next

working day.

Thank you for taking the time for clarifying and completing the questions.

Follow up questions may be required.