Project Scope Questionnaire

1. What is the format of content that the app gathers? (e.g. will the content be full articles or links to articles) Not links no. 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.
2. How is this content presented in the emails sent out to the users? Is it possible to have an example template of how this would look? It’s pretty manual and varied to be honest, I build up the emails myself. As long as it’s clear and readable that’s my only criteria, I’ll leave that up to you experts!
3. What is the morning cut off for new/updated registrations? 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.
4. What is the average, maximum and minimum number of new registrations per week? Average about 10 but we’ve seen as many as 35 and as few as 8
5. Are there any periods when a higher workload is anticipated? We sometimes see a spike when there are big sporting events on or a huge news story but apart from that, not too much
6. How many people work on this process per day? Pretty much me, I’ve got a small team but they’ve also got day jobs
7. Could you give an approximation of the average time it takes to complete the key stages of the manual process (new registration, updating a user’s details, gathering the content and sending it to the user)? About 40 minutes per user
8. Are there any constraints that could have a bearing on how the automation can function (e.g. working hours, system availability etc)? The cut-off is within working hours so I suspect that’ll stay that way. We don’t have any scheduled maintenance so systems should be available at all times.