Summary of the Interview:

On Saturday 8th Nov I had an interview with Joe Johnson. He works for at the Tourist Information centre in Cambridge. He described problems with the current system and asked me to help to solve it.

Here are the notes I have taken during the interview:

1. What is the current problem?
2. What are the problems with the current system?
3. What problems would you like to solve with the computer application?
4. Who are the user and what skill level is expected?
5. How is the user to use this application?
6. Would you prefer a web-based or desktop or smart phone solution?

Written up answers:

1. What is the current problem?
   1. The Tourist Information Centre in Cambridge provides information about local accommodation, public transport, conference services, events, UK holiday information, walking tours of Cambridge, maps & guidebooks and much more. While they have appropriate website and software for local events and information they do not have a computerised version for information about public transport. Currently the Tourist Information Centre uses printed timetables provided by Stagecoach to store information about buses. In the past this system was sufficient as Cambridge had very few buses and it was easy find a way around. Over time Cambridge has grown and expanded and now there are over 30 buses coming from and to Cambridge. A few problems have arisen with the current system and Joe Johnson, who works at the information centre, has asked me to make a computerised solution to this problem.
2. What are the problems with the current system?
   1. Currently, the office uses printed timetables for all Stagecoach buses in Cambridge for the tourists to find how to get from place to place. This requires a lot of time. The tourists often ask for help at the desk with trivial problem of what bus will take them to their destination. The workers have to memories where each bus is going and if they don’t know they often have to look at a map themselves. They spend time answering this question which could otherwise be spent answering other questions. In addition, they are unable to answer questions on the time of journey and are unable to say if there is a quicker route. Printing timetables for each tourist who wants one is also expensive and often unnecessary when the tourists just want to know about one bus journey there and back. The timetables cost about. A timetable costs about £0.05 each.
3. What problems would you like to solve with the computer application?
   1. Having computers in the office with an application that would calculate their journey for them would be very useful to the tourists. They would be able to find the bus routes they need without coming up to the help desk or asking the workers.
4. Who are the user and what skill level is expected?
   1. It cannot be assumed that the tourist is experienced with computers. The workers at the tourist office should learn how to use this application and be ready to help if tourist struggle to understand
5. How is the user to use this application?
   1. The user will enter the start and destination bus stop, the desired time of departure and date.
   2. The bus journey will be calculated based on the information given by the user and based on Stagecoach schedule in Cambridge.
   3. At least three bus routes will be displayed showing the time of start of the journey and the time of arrival at the destination, and number of bus changes, total time of journey.
   4. Upon selecting a route more details will be shown including: the time and place of the bus changes, the bus name/number of the buses, time of the journey on each bus and waiting time.
   5. When selected, the route will be displayed on a map, showing all bus stops and bus changes.
6. Would you prefer a web-based or desktop or smart phone solution?
   1. They have computers in the tourist office so hardware is not an issue
   2. A mobile solution assumes that tourists have smart phones so perhaps not, also it would be operating system specific
   3. Either desktop or web based will be fine, a web based solution would be more flexible and operating system independent, for this situation a desktop application would be good enough however it would involve installing the software onto all of the computers
   4. Computers run Windows 7

Notes from the interview:



