Taylor Bailey

Systems Analyst Team Leader

5097 Willow Swamp Rd.

Islandton, SC 29929

Date: November 8th 2018

Kyle Johnson

Johnson Yard Service Owner & Team Leader

102 Caveson Drive

Summerville, SC 29483

Dear Mr. Johnson:

I am writing concerning your requested information system update for your company, Johnson Yard Service. My team and I would like to conduct additional interviews with you and your team so as to more accurately define the needs of your company. The information gained from these additional interviews will allow us to fully identify the areas that can be improved to your current system. Attached are two questionnaires. One questionnaire is for you; as the owner and decision maker your input is paramount. The second questionnaire is to be completed by one of your full-time employees. Insight from an end-user will also be invaluable.

We would also like to review samples of any forms that are currently being manually completed, such as work schedules, task lists, etc. If you would scan (or photograph with a smartphone) and attach these forms when you return the attached questionnaires it would further help us assess your company’s needs.

These interviews are being completed via email to minimize the burden we are placing on your time. We greatly appreciate your help with this project and are aware of the limited free time new business owners have. Ideally, we would like to have the interview questionnaires returned to us by November 11th so that we may have ample time to review and compile your responses. However, we do understand the many obligations you currently have and if this will present a problem please let us know.

We appreciate your time and effort working with us on this project. Your time is valuable, and we seek to ultimately provide you with a quality solution that will automate as many tasks as possible, enabling you to concentrate on building your business rather than completing paperwork.

Thank you,

Taylor Bailey

Systems Analyst Team Leader

Enclosure