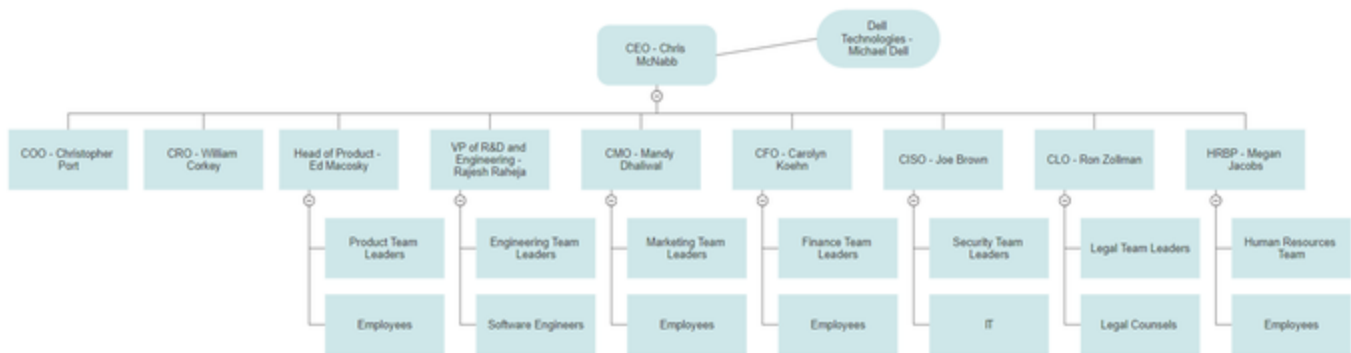


# User Characteristics

## Stakeholders

Stakeholders	Influence
Leadership team: <ul style="list-style-type: none"><li>• CEO: Chris McNabb</li><li>• Chief Operating Officer: Christopher Port</li><li>• Chief Revenue Officer: William Corkery</li><li>• Ed Macosky: Head of Product</li><li>• Rajesh Raheja: Senior Vice President of R&amp;D and Engineering</li><li>• Mandy Dhaliwal: Chief Marketing Officer</li><li>• Carolyn Koehn: Chief Financial Officer</li><li>• Joe Brown: Chief Information Security Officer</li><li>• Chief Legal Officer: Ron Zollman</li><li>• Megan Jacobs: Human Resources Business Partner</li></ul>	The leadership team influences the overall business process at Dell Boomi. Each leader must manage their own department and report back to the CEO. Leaders must support their employees with information and rules to provide the best possible product.
Customers	Customers influence the overall resources and strategies Dell Boomi must provide. Without customers, there would be no business since they provide the money/problems.
Software Engineers	Build software for Dell Boomi influencing customer retention and approval of product produced. Since Boomi focuses on cloud-based integration, SE's hold a lot of value to the product quality which impacts the business as a whole. They are related to the development of the system as they will maintain the integrity of the system by providing updates if needed and fixing bugs.
Dell Boomi's Employees	Influence the business by providing functionality to the business process. They are related to the development of the system as they will be users of the response "bot" if legal advice is needed.
Chief Legal Officer: Ron Zollman	Influences worldwide legal, regulatory, and compliance matters affecting the company. He is related to system development as the response "bot" will operate under the legal department providing answers to commonly asked legal questions.
Edward McCarthy (leadership role and legal support at Dell Boomi)	Edward influences the business process by providing leadership within the legal department and providing legal advice to all of Boomi's departments. Edward is the main source of information related to Boomi as a business and is overlooking the whole process with the development of the response "bot".
William Angola (Business analyst)	Related to the development and operation of the response "bot" by eliciting requirements related to the business, and software. Defining scope and documenting all problems/solutions to come with the response "bot"
Legal Department	Support Boomi by providing legal counseling to all wanting Boomi personnel and are related to the operation of the system by maintaining legal standards with the answers provided by the response "bot".

Org Chart -



## User Characteristics

- Boomi department employees should have the technical expertise to go through the process of reaching the response “bot” page and entering credentials to confirm their identity.
- The legal department should have the experience/educational level of coming up with a multitude of commonly asked legal questions and technical expertise to update the response “bot” questions with the backend system.
- Users should be patient when the response “bot” does not have an answer to their questions and technical expertise to ask the “bot” for contact information to call/text the legal department for assistance.
- Users should have self-control and not contact the legal department directly unless the response “bot” cannot provide an answer.
- Users who have experience with the response “bot” may find it easier to find answers to their questions and know if the complexity of the question is in the scope of the bot answers.

## Elicitation Plan

Questions for interviews -

- Software Engineers
  - Is the proposed system provided an acceptable tool for Boomi’s departments to receive answers to commonly asked questions?
  - What will be the best platform to implement this system in?
    - Is there any platform we could integrate this system into or should an external app be created?
    - Are there any benefits with the platform chosen?
  - What programming language will be utilized to create the system?
    - Python, Java, C++, or business preferred language
  - What type of programming style?
    - Functional, Object-Oriented?
  - How will response “bot” questions/answers be stored?
    - Database (if so which), cloud-based resources?
    - Should an additional system interact with the storage of these questions/answers of the response bot or should the legal department have direct access to this storage?
  - What tools will be utilized to create the UI of the system?
    - Scenebuilder? or other tools I'm not aware of
  - How are updates/bugs going to be handled?
    - Is there going to be some sort of feed to receive complaints/feedback from the users?
    - Will the software engineering team contact the legal department directly when dealing with the system or is there a middle man?
  - Can a certain time frame be set for certain features of the system? I.e. can we put a date on the system deployment?
    - What type of process model will be used for the development of this system? (Waterfall, V-model, Sawtooth, Spiral, Unified, Prototyping, Continuous delivery) (Linear or Agile)
  - How will security within the system be assured?
  - Is there anything else I should be asking you?
- Dell Boomi Employees
  - Is the current system for contacting the legal department about legal questions frustrating, inconsistent, or undesirable in any way?
    - If so help me understand why?
    - Learning from the old system could provide some insight/features for the new system.
  - Are there any ways in which the current system the legal department is using could improve?
    - How would that benefit you?

- What if a response “bot” was to take the place of the legal department for commonly asked legal questions how would you want your questions answered?
  - How would you want it to interact with you? Do you prefer something visual or is a plain text response sufficient?
- What are some legal questions you find yourself asking the legal department? If any?
- What is your preferred platform to elicit answers from the legal department?
  - Phone calls, messages, emails? Potentially websites?
- What aspect of the proposed system excites you?
  - What aspect is the most/least valuable?
- Is there anything else I should be asking you?
- Chief Legal Officer: Ron Zollman
  - What is the most time-consuming task within the legal department?
    - Is there a potential solution for this task or is relieving time from other tasks sufficient.
  - Is the current system for answering questions from other departments lacking in any way?
    - Do you find yourself answering tedious questions?
  - Is the legal team satisfied with the current system in place for answering questions?
  - What's the motivation for solving this problem?
  - How is the system proposed beneficial for the legal department?
    - What's the motivation for solving this problem?
  - Could you describe an environment in which the system will be used?
  - What should happen if the system were to fail?
    - What procedures will take place?
  - How do you judge the system's success?
  - Is there anything else I should be asking you?
- Edward McCarthy
  - What problem are you trying to solve? (This was the first conversation which we came up with the system)
  - Who could influence this project?
  - Could there be any unintended consequences with the new system?
    - Does the legal team receive more questions than before? related to tech or how to use the system?
    - Does the bot not recognize some commonly asked questions?
  - Are there any more policies that the system should conform to?
    - Are there additional rules from the code of conduct that should be added?
  - Could you describe an environment in which the system will be used?
  - How would you judge the product's success?
    - Efficiency, security, reliability?
  - What procedures are set in place if the system were to be comprised?
  - How do you expect the legal counsels to interact with the system?
    - Should a separate system be put in place for updating the response “bot” or should the legal department be trained to update the system directly?
  - Is there anything else I should be asking you?
- Legal Department
  - What frustrates you with the current system for answering questions?
    - Help me understand why?
  - What is the motivation for solving this problem?
  - What goals could this system help you accomplish?
  - How would you describe the system?
  - What aspects of the system excite you?
  - Is the team comfortable updating commonly asked questions when needed?
    - This could be done with a separate system or training to update the system directly.
  - Is there anything else I should be asking you?

Prototype -

(Notes: Mockup - could be a visual example of the system does not have to be interactive. Prototype - Needs to be clickable, interactive to display the system in action. Could use scene builder.)

- Plan for prototype
  - Have a prototype out by Mar 12th.
  - Use Scene Builder to create prototype UI.

- This prototype will be displayed in the form of meetings or demonstrations to major stakeholders such as Edward McCarthy, the legal department, potentially Ron Zollman, and some Dell Boomi employees who are excited about a new system for eliciting legal answers.
- Feedback could be received in the form of emails, messages, or phone calls. I think the best way to receive feedback is by having multiple small virtual group meetings to display the functionality of the prototype and play out some scenarios of users interacting with the system. I could probably have a note-taker write a feedback from stakeholders through the meeting or have surveys at the end of the meeting with multiple questions about the system prototype.

User stories -

(Notes: User story template - "As a <role>, I want <goal/desire> so that <benefit>")

- The gathering of user stories will begin by asking Edward to write a user story himself and suggest/provide some stakeholders who would be willing to complete user stories based on the system.
- Once the stakeholders are identified by Edward or myself I would proceed to contact them and learn about their role in Boomi and provide information about the proposed system and ask how it would benefit them in the workplace. Another possibility is providing information about the system and having them fill out this template almost like a survey.
- These user stories will be documented in Jira as a backlog reference.