

Dialogue with the stakeholders

A: Architect

B: Stakeholders

A: Hello Sir. How are you? I wish you are in the pink of health. I am actually a software architecture of the Hotel Reservation System.

B: I'm fine, Thank you sir. How may I help you?

A: Sir, may I know how the system should work based on your expectation? For example, the system performance, the security aspects, any requirements, or any constraints that we need to concern?

B: Oh sir, can you please clarify you question?

A: Sorry sir, let me clarify my question. What I meant is, what is your expectation in terms of system quality like performance and security. For your information, performance is something related to the response time, throughput and security means how well you data or system is protected.

B: Regarding the performance, I hope that users will feel happy when they still can reserve their desired hotel room successfully during peak period. If possible, I wish that there is a super short waiting time when reserving a hotel room during peak period like holidays.

A: Hmmm, do you mean that the system should able to handle overwhelming users access at the same time without any latency or delay?

B: Nice, that's what I mean.

A: Noted Sir. Is there any other requirement that the system need to achieve?

B: The system should be easy to use. In this case, first-time users should be able to reserve a hotel room successfully by using the system in 10 minutes of learning time. I do not expect to see complicated features in the system.

A: Noted sir. Just to confirm, sir do you mean that the system must be user-friendly and the first-time users must be able to know how to use the system in 10 minutes?

B: Yes, exactly!

A: Noted Sir. I'm sorry to say that every system has the downtime for maintenance of any upgrade of software or hardware in the system. In this case, we can try to minimize the down time frequency to only one hour per week. Is that what you wish to have?

B: Yes, I agree with that.

A: Alright, Sir. May I ask is that any constraints on the budget?

B: Yeah, to be honest, we actually not have sufficient budget to support the expensive technologies,

A: It's okay, Sir. Our team will take this in consideration when design the system's architecture. We will try to minimize the budget used without lower the quality of the overall system.

B: Okay, Thank you very much for your consideration.

A: Okay, Sir. I think that's all for today. Thank you for your time. You may speak up any new requirements or any changes you want in the next meeting.