The village DVD store – interview with the manager

Case in point: Existing system

- current system provides profit/loss for every DVD (per day, per week, per month)
- ability to view full rental history of each movie(dvd)
- ability to view full rental history of client

- no storage of confidential payment information
- critical components of existing system:
- sophisticated backend
- ease of use (for customer and clerk/manager)

- when DVD is returned system calculates how much is owed

* option to start a contract
- a contract means users make a payment prior to renting DVDs, they get preference for new dvds

- dvds ordered alphabetically

- Adding a movie to system
- enter the number of copies
- prompted corresponding barcodes (dvd ID)

- research: virtual card system

Questions: Requirement Gathering

- What software products do you currently use and how do they operate?
- Which features of the current system do you consider most critical and which are least useful?
- What functions do you wish could be added to the existing system to make for a better user experience?
- How are new DVDs added to the system and who is responsibility is to do so?
- Take me through the process of a customer renting a movie?
- What access rights do employees have or do not have?

- What Data do you keep records of ?
- Why do you still rent DVD's ?