IS187: Billing System Questionnaire

**Understanding the problem of the sponsor**

Q: What are you guys looking for?

A: A way to track information for court cases

Q: Can you describe how these cases work?

A: Each case has a certain number funds that are allowed for it, we are allowed to work until the funds have been exhausted from that case.

Q: In the past how has your current method of recording/tracking these cases have been?

A: Not too good, we often work over our funds and don't get paid at the end. So we end up working for free.

Q: How are you guys currently recording/tracking the information?

A: Some by paper and some of the information are on excel sheets and word documents. It's distributed throughout our office.

Q: Why do you guys need this system for? Isn't it better just making regulations and standards in the office to control how much work has been done on each case?

A: It's too hectic; we have about three to four attorneys. Each working on a different case sometimes we forget to even record what we do, because we get sidetrack from all the readings we do.

**Understanding the needs of the sponsor**

Q: Besides the attorneys who else will be using it?

A: We have law clerks, and a sectary that helps us do some paper work. They would need to use it as well.

Q: Are the attorneys the only one working on the cases?

A: Sometimes we hire a specialist to do some work.

Q: Are there rates on which you guys set?

A: Yes, the rates are static and charged per hour. They are listed on the sheets we gave you guys.

Q: Are there reoccurring clients?

A: Yes, sometimes there are

Q: How are cases categorized as?

A: There are four types; we have a sheet that describes them all.

Q: Are there expenses that need to be recorded as well?

A: There are a couple such as, travel, photocopying, mileage, and a couple of others. They are listed on the sheet as well.

**Getting an idea on how to design the application**

Q: Does this application need to be user friendly?

A: We would like to, however if it just works and looks ugly we wouldn’t mind

Q: So you guys need a system that will record what you have done and it will calculate the remaining funds correct?

A: Yea something like that we have a forum that needs to be filled out at the end of the case. If you guys can somehow take all the values and place them on there, that would be great.

Q: This forum is the most important one out of the rest?

A: Yes it’s what the court uses, we have other forums to fill out but if you guys can just get that one. That would be the one we would want the most

Q: Ok, so there would be multiple users correct?

A: Yes

Q: How many computers do you guys currently have?

A: About four computers

Q: Is it possible to use one of the computers as a SQL server

A: That would be fine with us; we’re willingly to invest into some equipment if the application needs it

Q: How would you like time to be tracked and recorded?

A: We were thinking of it automatically starting, once we press a button time would track itself. Say we push a button to start, and then push it again to stop it.

Q: Do you mind if you have to manually enter in time?

A: Not at all, any system that is currently better than ours would help us.

Q: Are you guys all using Windows 7?

A: One of us has a Mac, and the rest are running Windows 7 or has a Windows operating system.