- ✓ When did you start business?
- ✓ How many organization do you have in Dhaka?
- ✓ What do your organization do?
- ✓ What is the goal/ purpose?
- ✓ What is the office Hierarchy?
- ✓ What's your recruitment policy? Average working hour?
- ✓ How do you assess the performance of the employee (Reward/ misbehave/ below standard quality)?
- ✓ Is all sectors in your office are computerized or some of those are manual?

  From when these sectors have been computerized?

  What's the benefit you got?

  What's been the difficulties in previous manual system?
- ✓ The software you use in company serves which purpose of your company?
- ✓ From which company did you develop the software? (Why not the same company)
- ✓ What difference came to notice after the automation of the system?
- ✓ How many people are related to administrate the software system?(Employee and client)
- ✓ Development cost and maintenance cost?
- ✓ Hierarchy of software management team?
- ✓ How do you take the decision of getting subpart of your office system automated?
- ✓ What problems occur if the people related to maintenance escapes office for couple of day? How do you resolve it?
- ✓ What's the aim of getting a system automated?
- ✓ What happens to the existing employees when you go from manual to automated system? Do you give training or fire them?

- ✓ How do you adapt new technical changes?
- ✓ How do you handle if the software is down for some reason and you're unable to serve the clients?
- ✓ Have clients reduced due to system failure or something like that?
- ✓ What's your future plan or scope?