

Monash University Malaysia

BSc Computer Science

Assignment # 1

Interview Documentation

FIT2001 Assignment 1 - Group 30204

Submitted by:

Tee Kai Yoong

Ng Kah Hoe

Bazil Muzaffar Kotriwala

Cheng Hsiu Quan

Submitted to:

Dr. Anushia Inthiran

Date:

29/3/2016

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Interview Plan

Communication

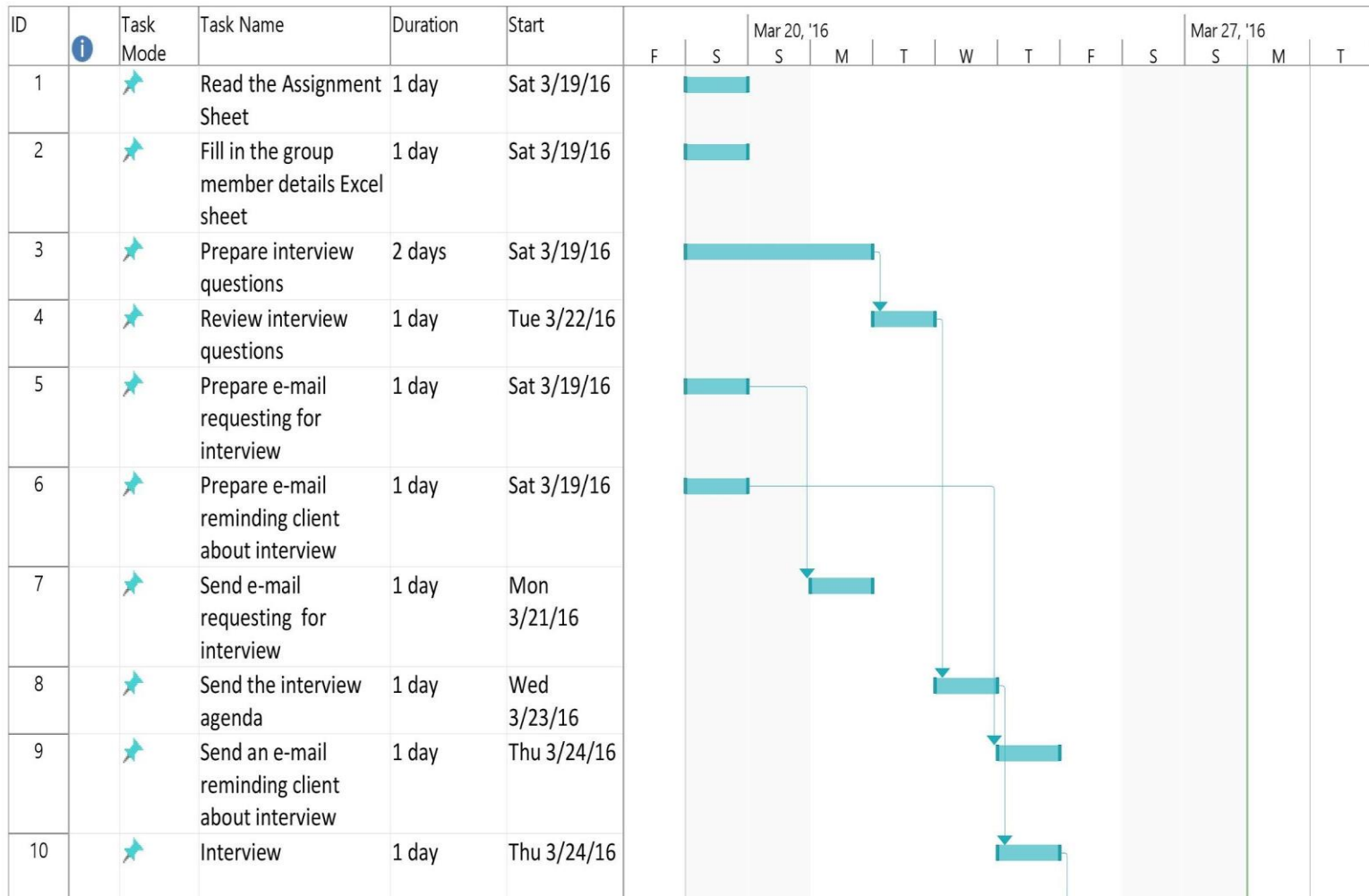
A conversation group for planning the interview has been created on WhatsApp by Tee Kai Yoong and all members in the team are added. All matters regarding to planning the interview is to be discussed in the aforementioned chat group. All members are required to check the chat group for messages regularly.

A folder has also been created by Tee Kai Yoong on Google Drive and it has been shared with all the members in the team. This folder will be the place where the documents created in preparation for the interview will be stored.




















Task Allocation

No.	Name of Task	Members involved
1	Prepare interview questions	All
2	Review interview questions	All
3	Prepare e-mail requesting for interview	All
4	Send e-mail requesting for interview	Tee Kai Yoong
5	Send the interview agenda	Tee Kai Yoong
6	Send e-mail reminding client about interview	Tee Kai Yoong
7	Interview	
7.1	Introduction	Tee Kai Yoong
7.2	Ask questions	All
7.3	Note taking	Bazil Muzaffar Kotriwala
7.4	Concluding	Tee Kai Yoong
9	Prepare interview minutes	All
10	Send interview minutes	Tee Kai Yoong




















Schedule



Project: FIT2001 Assignment 1 S
Date: Mon 3/28/16

Task		Inactive Summary		External Tasks	
Split		Manual Task		External Milestone	
Milestone		Duration-only		Deadline	
Summary		Manual Summary Rollup		Progress	
Project Summary		Manual Summary		Manual Progress	
Inactive Task		Start-only			
Inactive Milestone		Finish-only			

[illegible]

Project: FIT2001 Assignment 1 S Date: Mon 3/28/16	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
	Inactive Milestone		Finish-only			

Interview Agenda

Discussion and Interview Agenda

Setting:

Objective of interview:

- To develop a better understanding of the project, obtaining system specifications in relation to the business processes of the company.

Date, Time and Location:

- 24 March, 2016, at 2:20pm in Computer Lab 2404, Monash University Malaysia.

User Participants:

- Ms. Ilma Thornber, Chief Technology Officer
- Mr. John McEwan, the Lead Marketing Manager

Project Team Participants:

- Tee Kai Yoong
- Bazil Muzaffar Kotriwala
- Ng Kah Hoe
- Cheng Hsiu Quan

Interview Questions

1) Objectives of the system

- Can you describe more on what do you plan to achieve by having the web system ?
- Why do you want to have a web system? What is the main purpose of the web system?
- Who will be the primary users of the system?
- Who will be managing the system? Do they have the required expertise to manage it?

2) Current System

- Is the web system going to replace any current manual system, or is it a new system?
- What are the limitations of the current system?

3) Hiring Employee Function

- Why do you need a system to hire new employees? What do you plan to achieve by having a system to aid in new employee hiring?
- How would you want the system to aid with hiring new employees? Could you

elaborate on it? What will it do?

- What is your company's process of hiring new employees?
- For each function, how would you want us to implement it? For example, if you want a functionality to allow users to submit applications, what mode of delivery would you want it by? For e.g email or online form.

4) Capturing Funds from Investors

- Can you describe more on how would you like to capture funds from interested investors?
- How will interested investors be notified about the project? Or rather how will interested investors be able to notice your project? For example, newsletters?
- Can you explain on how the funds will be captured? For example, what method of transactions do you have in mind, credit card, direct payment?
- What are the protocols when funds are being captured? For example, would interested investors notify via email before transferring funds?
- Should the investors have access to the system as well? For example, would interested investors have an account in the system to view the status of the project?

5) Non-functional Requirements

- Are there any specific features other than the main features in your mind that you would like to have?
- For example, do you want the system to run on both computers and mobile devices?
- Do you want users to be able to leave comments on your websites?
- Do you want the web system to operate in more than one language?

6) Time

- Is there a specific deadline by which you want the system to be up and running?

Follow-Up

A full detailed documentation of the interview will be sent to the interviewees after the interview has been conducted.

Interview Minutes and Detailed Interview Records

Date : 24th March, 2016
Time : 2.18 p.m. - 2.32 p.m.
Duration : 14 minutes
Prepared by : Tee Kai Yoong, Ng Kah Hoe, Bazil Muzaffar Kotriwala, Cheng Hsiu Quan
Purpose : System Requirements Elicitation
Location : Room 2-4-04, Monash University Malaysia

Participants : Ms. Ilma Thornber, Chief Technology Officer
Mr. John McEwan, Lead Marketing Manager

1) Objectives of the system

1.1) Can you describe more on what do you plan to achieve by having the web system?

- The company would obtain more recognition from the public.
- Faster delivery of information.
- Details of the company's business operations available through the web system.
- Allows the operations of the company to be much faster than before.

1.2) Why do you want to have a web system? What is the main purpose of the web system?

- Website presence itself provides visitors with the most updated information.
- The web system allows customers to buy the company's product online.
- The web system enables the customers to find their required products more easily.
- The company wants to have the catalogue of their products made available on the website, including the details of the products.
- The system should support e-commerce, purchase through website and pay online. Credit payment system which accepts most major credit cards.

1.3) Who will be the primary users of the system?

- Refer to Q1.4

1.4) Who will be managing the system? Do they have the required expertise to manage it?

- At the moment, there are no required expertise available.
- The system should be designed such that it is easy enough to allow any current employees to easily learn to manage the system.
- However, if needed the company will hire new employees who will be trained to manage the system.
- The company is planning to hire two IT personnel.

2) Current System

2.1) Is the web system going to replace any current manual system, or is it a new system?

- No system currently exists.
- The company currently uses order forms to take orders from customers.

2.2) What are the limitations of the current system?

- There is no way of keeping track of the most updated information.

3) Hiring Employee Function

3.1) Why do you need a system to hire new employees? What do you plan to achieve by having a system to aid in the new employee hiring?

- Instead of getting a third party to handle the hiring process, the company would like to do it on their own.
- Advertise their jobs on the website which would include the job positions which are currently vacant.
- Applicants need to register their own profile to drop their CV and other required documents.
- Each applicant's account may be used to contact the applicant. For example, to send a job offer or arrange a meeting time, The company has full access to the applicant profiles.

- Applicants are able to directly deposit his or her resume after the applicant has made an account.
- Applicants will be able to use their account to contact the required personnel of the company. The applicants will also be able to link their profile to social platforms such as Facebook and Instagram.

3.2) How would you want the system to aid with hiring new employees? Could you elaborate on it? What will it do?

- Refer to Q3.1

3.3) What is your company's process of hiring new employees?

- A third-party hiring company is currently handling the employment of new employees.
- Applicants are filtered out by the 3rd party company and sent to us for an interview.
- Therefore, the company does not have much information about the hiring process.

3.4) For each function, how would you want us to implement it? For example, if you want a functionality to allow users to submit applications, what mode of delivery would you want it by? For example e-mail or online form.

- Online form.

4) Capturing Funds from Investors

4.1) Can you describe more on how would you like to capture funds from interested investors?

- The third party website BootStarter® will not be used anymore to capture funds.
- Advertisements to attract investors so that:
 - Investors are welcome on the website to fund various projects.
 - Investors know how long a campaign is for and how much money the company needs for the campaign.
 - Investors are able to register themselves as investors in the system.
- A rewards system should be in place so that a token of appreciation could be given to investors.

4.2) How will interested investors be notified about the project? Or rather how will interested investors be able to notice your project? For example, newsletters?

- Registered investors will receive weekly updates on new projects that are available to invest.
- People reading the advertisement should be able to see the campaign description and how much money is needed to fund the project.
- Advertisements about the campaign on social media websites, e.g. Facebook and Instagram, will link visitors to the webpage.

4.3) Can you explain on how the funds will be captured? For example, what method of transactions do you have in mind, credit card, direct payment?

- The company could possibly use a third-party fund processing unit. For example: PayPal

4.4) What are the protocols when funds are being captured? For example, would interested investors notify via email before transferring funds?

- The company will have no way of updating the investors who haven't been registered on the website.

4.5) Should the investors have access to the system as well? For example, would interested investors have an account in the system to view the status of the project?

- Yes, the company would want registered investors to view the status of their current project.
- For investors who haven't registered, they will have to register in order to view the projects.
- The company will be able to view the history of the investors.
- The company will be able to view payments completed, pending payments, and online payments.
- The company will know how much would the investor contribute.
- The company will know whether the investor is a one time investor or a periodic investor.

5) Non-functional Requirements

5.1) Are there any specific features other than the main features in your mind that you would like to have?

- Support page (contact page) and FAQ page on the website.
- Social presence made available through Facebook, Instagram, and newsletters.
- Sign up through the website.
- Include crowdsourcing.

5.2) For example, do you want the system to run on both computers and mobile devices?

- Yes, the website should run on the major Internet browsers.
- Supports both iOS and Android on mobile devices.

5.3) Do you want users to be able to leave comments on your websites?

- No comments needed, however visitors can send an email if they have any inquiries.
- All email and contact details are provided on the support page.

5.4) Do you want the web system to operate in more than one language?

- No, the company does not have the expertise to handle a multilingual web system.

6)Time

6.1) Is there a specific deadline by which you want the system to be up and running?

- Four months

Communication With Client (Email Correspondence)



Kah Ng <khng29@student.monash.edu>

3D TikTok Web System - Request for Interview

8 messages

Kai Yoong Tee <kytee5@student.monash.edu>

21 March 2016 at 16:51

To: anushia.inthiran@monash.edu

Cc: khng29@student.monash.edu, hqche5@student.monash.edu, bkot4@student.monash.edu

Dear Ms. Ilma Thornber,

My name is Tee Kai Yoong and I am from Monash Systems. I am part of the team that is in charge of creating a web system for 3D TikTok. My team and I are excited to get started on this project.

To develop a better understanding of the project, my team and I would like you to provide us with some insight about the system specifications in relation to the business processes of your company. In order to do that, we would like to conduct an interview with you. Would it be convenient if we could have the interview at 2.30 p.m. on Thursday, 24th March 2016? The interview will take about 15 minutes and will be conducted at a venue of your choice.

I will send you the interview questions in the follow-up e-mail once you have agreed to our request.

Looking forward to hearing back from you.

Regards,
Tee Kai Yoong
Project Manager,
Monash Systems

Kai Yoong Tee <kytee5@student.monash.edu>

21 March 2016 at 18:33

To: anushia.inthiran@monash.edu

Cc: khng29@student.monash.edu, hqche5@student.monash.edu, bkot4@student.monash.edu

Dear Ms. Ilma Thornber,

In the previous e-mail, I have **mistakenly** suggested 2.30 p.m. as the meeting time. What I meant to say is if we could have the interview at **2.20 p.m.**

Sorry for any inconveniences caused.

Regards,
Tee Kai Yoong
Project Manager,
Monash Systems
[Quoted text hidden]

Anushia Inthiran <anushia.inthiran@monash.edu>

22 March 2016 at 09:55

To: Kai Yoong Tee <kytee5@student.monash.edu>

acknowledged

[Quoted text hidden]

Kai Yoong Tee <kytee5@student.monash.edu>

23 March 2016 at 11:35

To: Anushia Inthiran <anushia.inthiran@monash.edu>

Cc: khng29@student.monash.edu, bkot4@student.monash.edu, hqche5@student.monash.edu

Dear Ms. Ilma Thornber,

I have attached the interview agenda to this e-mail. Please refer to it before the interview.

Looking forward to seeing you soon.

Kai Yoong Tee <kytee5@student.monash.edu>
To: Anushia Inthiran <anushia.inthiran@monash.edu>

23 March 2016 at 17:37

Dear Ms. Ilma Thornber,

I have attached the interview agenda to this e-mail. Please refer to it before the interview.

Looking forward to seeing you soon.

Regards,
Tee Kai Yoong
Project Manager,
Monash Systems

InterviewAgenda.pdf
158K

Kai Yoong Tee <kytee5@student.monash.edu>
To: Anushia Inthiran <anushia.inthiran@monash.edu>

24 March 2016 at 08:23

Dear Ms. Ilma Thornber,

Please be reminded that we are going to meet for an interview in Room 2-4-04, Monash University Malaysia at 2.20 p.m. later this afternoon.

Looking forward to seeing you!

Regards,
Tee Kai Yoong
Project Manager,
Monash Systems
[Quoted text hidden]

Kai Tee <kytee5@student.monash.edu>
To: Anushia Inthiran <anushia.inthiran@monash.edu>
Cc: bkot4@student.monash.edu, khng29@student.monash.edu, hqche5@student.monash.edu

26 March 2016 at 13:40

Dear Ms. Ilma Thornber,

Thank you for letting us conduct the interview with you last Thursday. Your responses were very helpful.

I have attached a document containing the interview responses to this e-mail. If you have any inquiries or

spot any inaccurate information in the document, feel free to contact me by replying to this e-mail.

Thank you and have a good day.

Regards,
Tee Kai Yoong
Project Manager,
Monash Systems

InterviewDocumentation-30204.pdf
362K

Anushia Inthiran <anushia.inthiran@monash.edu>
To: kytee5@student.monash.edu

26 March 2016 at 13:40

Thank you for your email. I am on annual leave till the 1st of April 2016

Best Regards

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