# Criterion A: Initial investigation

My client and mother, Amula Jambusaria, decided one day to send some digital copies of pictures of my sister and I to some relatives because we hadn’t seen them in many years. However, as she was going through the pictures that she had taken over the years, she couldn’t find the ones that she specifically wanted to send immediately because they were all scattered around in the same folder. The specific photos that she was looking for could not be found until a week later after she had looked through all of the pictures. The problem was that it was taking her a lot of time to find the photos that she wanted because they were completely disorganized. Amula was interviewed on November 26th, 2014 about this problem.

She says that she currently “cannot find what [she is] looking for when [she] want[s] it. It takes up too much time. [She] need[s] to be able to find pictures easily and quickly because there are too many of them to search through each time [she] need[s] something.”

Usually, she only wants to send a few photos anyway. So if she has the file name, she can easily select the photos by typing out their file names and send them to whomever she wants.

She hopes that an IT solution will soon be found to her problem as she is now getting requests from many family members, such as my many uncles, aunts and great aunts who wish to see photos and wishes to send them the photos as soon as possible. At the moment, Amula must search through her folder of pictures manually in order to find them, which is extremely time-consuming and inefficient. She cannot spend too much time on this as she has many other responsibilities that keep her very busy, like working, cooking, and taking care of the house.

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