

Transcript of first conversation with Client

Note: The numbers denote statements from which the success criteria were created.

IB LEARNER: Hi Oliver, so you said you would like to use a password manager because you are worried about security, right?

CLIENT: Yes. I've been using the same password for everything, but now I've realized that might not be the best idea. I know someone who got their accounts compromised because of it and I'm worried that might happen to me.

IB LEARNER: But you don't want to use an existing password manager because you are worried that it might keep a record of your passwords?

CLIENT: Yes. Ever since I read about that Facebook data scandal thing, you know what I mean, I don't trust companies like that. I'm really glad you suggested to make one for me.

IB LEARNER: So....what would you like the password manager to do specifically?

CLIENT: Well, store my passwords.

IB LEARNER: Yeah, but like, what features do you want it to have?

CLIENT: Well the most important thing is that it's secure. Like, it should have some secure... encryption [1]? I think that's what it's called?

IB LEARNER: Yes. Encryption.

CLIENT: It should be easy to use [2], since as you know I'm not really great at computers. I should be able to easily add and remove passwords [3] for different websites. But don't make it so one click deletes my password and then if I click that by accident I can't log into something. Ask me if I'm sure I wanna delete it or something [4]. And I'd like to be able to edit the passwords [5], including the main one of course [6]. I've read that you should change your password every 3 months.

IB LEARNER: Right. So maybe next to each password I could put the date that you last changed it? So you know when you need to get a new one?

CLIENT: That's a great idea [7]. ...Is it possible to make it so I can use it on different computers [8]? You know, I have a desktop PC at home and a laptop that I use elsewhere, so that'd be pretty useful. So I would create an account [9] and then be able to log into it from different computers. And if I save a password on one it would show up on the other.

IB LEARNER: Sure.

CLIENT: Hmmm, it would be nice if it could generate passwords randomly [10]. The passwords I would create would probably be pretty bad.

IB LEARNER: Yeah, I could do that. Anything else?

CLIENT: Hmm.....not really. I'll tell you if I realize I forgot something. Thanks again though.