**CONTEXT:**

Your client, PetsCare, is a local clinic that takes care of pets, including pet wellness and vaccination, medical services, surgery including spay and neuter, dental cleaning and treatment, grooming, etc. PetsCare has served the community for more than 20 years, and has been successful in the business.

Recently, the current owner, Claire, who is the daughter of the founder of PetsCare, realized that the old file system solution is very inefficient. She and her team have to spend lots of time taking records, querying for information, and maintaining the data. She decided to turn to you, for a Relational Database Management System.

PetsCare wants to record information about customers, pets, staff, visits. Claire will be available to meet via Zoom tomorrow to discuss details. You should prepare questions for building the DBMS.

**Questions to ask during the meeting:**

1. Ask about their business process, how does sales and services are registered in the current system (how does records are currently registered).
2. Ask for a simple user story about the end users of their system.
3. If 2 doesn’t clarify the relationship between entities, ask it directly.
4. Ask about regulations, data access limitations, data anonymization and how or where data is/will be stored.
5. Ask if there’s any other kind of particularity that the system needs to attend.