Collated answers to questions

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| **Questions recorded during the meeting** | **Client Response** | **Teams expectation/ response** |
| What are the key functionalities/features of this web application should be prioritized?    Current main features  - job allocation, availability indication, workload viewing (jobs assigned, number of hours worked for the week) | Based on the management, this application should have a dashboard to show, the assignment on which flight and the availability    Include Current main features  - job allocation, availability indication, workload viewing (jobs assigned, number of hours worked for the week) | A dashboard showing the job assignment based on the flight and availability, job allocation, availability indication, workload viewing (jobs assigned, number of hours worked for the week) |
| Operations flow    pilots check in --> flight preparation --> fly to destination --> rest? Or preparation for immediate flight? --> repeat? | The pilots are suggested to have a rest for long flights (E.g from Singapore to United States(18-22 hrs)), stay in some hotel, operate the next return flight    An example of a short flight will be a flight from Singapore to Hong Kong.    The rest of the flight to further countries such as Korea and Japan will be considered a long flight as well. | Flights that are 4 hours or less will be considered as short flights while the rest as long flights. Depending on different situations, pilots rest time will differ. |
| Since the planning starts every Thursday, what is the start and end day in a week for planning of work allocation? (eg. next week monday) to sunday or ?)  Availabilities updated by wednesday | Client prefer a monthly schedule to be able to get to know ahead of their availability and give them one month so that can make changes the month before    Confirmation is required no later than one week before the allocated flight | Pilots will be requested to update their availability a month in advance and will be required to confirm their schedule, latest one week before their allocated flight schedule. Job allocation will be done on a monthly basis to match the pilot’s notice so that both pilots and management will have time to react to unforeseen circumstances |
| For staff and pilots who did not update their schedule on time, what will be their default status? (eg. indicate as available or unavailable) | It will be a proactive work. The deadline will be given by the management and the system shall give them an earlier date to remind them.    Demerit points will be given if the slots are missed. However, the management has yet to have a confirmation on this but it would be an optional requirement. The only requirement would be to indicate demerit points as of now. | System will include a reminder to indicate the date of confirmation.    System shall indicate the warning of demerit points if the deadline of confirmation is missed. |
| The requirement states that the assignments will be allocated such that staff should not need to travel between routes and planes do not stay on the ground for more than three hours.    What is the definition of they should not need to travel between routes? (eg switch terminals? switch boarding gates? switch airports?) | Pilots should fly back on the same flight. For example, if they fly to Hong Kong, they will be flying back from Hong Kong.    However for long flights, pilots will fly on the next available flight. | The system shall be able to categorize between long and short flight. |
| How would the less than 3 hours of waiting time be like? (parking time? what is it doing? does it include right after landing/arriving?) | This may differ, depending on the airline policy. | **Client will provide a follow up on aircraft status upon landing after getting information from the operations department.**  **Is there any update on this?**    You can assume. |
| Do the system requires popup warning of having discussed this with their manager before rejecting the flight allocation? | The discussion with the manager should be conducted before any rejection of the allocation. Any rejected of allocation will be brought up to the management by the manager.    Client mentioned that if no adhoc staff to take over, the management will look for external agency for replacement, in the case where there are no internal staff for replacement.  Client also shared that pilots differ due to the certain planes they can fly. Hence, ample time to have a fixed schedule is required.    The pilot rejection is to alert the manager to take the next step which is to talk to the pilot and then whether to issue him a demerit point or not via the system via a checkbox been clicked. | Rejection of job allocation is based on mutual understanding after discussion with management. If prior discussion was has not been made, the manager will approach the pilot to find out his reasoning for rejecting a job and decided whether demerit points will be assigned.  The system will display a popup warning with a checkbox that tells the pilot that he agrees with the terms and conditions stated above. |
| The requirements states that the manager should be able to view up to three staff availability and any relevant information  to make the job assignment easier on the job allocation page | It should be flexible to scroll up and down, and see which flight the pilot are flying and count the number of hours as well as be able to view which pilot is suitable for long trip and short trip | The system shall provide a clear and concise scheduling as well as the performance of the respective pilots. |
| Will training considered a job assignment/slotted into job allocation whereby it will be clocked under working hours? or will it be handled separately irrelevant from the web application | Client shared that, they want to be able to view the last training date of the pilot so that the following training can be scheduled or move to higher engine for training    The client also mentioned that one of the trainees will be put on the flight to observe which will be considered clocked as working hours too. | The system shall provide the training details of each respective pilot as well. |
| What is the preferred colour theme? | It would be based on the logo colour scheme. Team can approach the client for the colour coding. | Based on the logo colour is navy blue and white. The colour theme of the system shall follow the colour theme. |
| What style would you want the web application landing page to be in? (E.g dashboard, login page, etc) | Client preferred to use the dashboard. | The landing page will be a dashboard with search and group by functions |
| Are flight details information given to management? | They should have it. | Management is expected to fill up the flight details as they allocate jobs for pilots. |
| Would you like managers to be able to indicate that a pilot is resting and for how long?  . | The manager will be able to view the pilot’s rest time and piloting time | The system will calculate rest time and pilot time based on information available such as timing between job assignments for rest time and time spent in the air as pilot time |
| Will the system reflect the status of the aircraft? (Eg, in-flight, parked, maintenance, refueling, etc) | Yes | Aircraft status will be displayed on the system |
| Will the pilot be able to view their performance? | If it is key performance indicator usually it will be towards end of his first year of service. If it is flight performance it is assume to be fine for the pilot without any feedback, unless there is some incidents such as turbulent and caused the flight to be rough for passenger. | Feedback will only be given when incidents arise. KPI will be shown to pilot at the end of first year. The system will not handle performance feedback or display. |
| Will the pilot be required to update and view their last training date? | Yes | The system will allow personnel to update their information to allow accurate information to be displayed. |
| **To clarify, usage of the software is only meant for pilots and relevant managers right?(Yes/No)**  In this case we focus only on pilots thus the system is meant for them and managers. |  |  |
| **Is there an existing database being use by the company?(Yes/No)** Assume Yes.    **If yes, please provide us the name and version of the database management system being used.**  mySQL db.  **If no, is there a preferred database management system your IT Administrators would prefer to use?** |  |  |
| **Are there any other departments or personnel be responsible for managing the software aside from IT Admins?(yes/no)** No.  **If yes, please provide the details as to whom will be doing it.** |  |  |
| **Will the searching and grouping functionality include managers or will it only filter for pilots?**  Managers and pilots can search and filter (Group by). |  |  |
| **What is the priority order of pilot recommendation? (please provide from high priority to low priority E.g working day preference, availability, working hours, aircraft preference, etc)**  Aircraft, availability, working day, working hours. |  |  |
| **what will the software architecture diagram look like? what is going on in the backend/frontend? what are the relevant non-functional requirements?**  Please assume and apply the best practice. |  |  |
| **Are there any internal processes/policies/best practices that your company normally follows when accessing the internet or internal websites that you would like us to implement into the system? (E.g enforce regular changing of passwords, using 2FA, etc)**  Password change : every 3 months by staff.  2FA login. |  |  |