**APPENDIX**

Transcript of the 1st interview with Antonis Pantermarakis

Date: 29th July 2016

**Antonis**: Good morning!

**Me**: Hello sir, how are you?

**Antonis**: I am fine, thank you.

**Me**: Today I am going to ask you certain questions.

**Antonis**: OK, go on.

**Me**: So, can you please describe the company you work for?

**Antonis**: Of course. It is a small TV station in Thessaloniki, Greece, that airs TV shows 24/7. Such shows include movies, series, documentaries, news etc. However, as a result of the economic crisis, during the past few years we tend to buy low cost shows, instead of famous but expensive shows.

**Me**: I see. Tell me about your job.

**Antonis**: My job is to maintain the library of the TV channel which holds all the shows purchased by the company and to recommend high quality shows that the channel can air every day. Additionally, since the company buys new shows ever week, I need to add the new shows in the list. Part of my job also is to find the location of the DVD of each in order to provide it to the person who is responsible for airing it. This means that I have to search throughout the whole notebook to find the title of the show under which the number of the cabinet[[1]](#footnote-1) is written. I wish you knew how much time all this process takes me!

**Me**: Interesting, and how do you store the shows purchased?

**Antonis**: For each show I use an identification code. These codes are stored according to an ten-digit number. The first five digits of the number refer to the type of the show. For example, the ID of each movie begins with MOVIE while the code of each documentary with DOCUM. The rest five-digit number can take values from 00001 up to 99999, which implies that I am able to store up to 99999 shows. However, since the lists now are too large, it takes a lot of time to find the ID of each show and the details required to determine how certain shows can be ranked.

**Me**: Which details do you take into consideration for ranking the shows aired?

**Antonis**: I take into consideration the type of the show, the duration of the show, the rating, the times that it has been aired by our channel and the last date we aired it.

**Me**: Well, please describe other problems that you face.

**Antonis**: In cannot find these details easily! The list is getting larger and larger each week, since the company buys new shows each week and airs at least ten shows every day. Additionally, since the details of the shows are hand-written in a notebook, there is a possibility of data loss to occur. And there is more – the data stored is critical, which means that if any unauthorized person has access to this notebook the company may face a lot of problems.

**Me**: Do you have any suggestion about dealing with this problem?

**Antonis**: I have no idea…

**Me**: What kind of solution do you want?

**Antonis**: I need a program that will automatically provide the details required to manage the shows purchased as well as to find good quality shows to recommend to my co-employees. It is important also to increase security and decrease uncertainty.

**Me**: Please outline the appropriate functionalities of the program that you need.

**Antonis**: I need a program that will include functions that will allow me to search through the list in order to find the details of the shows. In addition, I would like a method that makes it easier to find the location of the DVD of the show, because we store the DVDs in a huge library with thousands of cabinets. And more importantly, I would like a method that will provide good quality shows!

**Me**: Have you ever used a product with such functionalities?

**Antonis**: Unfortunately, no. As a result of the economic crisis in Greece, the budget of the company is low, and thus there is no incentive to buy such product.

1. The library consists of cabinets (shelves) [↑](#footnote-ref-1)