

## Task description:

We have a transcript of a stakeholders interview conducted for the following system, divided into small chunks, and a set of user stories derived from this interview.

Given a user story and a set of five chunks from the interview, the goal is to identify which chunk(s) the user story could have been derived from. A user story may relate to zero, one, or multiple chunks.

A Qualtrics survey will be used to collect the responses. The survey will include six questions (one for each of the six user stories, each with its corresponding set of five chunks)

## Overall system description:

### AHcom

*A centralized and uniform communication system*

### Organization

Albert Heijn is the largest supermarket chain in the Netherlands. They have 1250 shops, 9 Home Shop Centers and 7 distribution centers across the country. For each shop, the processes within are the same. Albert Heijn has around 100.000 employees working in their supermarkets. This means that there is a lot of communication. However, there is no guideline established, causing communication within Albert Heijn to happen over different channels, such as WhatsApp or Email, meaning that every shop or center can have their own way of communicating. Albert Heijn does not want to depend anymore on third party applications like Whatsapp or having several apps for communication. In order to have uniform communication standards for each shop independent of third party applications, Albert Heijn has decided to develop an information system of their own, centralizing all communication in one place. Your company is asked to develop this system.

### As-is situation

Currently, Albert Heijn makes use of three different communication channels: Whatsapp for communication with and between employees, Email, specifically Outlook, is used for formal communication, and a relatively simple app made by Albert Heijn themselves called the 'Shiftklaar' app for handovers of shifts. The Shiftklaar app for shift handovers is needed to let employees of the next day know in what condition the work was left. It currently has a textfield to write something about the shift and has a date field to fill in the date. These handovers can be viewed later in time to see every Shiftklaar that has been filled in. Another frequently used system is 'datumprikker', often used by the manager to plan the date of a meeting. This piece of software is not integrated into our system in any way, resulting in the date options needing to be sent to each individual or group and the date will not be placed into your agenda. There is one more system Albert Heijn uses, namely 'GoMW', this system shows the employees their work schedule. One of the main disadvantages of using Whatsapp for communication is that it is often also used as a personal message app, making it difficult to keep private life and work separate. An attempt on making an own

messenger has already been done. However, this app was very slow and didn't have all of the convenient features (like editing a sent message, personal reaction on message in groups chat and search words in chat history) Whatsapp has, causing it to be barely used. However, it still resulted in having another app besides the existing ones.

### **Vision of the system-to-be**

Albert Heijn wants to change to an information system that can provide the communication by themselves as well as having all communication at the same place. This means that in this software, the four communication channels - messenger, mail, work schedule and handovers - should be easily accessible, easy to use, fast and secure. Also, being able to plan a date for meetings shall be integrated into the software, allowing meetings easily to be set up and dates automatically put into everyone's Outlook agenda. This agenda shall be merged with the employee's work schedule and made visible in the system. Because this software has the information of each employee of the company, it must have good security. Albert Heijn uses Outlook for mail, which we want to keep in this software, that forces the user to do a 2-step-verification with the Microsoft Authenticator app. Currently employees can be searched by name in outlook after which their work location is shown, for the new system it is also wanted to group employees into the function they have. This would be helpful for employees when searching for someone to cover their shift. Regarding the handover of shifts, the template should be able to be changed. The motivation for this is that teams might want to emphasize specific processes. The system should focus on the stores and it would be a benefit if it can be extended later on to be used for the distribution centers and headquarters as well