**ICT2101 P2 Team 5**

**Minutes of Meeting**

**CLIENT MEETING – 13th September 2022**

Meeting was called to order at 4.20 p.m. at the meeting room. Quorum was established.

**Present:**

Prof Alex

Brandon Chan

Brandon Lim

Janice Lim

Joan Lim

**Apologies for Absence**

None. All members were present.

Clarification regarding workplace and staff members

The client shared on details regarding the workplace dynamic of Ambulance Services. The ambulance team of 17 drivers, 20 care assistants, and 36 paramedics should be evenly distributed throughout the working week and have at least 12 hours between working shifts. It was clarified that employees that clocked 36 hours were still eligible for another 12 hours shift, however, employees with job allocations exceeding 40 hours total are flagged and not permitted to be allocated additional jobs. Staff members may only indicate their job preference if they are trained and considered eligible for the other roles. As such, paramedics and drivers are only interchangeable if they are trained in that role.

Issues in the workplace

The client went into detail on certain requirements that had to be met in the workplace. There are only a total of 10 ambulances, but 6 ambulances must be operational at all times. The client notes this information should be taken into account when considering staff availability.

Privacy and security issues

The client placed heavy emphasis on the importance of confidentiality and security. Data should be confidential and only accessible within hospital premises through a private VPN network. Staff onsite will be required to deliver a generated OTP pin that corresponds with their current location in the hospital.

The client noted that only managers have permission to view the availabilities indicated by the staff and that staff members will not have permission to access the information of other staff members. Additionally, employees are identified through a unique employee ID provided by Ambulance Services, as such, personal data will not be used in the web application.

Web Application functional requirements

The client covered details regarding the manager and staff portals. The job allocation page requires a feature to sort availabilities by job preference. The staff availability page will default to available for the week if not indicated otherwise by the staff member.

The rejection period for staff members will span from Thursday to Friday. Any rejection made will notify the manager and the issue will have to be discussed and resolved manually. During this period, the manager is able to edit and reassign the job allocation page.

Workload will be measured purely by hours.

Web Application non-functional requirements

The client requested for there to be no capacity for concurrent users.