Data gathering and analyzing the data in order to identify the exact requirement is a key factor in making a project success. Limited number of data collection methodologies were used to keep it simple. Main data source was from interviews and document reviews and field visits also help to gain rich knowledge in the domain.

The easiest method to get close to the staff and their information was the interview method. The staff was more conversant in the local language of Sinhala. They were much more comfortable with the interviews. The interviews were conducted amongst some senior managers as well. They came up with good suggestions.

Observation is another method which was used to gather data in the initial stages. This is method which performs an informal assessment technique which involves specifying, counting, and recording MVCS procedure. The observation is an interesting part of the research as to the practical experience. The agonizing part was to wait until an accident or breakdown occurred. The biggest advantage of an observation tour is that you get a picture of the whole spectrum of the system. We see for ourselves that the claiming staff members are actually quite competent and pretty quit in their work. It just seems so that they want to finish off the evaluation as soon as possible. The important factor to consider here is that it shows us on what other areas do they might be vulnerable to make an error.

Documents reviews were very much helpful in designing the database for the new solution. There were several forms to be studies and finally design a compatible database design to hold all the necessary data. There were issues with some of the form kind since they were not able to provide it for studying purposes since they are confidential.

Since the agile methodology was used there was no pre planning like in traditional software development cycle. After few initial meetings few user stories were created using the knowledge and confirmed them with the users. After that the development was started and as they were completed feedback was taken and new requirements and improvements were identified. Similar cycle was maintained until the end of the project to keep the users also updated.