IS212 (AY 2023/24 T1) – Customer Briefing

** Please Read This First **

For the IS212 project, you will be building a <u>first release</u> of a system using the scrum methodology.

In this document, you will find a briefing from the (mock) customer describing the system they want. Please note that –

- The customer briefing is (initially) **<u>deliberately ambiguous</u>. Why?** No real-world customer knows *exactly* what they want on day 1, and there may be edge cases in the system that they simply didn't think about.

- You will be able to disambiguate the briefing by 'meeting' the customer (role played by your instructor) in a number of scheduled Q&A sessions over the next few weeks. Questions to the customer through other channels will <u>not</u> be answered.

- **Each section has a different 'customer'.** Please <u>only</u> consider the clarifications offered by your section's customer (clarifications offered in other sections may not be consistent).

- The customer briefing is quite wide-ranging. Don't panic! You won't be building the entire system. The customer will eventually clarify the **core functionalities** to build in the first release (i.e., your IS212 project). Wait for these to be identified (in Week 4) before you start coding, and work on creating epics / user stories for your product backlog in the meantime.

The IS212 **<u>project instructions</u> will be released <u>on Monday Week 4 (8am)</u>**. This will list the artefacts expected in your submission as well as the grading rubrics, which will emphasise the scrum process over the end product.

Until the briefing is released, use the time in Weeks 2–4 to work on understanding what the customer wants, and translating this understanding into a product backlog of epics and user stories. We do <u>not</u> recommend that you jump straight into coding (after all, this is a <u>process project</u>).

Customer Briefing: Internal Skill-based Role Portal

1. Organisation

All-In-One is a leading Printing Solution Equipment Servicing company. It operates in the sale, lease, repair and maintenance of copying and printing solutions for businesses. The company supports the major copying and printing products and solutions offered by IBM, HP, Xerox and Canon. It has also expanded its business into Malaysia, Indonesia, Vietnam and Hong Kong. It has also grown beyond providing just equipment servicing and into having its own printing management software and solution consultancy. The operation and management is still based off Singapore with just small offices in the various countries The client base consists of MNCs and SME has increased by 3 fold to 900 and with about 600 staff. Mr John Sim, the founder and chairman, started the company in 1990. He is currently semi-retired and has handed over the running of the company to his elder son, Mr Jack Sim.

Business boomed due to the good relationships established by the founder with these vendors and key clients. Currently, the company is enjoying good sales growth and healthy profits. They are seeing a growth of 20% year to year in profits. With the successful launch of an internal Learning Management System (LMS) and Learning Journey Planning (LJP) System, the service level, skills and morale of the staff have increased.

With the expansion plans of offering customised solutions and consultancy, it is expected that there will be more opportunities for staff to switch between different roles or different business units. The Managing Director wants to build on the previous success of the LMS and LJP systems to provide a tool for the staff to apply for open positions based on the skills required and the skills they have currently acquired.

This is the current organisational chart (Please refer to Appendix 1) for All-In-One (the number in each bracket indicates the number of staff):

2. Background

With the launch of the Learning Management System (LMS) and Learning Journey Planning System (LJPS) systems, there is an increase in the number of staff attending courses to upskill. A learning culture has become part of the organisation's core values, and the management has used this as a reason to set up a "Learning and Development" team.

In a recent employee feedback session, a key topic discussed was the need to be able to source talent internally. In other words, staff should be able to apply for roles within the organisation, and the respective managers/directors should have the means to find suitable candidates for their positions within the organisation.

Currently, there is only an email blast to all staff for the open positions within the organisation with generic job descriptions. Staff will then have to write in to the HR and state their intentions with their information and their current skill set.

Based on the feedback gathered, the management team decided to build a <u>separate</u> web application to address this need. They envision the system to have a portal for staff to apply for the role that they would like to apply for and to be able to see their match based on their current skill set which they have gained and stored in LJPS with the skill set of that role. HR and the recruiting manager will then be able to see the skills set of the applicants based on the courses that they have taken with the skills set added into their profile by the L&D team. The HR team will be able to list out the open roles.

3. Target group of users

a. Staff

The system should allow staff to view the open roles and apply for them. They would also be able to see their matched and missing skills for that role before applying.

b. Managers and Directors

The system should allow Managers and Directors to view the skills of the applicants. The system should also allow them to find candidates that are suitable for a role based on the skills required for that role.

c. Human Resource (HR)

They will be the administrators of the system. The system should allow them to create role listings with the skills required for the role. They would also be able to perform the 2 functions of the Managers and Directors.

4. Application features

Role	Function	Description
Human Resources	CRUD of Role Listings	Maintenance of Role listings for staff to apply
Human Resources	CRUD of Skills	Maintenance of Skills set for the system
Human Resources	Mapping of Skills to Role	Mapping of skills required for the roles
Human Resources	Update of Skills profile for staff	Update skills set of any staff
Human Resources & Managers and Directors	View skills of role applicants	View the skills of each staff
Human Resources & Managers and Directors	Search for Candidates	Find staff with the skills set
Staff	Browse and Filter Role Listing	List out the open roles and display the details
Staff	View Role-Skill Match	Display the match and gaps of the roles with current skill set
Staff	RU of Skills profile	Update and View personal skills profile
Staff	Apply for role	Apply for the open role

7. Design

The system should be both desktop and mobile friendly.

8. Other requirements

a. Performance

The response rate for each page load should be within a reasonable timing.

b. Security

The system should be secured and only allow staff and HR to access. Access to features should be based on their role in the organisation.

c. Usability

All groups of users should be able to complete their tasks without guidance.

d. Scalability
The solution proposed should be able to cater for the growth of the organisation in the next 3 years.

Notes:
The customer will share more information in Week 4 after his discussion with other stakeholders.
The teaching team will also release in Week 4 the exact deliverables for the project.

Appendix 1

Organization chart:

- Managing Director (Jack Sim)
  - Sales Director (Derek Tan)
    - Sales Manager (5)
      - Account Managers (60)
  - Consultancy Division Director (Ernst Sim)
    - Consultant (30)
  - System Solutioning Division Director (Eric Loh)
    - Developers (50)
    - Support Team (30)
  - Engineering Operation Division Director (Philip Lee)
    - Senior Engineers (20)
    - Junior Engineers (150)
    - Call Centre (60)
    - Operation Planning Team (30)
  - HR and Admin Director (Sally Loh)
    - HR Team (40)
    - L&D Team (20)
    - Admin Team (10)
  - Finance Director (David Yap)
    - Finance Managers (5)
      - Finance Executive (50)
  - IT Director (Peter Yap)
    - IT Team (30)