# System’s Interview Form

## Interview Details

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| Company Name: | Perpustakaan Negara Malaysia | Date: | 1/4/2019 | Time: | 2:00pm |
| Interviewer: | Tan Ah Kau, Administrator | | | | |

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| Interviewee: | Syaheer, System Analyst |
| Subject: | Understanding current system and in proposing a new system |

## Questions to Ask Interviewee

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| Question #1: | Do you find it easy or hard to use the current system? |
| Response: | I find it hard to use the current system because the user interface of the current system is complicated and confusing. |

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| Question #2: | Do you think the maintenance cost is too high for current system? |
| Response: | Yes, it costs more expensive because it take a lot more work for developers to offer maintenance and fixes. |

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| Question #3: | Do you think the employee productivity is caused by the current system? |
| Response: | Yes, the system's performance and flexibility can cause the employee productivity to improve or worsen. |

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| Question #4: | Is it hard to train the new employees to use the current system? |
| Response: | Yes, the instructions in the system is not clear to train the employees. |

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| Question #5: | What security issues exists in this system? |
| Response: | This system has no authorization access required. It is dangerous for the company because the unauthorized person such as hacker could access sensitive information in this system. |

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| Question #6: | Have we reached any system limitations with the amount of data and information that we can store? |
| Response: | Yes, the size of data and information has been increased over the years and the current system is struggling to store the |

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| Question #7: | What do you think of the performance of the system? |
| Response: | Idk |

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| Question #8: | Which features of the system should be improved? |
| Response: | Idk |

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| Question #9: | What are the benefits of using the proposed system? |
| Response: | Many things |

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| Question #10: | Must the company switch the legacy system to a new system? |
| Response: | Yes, the reasons to switch to new system is the current system has poor performance, inflexible and difficult to use. |

## Additional Notes