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ITSE 1450

Module 4 Application Warehouse Case

# Roles and Responsibilities

- Service Manager:

- Role: Manages the service department's overall processes.

- Responsibilities: Grasps the end-to-end procedures, faces challenges, and follows the primary metrics.

- Scheduling Coordinator:

- Role: In charge of booking repair schedules.

- Responsibilities: Organizes appliance repair appointments.

- Technician:

- Role: Executes the repair.

- Responsibilities: Provides details on regular issues, necessary tools, and parts.

- Parts Inventory Manager:

- Role: Supervises parts inventory.

- Responsibilities: Offers knowledge about parts procurement.

- Reports Analyst:

- Role: In charge of reports related to the service.

- Responsibilities: Generates and assesses reports concerning repairs and inventory.

- Customer Service Representative:

- Role: Liaison with customers.

- Responsibilities: Gains insights from customer feedback, expectations, and general inquiries.

# Sample Questions for Employees

Service Manager:

- What current challenges do you face?

- How is a repair's progress monitored?

- What essential metrics do you track?

- Which system feature needs immediate enhancement?

- What extra functionalities should the new system possess?

Scheduling Coordinator:

- How is technician availability ascertained?

- What details are sought from customers for an appointment?

- Do you encounter persistent issues with the scheduling mechanism?

- How are changes to the schedule or cancellations handled?

- How much lead time is typically given for bookings?

Technician:

- What tools and parts are regularly in use?

- How is a repair's result communicated?

- What common challenges arise during repairs?

- What preliminary information is needed for a job?

- How do you collaborate with scheduling and inventory teams?

Parts Inventory Manager:

- How are inventory quantities managed?

- What's the protocol for reordering components?

- Do specific part procurement challenges arise?

- How are returns or warranties addressed?

- Which reports assist inventory management?

Reports Analyst:

- Which reports are customarily drafted for the service division?

- Are there issues in formulating or understanding these reports?

- What supplementary data aids in making decisions?

- How regularly are reports developed and scrutinized?

- What tools facilitate report generation?

Customer Service Representative:

- What queries do customers usually raise?

- How are customer feedback and grievances managed?

- What details do customers commonly request about their appointments?

- How do you liaise with scheduling and technicians?

- What advancements could amplify customer communication and contentment?

> Note: These initial questions may prompt additional queries based on the replies. Active listening and readiness during these dialogues will foster thorough requirements collection.

# Methodology Comparison

Joint Application Development (JAD):

- Benefits: Promotes collaboration, ensuring precise requirements. Best when the need is mutual understanding and requirement clarity.

- Project Application: Opt for JAD if requirements are still vague or stakeholder alignment is essential.

Rapid Application Development (RAD):

- Benefits: Prioritizes swift prototyping, providing early visualization. Ideal when early prototypes can offer improved feedback.

- Project Application: If prototypes can refine requirements or build on existing systems, RAD is beneficial.

Agile:

- Benefits: Embraces iterative development, steady feedback, and flexibility. Continuous iterations yield portions of the software for early testing.

- Project Application: Given your rapid and robust goals, Agile seems apt. It's especially relevant for evolving requirements and consistent feedback.

> Recommendation: Agile appears suitable due to its iterative process, continuous feedback, and adaptability.

Questionnaire Strategy

Sending to All Users:

- Benefits: Acquires feedback from all, capturing every perspective.

- Considerations: Might require intense analysis due to abundant responses.

Stratified Sampling:

- Benefits: Ensures feedback from diverse user subsets.

- Considerations: Necessitates understanding of user subsets.

Systematic Sampling:

- Benefits: Simple, offering a random user sample for a general view.

- Considerations: Might overlook specific subgroup issues.

> Recommendation: For a diverse user base, Stratified Sampling is recommended. For a generalized view, Systematic Sampling is simpler. For a comprehensive approach, consider Sending to All Users.