



Trip Planner - Terry Grainger

Job too difficult to automate. Describe A2 slip charts / drawing board, inc. positioning sectors. Crew agreements for rest periods. Output trips + complements

Roster Planner – George Hebblethwaite

VB expert, looking forward to automating tedious work. Takes trips, redraws them on small pieces of paper as sequence of locations. Arranges them on month calendar & assigns to crew members. Includes training needs (written in a diary) + applies the “fairness” criteria in the Types up rosters & posts on notice boards.

Crew Controller – Steven Holcomb

Very distrusting of new technology taking his job. Too complex, too many variables. Gets input from ops control about sched changes, delays, aircraft problems. Manages crew changes. Sends some (but not all) changes to records admin.

Records Administrator – Jilly Waite

Very excited about new technology, very chatty. Did I tell you about my Uncle Peter? Gets original rosters, some changes from Crew Controller + updates from crew themselves. Sometimes put through changes w/out authorisation if given chocolates. Updates crew records and generates payroll forms.

You have been assigned to the “Northern Skyways Automation Project” and been given responsibility for the Crew Planning and Administration Department (“CPAD”). Your task today is to determine the scope of work undertaken by this department in preparation for producing a requirements specification.

You have been told that Northern Skyways are a small but rapidly expanding short haul airline operating out of Leeds/Bradford airport. They operate over 100 sectors each day with a fleet of 18 aircraft. They serve a large number of smaller European destinations by flying a series of “circular” routes, for example Leeds -> Paris -> Lyon -> Marseilles -> Leeds. Aircraft usually operate in both directions round the loop (hence there is some redundancy in case of operational problems) and passengers are charged a flat rate for each “stop” they traverse. This has proved a popular low cost model and the airline is expected to double in size over the next 18 months.

The CPAD is responsible for 120 cabin crew. The department manager has arranged interviews for you with four key members of this staff. You will be split into four groups, each group will interview one of the staff members. You may choose to interview as a group or appoint a spokesperson. It may also be useful to plan your questions in advance. As these are busy people they only have a limited time available to talk to you.

For this first interview remember that you are only trying to determine the scope of the work and thus should concentrate on determining the main inputs to each role, the main tasks each person has and the outputs they produce. Your task as a whole is to agree a single diagram which best reflects the scope and operation of the Crew Planning and Administration Department.

The people available for interview are:-

- George Hebblethwaite – Roster Planner
- Terry Grainger – Trip Planner
- Jilly Waite – Records Administrator
- Steven Holcomb – Crew Controller