APPENDIX

Unstructured interview transcript

Client: Mr. Sid (Software Engineer)

Me: Hi Mr. Sid! So, we have this computer science project in school called "The Solution". In this project, we have to find a client and build a product for them. The product could be a new system that replaces an old and outdated one or a completely new product to meet their needs. I was hoping that you could be my client for this project. Would that be alright by you?

Mr Sid: Yeah sure. That sounds great. Could you elaborate a little about what this project is?

Me: So basically, we need to find a client first. Then, we have to go and talk to client and find a problem to work on that we can solve with this project. The idea is that the client should actually be able to use the end-solution that comes out of this project.

Mr Sid: Oh ok. Got it. So, I have to identify a problem that you can solve by writing a program. I'm sure I can come up with one. Ok, I've got one for you. At my office, we have these training sessions for employees where they are taught a few new skills that they may require for a new upcoming project. In fact, there was one last week for my team on UNIX. Since I am the manager of my team, I need to know how much the guys actually learned from the training session. For this, we take tests after the training program. Right now, these tests are printed multiple choice question papers. All the employees are brought into a conference room, and then we hand them out like conventional tests. A lot of time is wasted in gathering the employees for the test, schedules need to be altered and the tests are manually graded. A lot of these problems can be solved if the system was digitized.

Me: What exactly do you have in mind for such a system?

Mr Sid: I was thinking maybe there could be a software where the employees could log in to a page with a username and password and take the tests from a computer. The test's output would be displayed for the manager to evaluate, which would speed things up a bit. The manager should have a login where he can add and remove new employees. He should also be able to monitor the employee's performance. There could be a database where he could keep adding questions for use in future tests. Ideally, we would be running this on our old machines, so try to keep the resource usage to a minimum.