Hi, Carlie -

Here is a list of the people I plan to interview and a list of questions for the Parts and Service Managers.

**People to interview**

* Emily Johns - Service Manager
* Celia Martel - Parts Purchasing
* Ben Cooke - Parts Inventory/Warehouse
* Liam Henson - Service Tech
* Jake Meyers - Appointments
* Rhonda Patel - Parts/Equipment
* Maddox Farley - Parts Director

**Interview questions for Emily Johns - Service Manager**

* Where does the repair service process start and how does it proceed? What are the steps?
* Specifically, what is the process for scheduling an appointment for repair?
* What is your vision for the system?
* How did the previous systems you used make your job easier? What did they provide that you’d like to see this one provide?
* What user roles interact with the system?
* What reports would you expect to be able to run from this system and what information would they contain?
* Is any of this data currently kept in another part of the system?
* What needs to be tracked?
* How do you see the features for this system working?
* What are the critical success factors?
* How will we know this is complete?
* What else do we need to know to make this system work for you?
* Who else in your department should we speak with?

**Interview questions for Maddox Farley - Parts Director**

* Where does the parts ordering process start and how does it proceed? What are the steps?
* What is your vision for the system?
* Who will be using the system?
* What reports would you expect to be able to run from this system and what kind of information would it contain?
* Is there any existing project/system documentation? If so, where?
* What areas need to be tracked?
* How do you see the features for this system working?
* What are your success factors?
* When will the features fail? What possible conditions exist at each step that could cause an error?
* How will we know this is complete?
* What else do we need to know to make this system work for you?
* Who else in your department should we speak with?

If there are any other questions you would suggest, please let me know.

Thanks so much for your help.

Leah

Carlie -

I would suggest using the Rapid Application Development technique. It offers the advantages of working closely with the employees and getting their feedback as we proceed. We can change prototypes to meet new requirements as we go. It also offers a shorter timeline for development, so the system will be online sooner than if using other methodologies. Overall, this should result in a product that offers higher satisfaction to the employees.

Also, I’d like to send the questionnaire out to all the employees of the store to ask about this service department system. The number of employees is small enough that I believe involving all of them in this will be beneficial as asking their input on it will help everyone feel invested in a successful project.

Questionnaire to all employees

What department do you work in?

What are your responsibilities?

In what ways do you interact with the service department?

What is a crucial feature for this system? Why?

What do you see as a big challenge in this project? Why?

What is most important (rank in order of importance):

o System is easy to use

o System has nicer front-end

o System has additional functionality (list)

o System is efficient

o System is redesigned to better reflect the department

Is there anything else you’d like to add about the service department system?

Again, if there are any questions you’d suggest be included, please let me know.

Thank you

Leah