

Requirements Engineering

REQUIREMENTS ELICITATION INTERVIEW TRANSCRIPT

PROJECT: RoomServiceOnDemand

Sofiia Yermolaieva

Stakeholder

My team was given a task to elicit requirements for the project RoomServiceOnDemand. The project's proposal states that there is no possibility to order an additional cleaning of the room in dormitories. My team members will interview Team 2 (customers of the project), while I decided to interview an expert from the domain to know the real market's situation and analyze existing system if such exists. As the stakeholder for my requirements elicitation interview, I selected a person, who organize and schedule a cleaning service - a dormitory administrator(manager).

Interview Transcript

Interviewee	Lilia, dormitory manager and administrator
Interviewer	Student, Sofiia Yermolaieva

Interviewer: Good day! My name is Yermolaieva Sofiia. I would like to ask you questions about the system for ordering additional cleaning. And the first question is- Is it possible to order cleaning now?

Interviewee: Good day! My name is Lilia. I'm a dormitory manager. Yes, there exists a possibility to order cleaning for your room now. You can easily do it using dormitory portal <https://hotel.university.innopolis.ru/portal/>

Interviewer: Thank you! What are the payment options?

Interviewee: Is it possible to pay with card and to pay with cash.

Interviewer: The provided service should be Prepaid or Postpaid?

Interviewee: In any comfortable way.

Interviewer: So you can Prepaid or Postpaid?

Interviewee: Yes, both Prepaid and Postpaid are possible.

Interviewer: Okay. Could you please tell me, if I want to use a portal, do I need to have an account?

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Interviewee: Yes

Interviewer: Is there a possibility to select a date and time for ordering a cleaning now?

Interviewee: Yes, sure. There is a possibility to select day and time.

Interviewer: You can select day and time through the portal, right?

Interviewee: Yes, sure. When creating an order through the portal, the dormitory administrator will contact the order's initiator to specify a time. You can do it on the portal, or in telegram. Customer preferences will be considered.

Interviewer: Okay, thank you. Is it possible to order cleaning at any time of the day or there are some time restrictions, for example from 10:00 to 12:00?

Interviewee: From 9:00 in the morning till 19:00. If some other time is needed, then it could be negotiated individually and such favor is possible. The same situation is with cleaning on weekends.

Interviewer: During what period of time after the receipt of the order for additional cleaning the order will be transferred to execution?

Interviewee: The order will be transferred to execution on the following day or after clarification by the customer of the desired cleaning date.

Interviewer: Okay, thank you. What is the timeframe cleaning service offers to guarantee their cleaning services after receiving an order? Does it happen just after the cleaning service received an order?

Interviewee: An application is formed the next day. The application will be executed on the date and time that the administrator agreed with the customer.

Interviewer: How the cancellation works now? Is it possible to cancel the cleaning or to reschedule?

Interviewee: You can cancel an order the next day in the morning, a few hours before the time of execution. I can't say for sure, but let an order be canceled in 3 hours with a refund or rearranging to another cleaning day. Everything is negotiable.

Interviewer: Are all options from the price list available for ordering?

<https://hotel.university.innopolis.ru/portal/page/66-article>

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Interviewee: Yes, all options from the price list are available for ordering. Not a problem, on any day of the week.

Interviewer: Great. Do you know how much time each cleaning option from the price list takes? Maybe approximately? <https://hotel.university.innopolis.ru/portal/page/66-article>

Interviewee: We have it spelled out in the documents. I can provide you with this information.

Interviewer: Great. So, could you please provide us with such information? Could we know for example, that if we order a window cleaning and floor cleaning then it will take approximately one and a half hours?

Interviewee: Actually, cleaning may be different. General cleaning of the whole room can be done in the room where the residents lived for two weeks, so it is quite clean. And if tenants lived there for a year, then naturally the time will change. Everything is very individual. Cleaning comes out of some five-bed rooms in 2 hours, and in some rooms, clean tooks 6 hours. I can't say for sure. For example, cleaning of a refrigerator. It needs to be thawed, maybe it was thawed beforehand? In what condition are the floors? There are calculations in time for each cleaning option, but they usually do not match with real life.

Interviewer: If a person needs cleaning, for example, the day after tomorrow at 10 am. We need to agree on how long we need to be not in the room, right?

Interviewee: Of course, together with the cleaning executor and the customer we will analyze the condition in the room and specify the approximate time required for cleaning, depending on the work performed. Washing the previously thawed refrigerator will take, for example, 30 minutes. If this is a general cleaning which requires moving furniture and the like, then all this should be taken into account during the inspection. Whether a person lived a week or a year in this room? Until the execution time, all these issues will be agreed upon and the customer will know the time for which he needs to be not in the room.

Interviewer: Okay. Thank you a lot for your time!

Comment

Lilia said that there are no requests for additional cleaning. She said that there is a problem that students do not know about this feature and asked us to help to widespread this information. And help to translate the price list of cleaning options to English. She said that there are English speaking administrators in the third dormitory.