FENCE: a fuzzy sociotechnical congruence measurer

**REQUIREMENTS INTERVIEW**

**Date:** 04/02/2020

**Time:** 12:00

**Location:** Escuela Superior Informática de Ciudad Real (UCLM). Office 3.18.

**Assistants:**

* Aurora Vizcaíno Barceló (client).
* Antonio Manjavacas Lucas (analyst).

**Support (pre-interview knowledge):** bibliographic information about the field obtained after literature review.

**Objectives:** understand the initial features of the application to be developed, gain trust with the client and set priorities.

## **INTERVIEW**

First, the client is asked to express what she wants her application to do: what functionalities and behaviour does she expect from it, how it should be used, what purposes it pursues or what objectives it should cover.

**Transcribed answer**:

* *The tool should report on the levels of socio-technical congruence (STC) at user, project and factory levels.*
* *It should also show technical (between people) and social (between tasks) dependencies.*
* *The information will be displayed by means of language labels.*
* *It must be possible to detect communication gaps and, if possible, recommend solutions to them.*
* *The tool should display graphs that allow you to see and compare congruence at different levels of the organization.*
* *Fuzzy labels will be used to define communication between users and dependencies between tasks.*
* *The person must be able to evaluate the communication: express his/her perception of and compare it with the coordination expressed by the tool.*
* *The project manager will log into the application to use it.*

The question arises as to how the data will be stored, the file formats used and the technologies to be used.

**Transcribed answer**:

* *The data will be stored and retrieved from a database.*
* *The following fields should be included for each user: identifier, language level characterized by fuzzy labels, time zone, socio-cultural factors, home country, company experience, age, gender, tasks assigned, team, project, factory and role.*

The customer is asked about the type of desired system: will it run on a computer, tablet or mobile device? Will it be used on a single computer or will it be deployed as a web service? Etc.

**Transcribed answer**:

* *A web application is preferable.*
* *Mainly intended to run on a computer.*

The user is asked about which functionalities are of higher priority, what time and cost limits are involved, and whether there are any other restrictions to be considered during development.

**Transcribed answer**: *ver dependencias entre tareas y personas y la congruencia a nivel de proyecto y personas. Secundarios: a nivel de factoría, o evaluación del usuario.*

* *The highest priority tasks are the calculation of STC levels and the display of dependencies.*
* *The priority of the expert system is medium compared to the previous ones.*
* *The calculation at factory level is secondary, as is the evaluation of user perceptions.*

The analyst asks how compliance with the requirements will be assessed? Should there be intermediate deliverables?

**Transcribed answer**:

* *Periodic reviews will be carried out by the user in order to detect and correct errors, changes, etc.*
* *The requirements will be met as long as the tool meets the objectives expressed by the client.*

Finally, a first division into modules is proposed by the interviewer:

1. *Login and main application user interfaces.*
2. *Data manager.*
3. *Fuzzy STC measurer.*
4. *Data visualization.*
5. *Recommendation system.*
6. *Settings and preferences.*

The proposal was compared with the requirements expressed and an agreement was reached, adapting the proposed modules to the information provided by the client.