Client Meeting Minutes for Airline Cabin Crew Management System

Date: 13-Sep-2022

Meeting Time: 1630 to 1640

Meeting Location: NYP-SR6G

Meeting Agenda & Discussions:

Agenda 1: Present and Observe Prototype Usage	
Discussions:	1. Client consented to being recorded during the prototype demonstration and throughout the meeting. 2. Client commented that manager only allocates jobs on a weekly basis. • Prototype showed that manager can allocate jobs up to 5 weeks in advance. • Staff is the actor that can submit availability up to 5 weeks in advance. 3. Client requires staff training information to be displayed E.g., trained in Boeing 737 etc. 4. Client clarified that job preference referred to staff availability only. • Staff rankings are not interchangeable. 5. Client did not have objections or comments for staff landing pages.
Conclusions:	Client brought up additional requirements for system see agenda 2. Client did not have objections to staff landing page.
Action Items:	No further actions required.
Person Responsible:	Mikhail to guide client on how to use prototype. Li Hao to observe and record how client uses prototype.

Agenda 2: Confirm FR & NFR	
Discussions:	1. What type of data needs to be displayed on manager landing page ? • Platform (type of aircraft) cabin crew is trained in. • For a particular destination, which staff is always assigned to this destination. • Which staff is consistently overworked. • Manning requirements overview i.e., over- / under-staffed • Manning requirements for each aircraft. i.e., need to train additional in-flight chief, chief stewardess ? 2. How would you want to track the status and location of staff ? • Manager needs to know cabin crew availability and location. • Manager **should not be able to** allocate staff a flight from SG->X if staff is not present in SG. 3. Managers landing page, how to visualize and display workload ? • Display top 3, include a 'view more' option for manager.

	4. For job preferences should staff rank be displayed ? • Yes, client wants rank to be displayed. • Client also commented that there should be a feature that allows managers to view all flight chiefs, chief stewardess etc. 5. How should the rejection process be like ? • Rejection process – Allocation released every Thursday at 8am, staff have until Friday 8pm to reject. • If staff does not reject allocation by Friday 8pm, they are assumed to have accepted. • If staff rejects allocation before Friday, a pop-up will appear reminding staff to meet and inform manager. • Rejection via the system does not guarantee job rejection, staff still must speak to manager for approval. • Upon approval, manager will have to modify and will do re-allocation. 6. Staff should be able to specify availability up to 5-weeks in advance. 7. Client sought to add new functional requirement – at least 1 cabin crew must be able to speak English and at least 1 cabin crew must be able to speak native language of flight destination. • This information must be available during allocation. 8. Client sought to add new non-functional requirement – Security. • Due to data confidentiality and sensitivity, web page should only be accessible on-site e.g., via airline Wi-Fi / ethernet. • System can be accessed only on-site – terminal, training, and engineering. Their own ethernet / Wi-Fi only.
Conclusions:	Client clarified data required for landing page, job preferences and rejection process see points (1) to (6). Client also sought to add new functional and non-functional requirements. Namely, client requires language proficiency of aircrew to be displayed and security feature whereby site can only be accessed when on-site.
Action Items:	Team to update use-case diagram and use-case descriptions accordingly. Team to perform size-estimation (Use Case Points). Team to perform Function point and effort estimation (COCOMO). Team to deliberate on feasibility of the new security requirements.
Person Responsible:	Shahzad to lead interview and focus group.

Agenda 3: Short QnA	
Discussions:	1. Cabin crew preferences refer to preferred date i.e., availability. 2. Cabin crew rank is not interchangeable. 3. No data sets will be provided. 4. Client agreed to respond to queries and surveys via email, however, can only reply 2 weeks from today (13-Sep-2022).
Conclusions:	-
Action Items:	Create mock data set. Draft survey and questionnaire. Email survey and questionnaire to client by 20 September 2022.
Person Responsible:	Shahzad to lead interview and focus group.

Follow Up Actions:

S/N	Action Item	Assigned To	Deadline
1.	Update functional requirements, non-functional requirements, and use-case diagram accordingly.	Yap Ping Li Hao	**16 Sept 2022**
2.	Deliberate on feasibility of the new security requirement.	All	**16 Sept 2022**
3.	Create mock data set	Mikhail	**16 Sept 2022**
4.	Draft survey / questionnaire.	Shahzad	**16 Sept 2022**
5.	Email survey and questionnaire to client.	Shahzad	**18 Sept 2022**
6.	Create use-case descriptions	All	**20 Sept 2022**
7.	Perform size-estimation (Use Case Points).	All	**20 Sept 2022**
8.	Perform Function point and effort estimation (COCOMO) if possible.	All	**20 Sept 2022**
9.	Plan and create Gantt Chart of entire project flow.	All	**20 Sept 2022**
10.	Team to create Work Breakdown Structure for the entire project and allocate tasks accordingly.	All	**20 Sept 2022**

Team to meet again on **16 Sept 2022 1500hrs – 1615hrs.**

Upcoming Meeting Agenda:

- Yap Ping and Li Hao to present on updated use-case diagram.
- Mikhail to present mock data set.
- Shahzad to present survey / questionnaire.
- Team to divide use-case descriptions, size-estimation (UCP) and effort estimation* workload (FP, COCOMO).
- Team to plan and create Gantt chart to map entire project flow (Google Sheets).
- Team to deliberate on feasibility of new non-functional security requirement proposed by client.