

Gathering of Information - First Meeting with Client (Ashok Thombare)

Me: Can you state your designation?

Client: I am an academic assistant at this college and I work in the Reprographics department.

Me: What kind of products are sold at Reprographics?

Client: Mainly, the type of products we have here are stationaries. Also, we do not necessarily sell these stationeries. They are mostly issued to the faculties/departments.

Me: Could you please elaborate on the operations of Reprographics. How do you record and store data?

Client : On a recurring basis we receive stocks of stationary which come under “challans” (receipts) and according to that receipt, I write down the number of materials in the stock that I have received and then as I issue the materials, I write them down on an excel sheet and using formulas on that excel sheet, I keep record of what amount of a certain material is being issued to who. As the materials are issued, there is a backup record on paper where the person who the materials were issued to have to sign under their designated spot.

Me: If any, what are the problems that you are facing with the current method of carrying out your operations?

Client : Every faculty has to come in person and sign the record book when they are issued a material and hence if there was a way to notify the faculties with an email or a message, it would be easier for me to keep record on the computer and I would not require a book in order to keep the signatures.

Me: What sort of functions and capabilities do you expect from the software that will be made for Reprographics?

Client: The software that I require has to have functionalities which are - a database where the amount of materials, stock available, stock issued, category of material and person issued to is displayed. The second functionality that I require is that when a faculty/department receive a material, they will automatically receive an email with the information about what the reprographics has issued to them.