

Interview Summary			
System: Wheels		Project reference: Wheels/04	
Participants:		Annie Price (Shop manager for Wheels) Simon Davis (Developer)	
Date	Time	Duration	Place
10 February 2004	14.30	45 minutes	Manager's office
Purpose of interview			
Preliminary meeting to discuss procedures and problems with the current system			
No.	Item	Action	
1	Difficult to deal with queries.	Bike details and availability should be easily accessible.	
2	No records of customer details or hires, so there is a problem when a customer wants the same bike as previously.	A record of previous bikes hired could be stored with customer details.	
3	A customer hiring more than one bike is very complicated and makes a lot of extra work.	Investigate ways of simplifying hire procedures for more than one bike.	
4	Receipts written out by hand.	New system must produce a computerized receipt.	
5	Need to write extra details about specialist bikes on card.	Redesign card to cater for specialist as well as standard bikes.	
6	Feeling that customers may not be happy with the current system.	Produce questionnaire about current procedures and ask customers to complete.	
		Arrange interviews with Mike, Naresh and other staff.	

Figure 2.8 Summary from interview with Annie Price

List of requirements for the Wheels system

The list below is a brief summary of the requirements for the Wheels system that have been gathered during the requirements elicitation process. Problems with the current system have already been covered in the interview with Annie and the section following the interview, but the implications for the new system have not yet been explicitly identified. This list will serve as a basis for the object-oriented development of Wheels that is the subject of the rest of the book.