

We can see from this extract from the interview with Annie that, although the developer sticks fairly closely to the original plan, he allows Annie to expand on particular topics, such as the specialist bikes. The extract also contains an example of the sort of document that is used in the current system and should be studied by the system developer. The bike card is obviously causing some problems and slowing down the hire process; careful study of the card itself, together with input from Annie and other members of staff, will help the developer to produce a new and better computerized version.

The extract from the interview with Annie is fairly typical in that relevant information does not emerge in a structured, coherent order. From what Annie says, we can identify a number of areas that seem to be causing problems.

- It takes a long time to deal with queries such as ‘Have you got 5 women’s mountain bikes?’ or ‘How much would it cost to hire two adult racers for three days?’
- The only way Annie can tell if a bike is in the shop and available for hire is by looking on the shop floor.
- The bike cards are kept in number order, so Annie has to know the bike number before she can find its card.
- Wheels does not seem to keep any records of their customers’ details or the bikes that they hired on previous occasions.
- When a customer hires more than one bike, Annie has to fill out a separate card for each one.
- Annie has to write out receipts for the customers by hand.
- Bike return is slow because it takes Annie a while to calculate whether the whole deposit can be returned.
- Important information about novelty bikes has to be written on the standard bike card.

*Questionnaires.* In order to build up a comprehensive list of requirements for the new system, it is important for the developer to find out as much as possible about what the bike shop’s customers think about the current bike hire procedures. It is unlikely that the developer will be able to interview customers, and in any case, he is only looking for a small amount of information from each person, so the most effective method of elicitation is to use a questionnaire. Figure 2.3 shows a questionnaire that could be used to carry out a survey of customer opinions on the current system at Wheels. The purpose of the