**INF 271**

**Class Exercise 8/3/21**

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* 1. Questionnaire
  2. Focus group
  3. Brainstorming
  4. Models
  5. Document analysis
  6. Observation
  7. Use Cases

1. Questionnaire (users)
   1. Are you satisfied with the internet speed?
   2. How user friendly is the interface?
   3. Do you feel that the system is safe to use?
   4. What would you suggest from your perspective to improve the system?
2. Questionnaire (staff)
   1. What difficulties are you experiencing with the current system?
   2. What is your role with the system?
   3. How easy it to input data?
3. Use collected data from questionnaires to brainstorm ideas. Filter data to get better understanding of what has to be done to improve the current system.

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