Customer Requirements with Clarifying Questions - Attendance Tracker

# 1. Business Goals

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| Question | Clarifying Follow-Up |
| ☐ What is the primary purpose of this system? | Can you describe a typical scenario where this system will help you? What specific problems does it solve compared to your current process? |
| ☐ What problems with the current process should this system solve? | What do you find most frustrating today — accuracy, speed, reporting, or something else? |
| ☐ Who are the main users (roles)? | Will these roles require different levels of access (e.g., some can only view, others can edit)? |
| ☐ What is the biggest success metric? | How will you measure success? (e.g., reduced errors, faster reporting, less manual work) |

# 2. Data to Capture

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| Question | Clarifying Follow-Up |
| ☐ What information do you want to record for each session? | Do you need to track only session basics (date, room, topic, speaker) or also notes, tags, or materials? |
| ☐ How do you currently track attendance? | Do you only need totals, or individual attendee details (names, IDs, emails)? |
| ☐ Do you need additional attributes for rooms? | Is just the room number enough, or do you need capacity, building, equipment, accessibility info? |
| ☐ Do you need to track speaker details? | Is it just names, or do you need contact info, bio, or affiliation for reports? |

# 3. Reports & Analytics

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| Question | Clarifying Follow-Up |
| ☐ What reports are essential? | Do you need totals only, averages, or trends over time (e.g., semester vs. semester)? |
| ☐ How often will reports be run? | Will reports be scheduled automatically, or run on-demand? |
| ☐ Do reports need to be exported? | Which format is most important to you: Excel, PDF, or CSV for upload to another system? |
| ☐ Should the system generate charts/graphs? | Are visuals (bar charts, pie charts) a “must-have” or just “nice-to-have”? |

# 4. Users & Permissions

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| Question | Clarifying Follow-Up |
| ☐ Who will use the system? | Do users need unique logins, or can some roles share credentials? |
| ☐ Should different users have different access levels? | Who should be able to edit/delete data, and who should only view reports? |
| ☐ Will external users need access? | Should speakers or guests be able to log in to see their own session data? |

# 5. Workflow & Processes

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| Question | Clarifying Follow-Up |
| ☐ How will sessions be scheduled? | Will they be entered manually, or should the system pull from a calendar system (Outlook, Google, etc.)? |
| ☐ How is attendance recorded? | Is it manual entry, scanned badges, QR codes, or importing attendance lists? |
| ☐ Do you want conflict checks? | Should the system block overlapping sessions in the same room, or just warn the user? |
| ☐ Should the system send reminders? | If yes, should these be email reminders, calendar invites, or in-app alerts? |

# 6. Technical & Integration Needs

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| Question | Clarifying Follow-Up |
| ☐ Standalone or integrated? | Do you need this to work with existing HR/student systems or stay independent? |
| ☐ Preferred technology stack? | Do you already use MySQL or another DB? Should we align with existing IT standards? |
| ☐ Should it be web, desktop, or mobile? | Will staff primarily use laptops, tablets, or smartphones? |
| ☐ Compliance requirements? | Do you need to meet regulations like FERPA (student data), HIPAA (medical), or GDPR (privacy)? |

# 7. Non-Functional Requirements

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| Question | Clarifying Follow-Up |
| ☐ Expected number of users/sessions? | What’s the busiest day or semester load we should design for? |
| ☐ Performance expectations? | Is a 1–2 second load time acceptable, or do you need near-instant response? |
| ☐ Online/offline availability? | Do users need to record attendance without internet access? |
| ☐ Security needs? | Do you require single sign-on (SSO), multi-factor authentication, or strong password policies? |
| ☐ Backup and recovery? | How long should attendance data be kept (semester, years)? |

# 8. Future Enhancements

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| Question | Clarifying Follow-Up |
| ☐ QR codes or RFID check-in? | Do you want this now or as a future upgrade? |
| ☐ Support for online events? | Should the system also work for Zoom/Teams events? |
| ☐ Mobile app? | Should this be a true mobile app or just a mobile-friendly website? |
| ☐ Certificates/credits? | Do you want attendance tied to completion certificates or course credits? |

# 9. Acceptance & Success Criteria

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| Question | Clarifying Follow-Up |
| ☐ How will you know this system is successful? | Can you name 3 measurable outcomes you’d expect (ex: cut reporting time in half)? |
| ☐ Top 3 must-have features? | If budget/timeline were tight, which features would you keep above all else? |
| ☐ Timeline for rollout? | Is there a hard deadline (semester start, event series, fiscal year)? |
| ☐ Budget? | Is there a fixed budget range, or should we propose options at different price points? |