COMMUTER HELI- PORTS
Grad Quality Analyst Assignment
直升飞机航空公司
质量分析毕业生作业

TASK
任务

ThoughtWorks has been engaged by Commuter Heli-Ports (CHP) to help revolutionize their IT systems. The company has given ThoughtWorks some background information about itself. Read the following preliminary findings to get an understanding of what the company does, who the key people are, and the project to be undertaken.

航空公司CHP希望ThoughtWorks能对他们的IT系统进行改造升级，并提供了相关的背景信息。请仔细阅读下面关于CHP的介绍资料，明确其公司的具体业务、主要负责人员和项目详情。

Your task is to review the material and develop a simple plan on how you would test this application. The next step will be to present your plan and go over the plan with the stakeholders that you think are relevant. Ask any clarifying questions and make sure you understand the application well enough to adequately test it.

你的任务是根据提供的信息，制定相应的测试计划，并向你认为相关的客户负责人展示。请在计划中提出任何让你不清楚的、需要澄清的问题，确保测试是基于对应用的充足了解。

The goal of the workshop is to get a clear idea of how to ensure the application works as intended, what are the risks, concerns and future thoughts such that we have a clear strategy on how to ensure the application works as intended.

计划的制定和展示是为了更好的保障应用产品的质量，发现风险漏洞和在后续提出清晰的质量策略。

CONTEXT
背景信息

CHP is an executive helicopter transportation company and was formed three years ago with two ports and two pilots; Chuck and Terry. Two years ago, the company expanded to its current state of three ports, four pilots, and an office with an office manager, Lisa. Last year, Chuck retired from flying and another pilot was hired. The process for taking reservations and passenger manifests has not changed too much since the beginning. Now, with sights on further expansion, a new way of managing reservations and scheduling flights is required.

CHP成立于三年前，是一家直升机航空公司，成立时拥有两个直升机机场，以及两名飞行员Chuck和Terry。两年前CHP进行了业务扩张，到目前为止共有三个机场和四名飞行员，一处办公室及办公室主管Lisa。作为飞行员的Chuck去年退役，结束了他的飞行生涯，随后CHP招聘了新的飞行员来接替Chuck。一开始关于机票预定乘客信息的流程并没有大的变化，现在随着业务的扩张，CHP需要一种新的订单管

理和机票预定方式。

CHP is the brainchild of Chuck "Chopper" McGraw. Chopper is a former military helicopter pilot himself who now concentrates on running the business. He is very much a people person and wants to make sure his customer's expectations are exceeded. In order for the company to grow, Chopper knows he needs to automate things.

Chuck绰号"Chopper"，是CHP的创始人。他曾作为飞行员在军队任职，现在致力于航空公司的管理经营。他推崇以人为本、客户至上的经营理念。为了公司的规模扩大，Chopper希望实现更多的自动化。

Chopper's business partner Lesley Tkachuk is a certified accountant and handles all the financial operations of CHP. Her priorities lay with the back-office systems.

Chopper的合作伙伴Lesley Tkachuk是一名注册会计师，负责CHP的所有财务运营。她的工作主要是后勤事务。

CURRENT SITUATION
现状

Each heli-port location consists of a heli-pad and a small building known as the "Heli-Shack." The Heli-Shacks are used as an office for the pilot and as a passenger waiting area. The passenger manifest is sent to a fax machine in the office and is picked up before the flight.

每个直升机场都有一处停机坪和一个停机棚，停机棚通常作为飞行员的办公室和乘客的等待区。在起飞前，办公室的传真机里会打印一份即将登机的旅客名单。

All reservations are called in or are walk-ups. Lisa takes all of the calls and enters them into a passenger manifest spreadsheet. Fifteen minutes before the flight, she faxes the manifest to the respective Heli-Shack. Prior to each flight, the pilot picks up the manifest off the fax machine, then verifies the passengers and calls Lisa with any "walk-up" passengers so she can add them to the manifest spreadsheet. Passengers can pay by cash, credit cards, and prepaid multi-flight tickets.

所有的预定都是通过电话预约或者直接到机场购票。Lisa负责处理所有的电话预约，把预定信息加到旅客名单的电子表格中，并在起飞前15分钟，将其传真到每个对应的停机棚。飞机正式起飞前，飞行员会根据传真机里的名单通知对应的乘客，并电话告诉Lisa现场购票的乘客信息，随后Lisa会将现场购票的乘客信息也加进旅客名单的电子表格里。乘客可以通过现金、信用卡和预付的多程机票支付。

FUTURE NEEDS
需求

Chopper wants passengers to be able to book and pay for flights through a website. He also

wants Lisa to be able to manage flight schedules, passenger manifest, and pilot schedules through the website. Lisa still needs to be able to add passengers that call in. Pilots are to receive passenger manifests through handheld devices. They also need to add walk-up passengers through this device.

Chopper希望乘客可以在网上订票和付款，同时Lisa可以在线的管理航班、旅客名单和飞行员的行程，也能添加通过电话预约的乘客信息。飞行员可以通过手持设备查看和接收旅客名单，也能添加现场购票的乘客信息。

Chuck plans to expand to a total of 10 Heli-Ports by the end of next year. He is planning to have the first two open in 6 months from now and needs to get the new reservation system in place prior to the opening of these two new heli- ports.

Chuck计划在明年年底之前扩大到10个直升机机场的规模。他希望在接下来的6个月内能有两个新的机场可以开始营业，并且在新机场的营业时，能用全新的订票系统替代之前的流程。

DELIVERABLES
交付物

Please submit the following two documents back to ThoughtWorks (feel free to make assumptions just make sure to list them).
请根据下面的描述，提交作业文档（你可以随意做出假设，并确保在文档中列出）

- Provide a diagram (use any format you are comfortable with like flowchart, scenario diagrams etc) for the current process in this scenario. The diagram should try to include any existing "pain points" in the process.
根据当前场景，为现有的流程（目前的现状而非新需求）提供图表（可以使用你熟悉的任何格式，如流程图、场景图等）。尝试在图表中包含任何当前的"痛点"。

- List out possible "test scenarios" for the Future Needs.
为新需求列出可能的"测试场景"。

- List out key questions you would ask the client, if any
列出你想问客户的关键问题（如果有的话）。

Please limit your assignment to a maximum of 2-3 pages.
请将作业限制在最多2-3页。

Prepare the following for the discussion during the interview (you don't have to submit any documentation for these):
请为接下来的面试讨论准备以下内容（无需提交任何文件）：
- Do you see any risks in the current plan? Are these being addressed as part of Future needs? If not, what would you suggest?

你认为目前的计划有什么风险吗？这些问题是否能作为需求的一部分得到解决？
如果没有，你有什么建议？

- As a passenger how would you like to see the system work?
你作为乘客，你希望看到系统如何工作？