

## CSSE3004/CSSE7024 Client Interview – Questions

| GROUP CSSE3004D |  |
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| 1               | Which source does the office staff, get the volunteer's skill details from?  |
|                 | See my answer to group C Q1.   |
| 2               | If a team member declines task email to assemble, do we scrap the whole team or just the individual member?  |
|                 | Just the individual member. We anticipate that there will be lots of people with the required skills – it may just take some of them longer to respond, or get to the assembly point, than others.   |
| 3               | Can we use mySQL or must we use Oracle?  |
|                 | Oracle is already on the target platform, so that's why we've suggested it. But you are welcome to use something else, remembering that you'll need to be able to set it up & demo it on the Lab PCs with minimal effort. Check the requirements on p23 under Demo of Working Component. |
| 4               | Besides allowing the volunteers to update their particulars, what other information is available to the volunteers?  |
|                 | They should be able to see details of any active task requests that have been sent to them (ie, ones where team selection is still underway).<br>They should see details of any task they've been assigned to.   |
| 5               | Are there any particular reports that SVS might want the system to generate monthly or yearly to be presented to the director? If there is, what are they?   |
|                 | See p6 of BRS for details of the 2 types of report to be generated.  |
| 6               | What details are included in the report generated by the office staff?   |
|                 | ditto  |
| 7               | Are the Office staff and System Administrator portal accessible via web too?   |
|                 | Office staff: yes (password protected). Sys Admin: not necessarily.  |
| 8               | How could the system ensure that volunteer's availability dates that are stored in the database are always up to date? Should the system send out email to remind them to update availability every other time he/she volunteer a task?  |
|                 | It's the volunteer's responsibility to keep their availability data up to date. But we know that they're not very reliable at doing this, which is why we want the system to email them to check.  |
| 9               | Are there any differences in administrative rights that should be given to the Managing Director of SVS and the system administrative?   |
|                 | The MD is not likely to use this system.   |
| 10              | How could RRVCS ensure that the skills and qualification of the volunteers are up to date? Should they request volunteers to update them of any changes in skills and qualification? Since the Skills and Qualifications are being updated by staff of RRVCS.                            |

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|           | That's outside scope. We have organisational procedures for regularly (re)assessing skill qualifications. But as far as this system goes, it is only the Office Staff who can change volunteers' skill details.                    |
| <b>11</b> | What are included in the summary of details for each task assigned to a volunteer?   |
| <b>12</b> | How many volunteers do SVS currently have in the database?   |
| <b>13</b> | Are there predefined assembly points for the task leader to decide for the task assigned to them? If no, base on what criteria are the assembly points defined by the task leader?   |
| <b>14</b> | How are the volunteers joining the task notified of any changes to the task since they are not required for the initial briefing on Day one?   |
| <b>15</b> | Is the individual response time being arranged and filtered upon receiving from the shortlisted volunteers?  |
| <b>16</b> | Is the response time given to the volunteers fixed or flexible?  |
| <b>17</b> | What is the minimum response time given to the task leader to assemble his team?   |
| <b>18</b> | How is the TLP and volunteers portal being divided? Is the TLP accessible via VPN? As stated, the TLP will be accessed via the web browser.  |
| <b>19</b> | How is the username and password for a registered volunteer defined? Are there any restrictions on the selection of username and password?   |
| <b>20</b> | What encryption technique does the system used to secure volunteers' particulars?  |
| <b>21</b> | How is the task leader going to decide on a fixed briefing time if confirmed volunteers are not able to compromise on the same time? Will there be separate briefings conducted on the same day specific to a 'special' volunteer? |
| <b>22</b> | How will SVCS be notified if a volunteer draw out from the project at the very last moment?  |
| <b>23</b> | Should the system implement any forum so as to update all volunteers of the outcome of the current situation that is taking place?   |
| <b>24</b> | Is training required after the implementation of the system?   |
| <b>25</b> | Should we include the history of SVS on the website?   |
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