

CSSE3004/CSSE7024 Client Interview – Questions

GROUP F	
1	How are passwords generated? Do office staffs manually enter them, or should they be generated by the system? And can a volunteer change his or her password once their account is created?
	Ideally any account holder can change their own password. Sys Admin will need to be able to deal with lost passwords.
2	What is the priority in team formation: skills or response time? Or should the task leader be able to choose which is the priority?
	<p>Definitely skills: the Task Leader needs to specify them, and their dates. We generally prefer to have a single volunteer cover all of the dates for the skill for which they have been chosen. So that Task Leader should be shown those options, and corresponding response times, first.</p> <p>But if they're not happy with the response time (or no such team has been identified yet), then they should be able to fall back to the "substitute team members" option. We're open to suggestions as to how such options might be displayed and ordered at this stage. One way we thought of doing it was to let the Task Leader choose which skill to split.</p>
3	What task summary details can volunteers view when a task is assigned to them?
	At this stage, just exactly the same details as get emailed to them – this is mostly for their convenience. But at later date (probably after we've trialled this first version) we'd like to be able to add task information, such as maps, briefing notes, etc.
4	What type of other personal information about volunteers should the system capture, aside from name and email address?
	Skills and availability, certainly. Plus see my answer to group E Q4 about contact details.
5	Is the 'checking utilisation' report historical only? Does it ignore partial tasks or include their full duration or just include the part in the timeframe?
	Yes, historical only please. Just include that part of the task that takes place within the time-frame. For "availability" figures, count anyone who was shown as available on the day, even if they didn't respond to task requests in time to get assigned.

6	Can volunteers fulfil multiple skill roles in the same task, and can they do so simultaneously?
	They certainly can't perform different roles simultaneously. We thought about allowing them to perform different skills on a task as long as the date requirements for the skills didn't overlap, but we decided this was potentially very confusing for everyone involved, so have ruled it out.
7	Can a volunteer withdraw from a team before the task starts, and if so, is there a deadline they must withdraw by?
	There will of course be occasions when volunteers have to withdraw after they've been assigned, but those cases will be handled outside the RRVCS using our standard organisational procedures.
8	Can we assume volunteers are required to attend the initial briefing only if they are assigned to the task on Day One?
	Correct: everyone who is assigned for Day One needs to attend the Initial Briefing.
9	How many lists of separate date ranges can a volunteer input/update?
	If we assume for now that we allow them to plan for up to a year ahead, worst case would be "available every second day" – so let's say up to 185 different date ranges.
10	Is there a deadline for volunteers to respond to a task request email? Or are teams formed whenever a task leader chooses?
	Effectively it is the Task Leader who decides this. Certainly it would be by the end of Day One, but usually it would be once the Task Leader confirms selection of the team.
11	Should the office staff be only able to select volunteer skills as a subset of all skills in the database, or can office staff add in new skills, either to the set list or on an individual basis?
	The list of skill types will be a system configuration option that can only be modified by Sys Admin.
12	Should volunteers be able to request an update of their skill details, or is that external to this system?

	That's external to RRVCS.
13	For UI design, does the SVS have any particular colour schemes or logos that it wishes to use, and if so can they please be forwarded on to us as soon as possible.
	We're a no-frills organisation. Plain vanilla is fine thanks.
14	Archiving: Can archived data be in some non-xml format to conserve space and increase parsing speed?
	The BRS specifies xml thanks.
15	In reports, does "pagination" refer to being able to print out the report and it then being easily readable? More clearly, should the reports be optimised for online viewing or hard copy viewing?
	See my answers to Group B Q3 and Group E Q3.
16	Should volunteers be able to input availability for any time infinitely into the future, or should there be a time limit (e.g. volunteers can only enter availability data for the next year)?
17	Can a volunteer leave a task earlier than they had been scheduled to (individually, not when a task leader ends a task early), and if so should they then be marked as being available again for the remaining days?
18	Can task leaders add additional information to a task, such as a description or rich content (e.g. maps)?
19	Should task leaders be able to view a live-updating status list of volunteer responses to a task request?
20	What is the maximum number of skills that a volunteer can be allowed to register for?