

Interview 2 Transcript

Interviewer

Hello, I'm GPTREI, your requirements elicitation assistant. Today, I will be gathering detailed information about your project needs to ensure we understand all requirements clearly. Before we begin, are you in line with the scope of this interview or do your expectations of this interview differ?

Stakeholder

Yes I'm ready to begin

Interviewer

Great! To start with, can you provide a brief overview of your business and the primary goals you aim to achieve with this project?

Stakeholder

I'm the owner of 3 ski resorts in the US, named Cool Ski Resorts. I wish to connect the online website with a centralised database which keeps track of reservations, bookings, hires of clothing and skiing equipment and inventory for each resort. Also I want to connect the website to social media platforms like instagram, facebook and x, to increase advertisement and promotion. In a nutshell I want to restructure my business with digital solutions, but without disrupting my business too much.

Interviewer

Thank you for the overview. It seems like a comprehensive project. Let's dive into some specifics:

1. For the centralized database, what kind of data formats and types are you currently using, and do you have a preference for any database management system (e.g., SQL, NoSQL)?
2. When it comes to booking and reservations, what features would you like the online platform to offer? For example, real-time availability, dynamic pricing, customer reviews, etc.?

Stakeholder

1. Unfortunately I have no idea about data formats, so I have no preferences regarding that.
2. I definitely want real-time availability and dynamic pricing for the bookings of the rooms, equipment and lessons. Customer reviews would be great. Also I want a forecast about the weather and snow conditions on the platform for the customers.

Interviewer

Understood. Let's move on to the next aspects:

1. Regarding the hiring of clothing and skiing equipment, what specific functionalities should the system support? For example, should it send return reminders, handle deposits, and track the condition of the items?

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2. For the inventory management across the three resorts, do you need functionalities like low-stock alerts, automatic reordering, or any specific inventory tracking features?

Stakeholder

1. Return reminders would be a great feature for the customers! Tracking of the deposits and the condition of the items would be perfect. Maybe also a feature that shows the most frequent rented items and sizes to get an overview.

2. low-stock alerts yes - then suggestions of automatic reordering but with a feature so it needs authorisation for the actual order of new stock.

Interviewer

Excellent. Let's talk a bit about the integration with social media platforms:

1. How do you envision the connection between your website and the social media platforms working? For instance, are you looking for automatic posting of updates, promotional offers, user testimonials, or something else?

2. Do you have any specific metrics or data points you want to track from your social media activities, such as user engagement, clicks, or conversions?

Stakeholder

1. automatic posts of promotion offers and updates on social media platforms would be crucial for me. Also short advertising reels about our services would be great.

2. User engagement, clicks would be great to track and also how many of the users really end up booking something.

Interviewer

Great, thank you for the details. Here are a few more questions to clarify additional aspects of the project:

1. Are there any specific security measures or data protection protocols you need in place, given the sensitive nature of booking and personal information?

2. For the weather and snow condition forecasts, do you have any specific data sources or third-party services in mind, or will you need suggestions for the best options available?

Stakeholder

1. The personal data of the customers need to be safe by any means.

2. For that I'll need suggestions for the most reliable and accurate option available.

Interviewer

Understood. Let's move on to the user experience and customer interface:

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1. Do you have any design preferences or existing branding guidelines that should be reflected in the website and any associated applications?

2. How important is mobile responsiveness for you? Would you like a dedicated mobile app for reservations and bookings, or is a mobile-friendly website sufficient?

Stakeholder

1. The design should just be simple and aesthetically pleasing and also intuitive to use, I feel like the last point is the most important.

2. A mobile-friendly website is sufficient.

Interviewer

Thank you for sharing that. Let's now focus on your internal operations and staff interactions with the system:

1. How many staff members will be using the system, and what roles do they fulfill (e.g., front desk, inventory management, marketing)?

2. Do you need different access levels and permissions for different roles within the system? If so, can you specify what kind of access each role should have?

Stakeholder

Well for each resort there is a local manager and an assistant manager who will need full access to all the systems relevant for their resort. My assistant will need full access to all the systems. The other stuff should just get access to their department (for example the rental department) but should also be able to get information about the stock of the specific department of the other locations. All in all there are about 30 skiing teachers in all 3 resorts combined, 9 people working on the front desks, 3 inventory manager plus their assistants, 3 people in the marketing team, 15 people working in the rental department, then about 50 workers in the housekeeping and cooking department.

Interviewer

Thank you for the detailed breakdown of your staff. Let's proceed with some more questions about the system integration and data flow:

1. How often would you like the data to be synchronized across all three resorts? Is near real-time synchronization important, or can it be updated periodically (e.g., hourly, daily)?

2. Do you have any existing systems or software that you need this new system to integrate with (e.g., accounting software, CRM systems, email marketing tools)?

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Stakeholder

1. I would like to have real time synchronization for that.
2. I'll have to check with my team what the existing softwares are named exactly.

Interviewer

That's perfectly understandable. Real-time synchronization will be noted as a crucial requirement.

Moving on, let's talk about potential challenges and scalability:

1. Are there any specific challenges or limitations that you foresee in the implementation of this digital overhaul (e.g., limited internet connectivity in certain resort areas, resistance to change from staff)?
2. How scalable do you need this system to be? For example, if you plan to expand and add more resorts in the future, would you like this system to easily accommodate such growth?

Stakeholder

1. So far the internet connection is stable and my staff is pretty enthusiastic to improve the digital system, so that will not be an issue.
2. right now we are not planning to expand but it would be nice if a potential new resort would be easy to integrate.

Interviewer

Great to hear that connectivity and staff enthusiasm won't be issues. Recognizing scalability is a good foresight as well.

Let's now address the timeline and budget for this project:

1. Do you have a specific timeline or deadline for when you want this digital system to be fully operational?
2. Is there a budget range you have in mind for the overall project, including development, integration, and possibly ongoing maintenance?

Stakeholder

1. I would like the new system to be ready for the next skiing season starting in the beginning of december.
2. The expenses would have to be below 10.000 US dollars

Interviewer

Thank you for that information. Given the timeline and budget, this will help in planning a feasible approach.

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Lastly, let's consider training and support:

1. Will you require training sessions for your staff to get them up to speed with the new system? If so, do you prefer in-person training, online training sessions, or a combination of both?
2. What level of ongoing support do you envision needing once the system is live (e.g., 24/7 tech support, regular system updates, troubleshooting assistance)?

Stakeholder

1. Knowing my staff in-person training sessions would be preferred.
2. 24/7 tech support and troubleshooting assistance would be crucial, also regular system updates.

Interviewer

Thank you for all the detailed information. To summarize, your project involves:

1. Creating a centralized database for reservations, bookings, equipment rentals, and inventory management.
2. Integrating real-time features including availability, dynamic pricing, customer reviews, and weather forecasts.
3. Implementing automatic social media updates and tracking user engagement metrics.
4. Ensuring robust security measures for personal data.
5. Designing a simple, intuitive, and mobile-friendly website.
6. Setting up role-based access control for different staff members.
7. Achieving real-time synchronization across the three resorts.
8. Planning for scalability to incorporate future resorts.
9. Meeting a target readiness by the beginning of December with a budget under \$10,000.
10. Providing in-person training and ensuring 24/7 tech support along with regular system updates.

Is there anything else you think we've missed, or any other details you would like to add?

Stakeholder

That covers all, thank you.

Interviewer

You're welcome! I'm glad we were able to cover everything. This information will enable us to develop a comprehensive plan tailored to your needs. If you have any further questions or need additional assistance down the line, feel free to reach out. Good luck with your digital transformation at Cool Ski Resorts!

Stakeholder

Alright. Thank you for the interview!

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Interviewer

You're very welcome! Thank you for your time and cooperation. If you need any further assistance in the future, don't hesitate to reach out. Have a great day!