

## Interview 10 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

Hello GPTREI, i am in line with the scope of this interview.

Interviewer

Great! Let's dive right in. Could you please provide a brief overview of your business and the specific project you're currently working on?

Stakeholder

I am managing a chain of three ski resorts in the US and would like to automate and digitalize our inventory management, the online reservation, booking of equipment and classes. Furthermore i would like to generate an intuitive website and also promotion and advertisement through social media.

Interviewer

That's an exciting and multifaceted project! Let's break it down and tackle each part step by step.

Starting with inventory management, could you describe your current process for handling inventory in your ski resorts? What are some of the challenges you're facing with this process?

Stakeholder

Right now all our bookings are done by telephone and fax. The pazments are made at each resort and then getting stored there. Mmz assistants have to control the bookings and do all the taxation work. lit is a lot of work to master alls these tasks

Interviewer

Thank you for that insight. It sounds like there's a significant amount of manual work involved.

For the automated inventory management system:

1. What specific items need to be tracked (e.g., ski equipment, clothing, consumables)?
2. How frequently does your inventory change, and do you need real-time updates?
3. Are there any specific reports or metrics you would need from this system?

Also, could you share what specific challenges or inefficiencies you're encountering with the current manual handling of bookings and payments?

Stakeholder

1. skiing equipment, clothing, skiing classes, hiring skiing teachers, available rooms,

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2. rooms might change every week, same as the equipment and all the other consumables
3. use of capacity, amount of gain per week per person

The time being used to gather the data should be used to focus on the customers needs.

Interviewer

Got it. Automating the inventory should certainly help free up time and resources. Now let's talk about the online reservation and booking system.

1. What types of reservations and bookings do you want to offer online (e.g., room reservations, equipment rentals, skiing classes, etc.)?
2. What specific features would be essential for these online reservations (e.g., real-time availability, multiple payment options, user accounts, booking modifications or cancellations)?

Also, how do you currently handle customer data and preferences?

Stakeholder

1. Room reservations, rentals, classes, board, transfer to the resort
2. availability, rentals, classes, board

Right now the customer gives us a call or sends us a fax with all the information

Interviewer

Thank you for clarifying. It sounds like an online system could significantly streamline these processes.

For the intuitive website you mentioned:

1. What primary features and functionalities should the website include (e.g., search functionality, customer reviews, content about the resort)?
2. Who is your target audience, and are there any specific user experience elements you want to emphasize?

Regarding social media promotion and advertisement:

1. Which social media platforms are you planning to use?
2. What types of content would you like to focus on (e.g., promotional offers, event announcements, user-generated content like photos and reviews)?

Stakeholder

Intuitive website:

1. a search bar, visibility of all three resorts, all the important information about each resort and its accommodations, customer reviews and also a Q&A page

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2. Our target audience would be families and also any other adult groups

Social media:

1. Twitter, Facebook and Instagram
2. promotional offers, advertising

Interviewer

Fantastic, thank you for the detailed information. Let's move on to a few operational and technical considerations.

For the website and reservation system:

1. Do you have any existing infrastructure or platforms that these new systems must integrate with (e.g., CRM systems, payment gateways, existing websites)?
2. Are there any regulatory or compliance requirements you need to adhere to (e.g., GDPR for customer data privacy)?
3. How would you handle customer support for online reservations (e.g., live chat, support ticket system)?

Lastly, with regard to maintenance and updates:

1. Do you have an in-house IT team, or would you be looking to outsource the development and ongoing maintenance?
2. How often do you anticipate needing updates to the website and reservation system?

Your thoughts on these aspects will be crucial in shaping the project.

Stakeholder

website reservation system:

1. existing website
2. GDPR yes
3. either a call or a chat on the website

maintenance and updates:

1. would like to outsource
2. probably not too often since these three resorts have to gain their status first

Interviewer

Thank you for providing that information. It's very useful for shaping a comprehensive solution.

Given the GDPR requirements, data privacy and security will be key areas to address in the system design.

To summarize, your project will include:

1. Automating and digitalizing inventory management.

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2. Implementing an online reservation system with real-time availability and multiple functionalities.
3. Creating an intuitive, family-friendly website with essential features and a Q&A section.
4. Enhancing social media presence and marketing on Twitter, Facebook, and Instagram.
5. Ensuring GDPR compliance for customer data.
6. Outsourcing the development and maintenance, with a preference for infrequent updates initially.

Next steps might include:

1. Identifying key stakeholders and their roles.
2. Drafting initial requirements and user stories.
3. Prioritizing features for a phased rollout.
4. Preparing for vendor selection for development and maintenance outsourcing.

Is there anything else specific about your vision or any additional requirements that we haven't covered yet?

Stakeholder

I would also need a forecast for the snow and weather conditions that the customers can look up during their trips

Interviewer

Great addition! Including a weather and snow forecast feature can significantly enhance the customer experience.

Regarding the weather and snow forecast:

1. Which sources or services do you plan to use for obtaining accurate weather and snow data?
2. How frequently do you want this information to be updated on your website?
3. Would you like the forecast to be available for viewing only, or should it trigger any notifications or alerts for customers during their stay?

Additionally, would you require integration with any other systems or platforms that we haven't discussed so far?

Stakeholder

1. using the forecast information from the weather stations on the mountains
2. every 30 minutes
3. alerts for a high risk of avalanches would be nice to have

No

Interviewer

Thank you for specifying these additional requirements. Here's a summary of the new features you'll need:

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### 1. **Weather and Snow Forecast**:

- Use data from weather stations on the mountains.
- Update the information every 30 minutes.
- Include alerts for high-risk avalanche conditions.

Given this, here are a few more questions to fine-tune these features:

1. Would you want to display the weather and snow forecast in a user-friendly format like charts, graphs, or simple text?
2. Should users have the capability to customize their alerts (e.g., frequency, type of alerts)?
3. Would you need these alerts to be communicated via other channels besides the website (e.g., email, SMS)?

Your input will further detail the scope and functional requirements for these new features.

Stakeholder

1. graphs
2. no
3. short reminder via sms

Interviewer

Thank you for those details. Including graphs for weather and snow forecasts along with SMS alerts for high-risk avalanche conditions will certainly enhance user engagement and safety awareness.

To summarize your updated project requirements:

### 1. **Automating and Digitalizing Inventory Management**

- Track ski equipment, clothing, classes, teachers, available rooms, and consumables.
- Real-time updates and specific reports on usage and gains.

### 2. **Online Reservation System**

- Room reservations, equipment rentals, classes, board, and transfers.
- Features like real-time availability, multiple payment options, and booking modifications.

### 3. **Intuitive Website**

- Search functionality, visibility for all three resorts, detailed resort information, customer reviews, and a Q&A page.
- Target audience: families and adult groups.

### 4. **Social Media Promotion**

- Platforms: Twitter, Facebook, and Instagram.

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- Focus on promotional offers and advertising.

### 5. **\*\*Customer Support\*\***

- Support via call or live chat on the website.

### 6. **\*\*Weather and Snow Forecast\*\***

- Data from mountain weather stations, updated every 30 minutes.
- Graphical display of forecasts.
- SMS alerts for high-risk avalanche conditions.

### 7. **\*\*Compliance and Integration\*\***

- GDPR compliance for data privacy.
- Integration with existing website and potential existing systems.

### 8. **\*\*Maintenance and Updates\*\***

- Preference to outsource development and maintenance.
- Infrequent updates initially.

With this comprehensive overview, are there any additional features or considerations you'd like to add before we proceed to drafting the initial requirements document?

Stakeholder

No that should do it

Interviewer

Fantastic! Thank you for providing such thorough and detailed information. With this, we have a solid foundation to draft the initial requirements document for your project.

Next steps will include:

1. **\*\*Drafting the Initial Requirements Document\*\***: We'll compile all the details into a structured document.
2. **\*\*Stakeholder Review\*\***: We'll arrange a session to review the document with all key stakeholders to ensure alignment.
3. **\*\*User Stories and Use Cases\*\***: Develop detailed user stories and use cases to cover all scenarios.
4. **\*\*Vendor Selection\*\***: Identify and select potential vendors for development and maintenance.
5. **\*\*Project Plan\*\***: Create a project plan, timeline, and milestones for implementation.

Once again, thank you for your time and cooperation today. If any other questions or ideas arise, feel free to reach out.

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We'll stay in touch throughout this process to ensure everything progresses smoothly. Have a great day!