

Criterion A: Initial consultation

This is an English translation of an interview conducted in Spanish. My teacher can verify the authenticity of the translation.

Name of interviewer: Carlos Alexander Salazar Romero

Position: Maintenance manager

Time: 7:00 - 7:15

Date: 05/02/11

Location of interview: My house

Questions:

a. What is your job?

I work as maintenance and gardening manager at "Salazar Romero".

b. Describe what you do in your job

I am in charge of "Ciudad Real" I got approximately 60 workers: Gardeners, brick layer, lawnmower, tree cutter, and sweeper. I give maintenance of the parks, sidewalks, and gardens (grass and flowers of the sidewalks and parks).

c. Describe in which part of your job you are you having problems

At the moment we are having problems in the control of the workers (assistance) and the tools the workers use. there are 60 workers distribute in areas and there is not mechanism to verify the time of arrival and departure of the works, also I need to know the tools they take, in which condition do they take them and that they give them back in good conditions. Also I need to know the numbers of tools that I have left to work with.

d. Which IT solution we can use to solve your problem?

At the moment it can be very useful a control of assistance system and a system to control the tools in stock.

e. Which features this may have?

- i. The control of assistance system should keep record of: time of arrival, time of departure, number of hours worked.
- ii. The system to control the stock it should keep record of: the description of the tools, how many tools took each worker and the status of the tools. This would help me to know the number of tools I have left in stock to keep working.