Client Interaction Report

City of Los Angeles
Applicant Resource Center

Team No. 09

Team members and roles:
Vaibhav Mathur   Project Manager
Preethi Ramesh   Feasibility Analyst
Arijit Dey       Requirements Engineer
Shreyas Devraj   Prototyper
Gaurav Mathur    Builder
Divya Nalam      OCE
Rakesh Mathur    II&V

09/19/2013
1.1 Current Infrastructure

City of Los Angeles is involved in recruitment process for several of their clients like LAPD, Airport Police, LA Fire Department. The Department (to be called as “City” hereafter), process the application for the recruitment. During the process, city sends out reference forms to the list of references as given by the applicant during the application. They send out forms using post which involves a lot of labor and paperwork. Upon receiving the forms, references fill out the forms and sends then back to the City for review via post. The information provided by the references is then made available to the background verification officer (or investigation officer) in-charge for the applicant.

The current system is time-consuming, lends more labor and involves a lot of paperwork. City needs a system, therefore, to automate the process of getting the information from the references using Email.

1.2 Questions Asked

Team drew the Project Model by asking following questions to client:

Team: **Why this new proposed system** needs to be developed? What are the value propositions of the system?
Client: Application aims at **Reducing Labor cost**, to make the process fast – **Expedite the Process**, **Reduce Administrative Cost**, **Decrease paperwork**, and finally to **increase efficiency**.

Team: **For whom the system** is being developed? Who are the set of people who will be using the system and getting the benefit?
Client: The application will be **used by the City of LA administration staff, Background Investigator and the applicant**.

Team: **What are the steps** that need to follow to accomplish the objectives presented in Ques 1 apart from developing a system that we would do?
Client: City/Team needs to **provide training** to the users of the system i.e. the City staff. In addition to this, **maintenance and update** of the system will be done by the City IT staff. City needs to **advertise** about the new process which will attract more applicants which would end up in **recruiting more investigators**.

Team: Apart from us, the developers, **who all will be involved** in the application development?
Client: The **administrative staff** at City, **background investigators**, **Employment Services** division, **City IT Staff** and the **City Management** will be working on this system.

Team: Are there any assumptions which we would keep in mind before going to the system development? In other words, finish the sentence: This system will be a success iff……
Client: **the staff at the City readily accepts it**.

Team: What additional aspects you expect in the system? What is the **level of service** required?
Client: We are looking for a **system that is secure** enough to keep the confidentiality of the information being processed.
Team: (to the IT Manager) What **development platform** are you using currently and what platform you expect us to use?

IT Manager: We are using ColdFusion for the current system and IT has a good experience with it. This system can be developed on **ColdFusion (1st priority), ASP.Net using C# or Java**. We do not support usage of PHP in any of our products. For database, DB2 is preferred.

Team: (to the IT Manager) What is the **deployment platform**?

IT Manager: **City of LA is hosting a webserver**. So, new system will also run on the server.

Team: What is the **budget** for the system?

Client: **Still under internal discussion**.

Team recorded all the inputs from the client into **WinBook**.

### 1.3 Current Artifacts

<< List all (or as many as you were able to observe) the artifacts used by the system or by the users in operating the system. Provide a brief description about each artifact. For artifacts that have not been shown or given to you but have requested for, specify the planned delivery date for them. >>

<table>
<thead>
<tr>
<th>Artifact</th>
<th>Description</th>
<th>Requested/Shown/Received</th>
<th>Planned Delivery Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>LA City Application Form</td>
<td>This includes the complete questionnaire that the applicant fills out during the application. This includes the list of references that he wish to provide.</td>
<td>Shown</td>
<td>NA</td>
</tr>
<tr>
<td>Reference Letter</td>
<td>The physical letter that is posted to the references with confidentiality agreement.</td>
<td>Shown</td>
<td>NA</td>
</tr>
<tr>
<td>Reference Form</td>
<td>The forms that the references fill out. This contains the questionnaire about the applicant.</td>
<td>Shown</td>
<td>NA</td>
</tr>
<tr>
<td>Investigating Officer Assignment Process</td>
<td>The process flow document that is followed by the city for assigning an investigating officer to an applicant.</td>
<td>Requested</td>
<td>WinWin Session 2</td>
</tr>
</tbody>
</table>
1.4 Current Business Workflow

<< Sketch the business workflows around the current system by using UML Activity Diagram Notation>>