Outcome of session:

- to conduct the client interview for your assignment
- to analyse documents
- to engage in observation as a form of data gathering

Assessment:

- Your client interview is worth 5% of your total mark for the semester

Preparation required:

- Review your assignment guide (particularly the assessment criteria for the client interview)
- Review your notes from Seminars 3 and 2
- Organize the questions you will ask in your client interview

Activity 1: client interview (20 minutes)

We will run a number of client interviews today. Each interview will take about 20 minutes. Some groups may have to conduct their interviews outside studio time.

Remember, you will need to have planned your interview ahead of time, following the guidelines set out in Seminar 2.

Activity 2 – analyse documents (40 minutes)

Read over the documents provided by your tutor, and answer the following questions for each:

- What is the document’s primary purpose?
- In what ways can the document inform the development of a new information system?
- How might these documents be used in a client interview?
- What questions remain to be answered after reading them for the first time?
- How would you establish the veracity and authority of each of these documents?
- What (if any) ethical and professional issues might be associated with the use of these documents within the process of systems development?
Activity 3: observation (60 minutes)

Working in pairs, your tutor will give one member of each pair a set of instructions for constructing a paper artifact. While one of you follows the typed instructions, the other team member must write down a description of what they are doing (without talking to your team mate, or looking at the original typed instructions!)

Now swap the instructions that you wrote with those written by another team, and follow these to make a second artifact. How does what you make compare with the original model?

Get together with the other pair and have a brief discussion of the possibilities and challenges involved in trying to document someone’s activities through observation.

Activity 4: Continue work on your assignment (60 minutes)

The remaining studio time will be given over to you, to continue work in your teams on the studio assignment.