Questionnaire

# Reason for the request

Explain the reasons that led to the decision to make the request as formulated in the previous description. Also specify the set of needs, shortcomings, desires and intentions that led to the decision of the request.

# Improvement of knowledge

In which area you want to achieve greater awareness. For each area to expose the situations to be known and managed, distinguishing those to be treated normally from any other exceptional. To be able to consciously decide what the reality is to be understood by the user. To concretize the situation, highlight the entities involved (people, animals and things) and the facts that actually take place in it. Which are, in particular, the elements of knowledge to be considered and with what information to support them.

# Advantages of automation

What is the savings and operating benefits that the application involves with its services? Improvements regarding the efficiency of users and operators, the timeliness and correctness of information, promptness and adequacy of decisions, which the user can make consciously based on the information provided by the specific features. How do you intend to proceed in operational management to master the real situations? What are the times of intervention to align the information of the system with the actual management reality.

# Type of user

Classification of users according to their task and direct or indirect operation towards the application. Operational tasks and system responses to them. Professional qualification and experience. Number and location of users. Possible collaboration with entities and external collaborations. Skills, shortcomings and criticalities in the use of IT tools by specific users.

# Protection of information

Expressing what information should be evaluated in its integrity, confidentiality of interpretation, accessibility and authentication, availability of services

# Communication of information

List the external entities to communicate with. For each specify: the object of the communication and its motive, the circumstance and assumptions, the role of the person making or receiving the communication, the medium of exchange, the distinction if the information is received or sent.