Individual Interview of IT Professional

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Interview Interview of IT Professional

The representative chosen for the interview is an IT manager that works for a multidisciplinary organization. The disciplines that the company focuses on include magazine publishing, security training, equipment provision, and a Non-Governmental Organization (NGO)

The representative is recently working on the development of a Management Information System (MIS) for the NGO that is working under the umbrella of the main company. The MIS system would be able to track the entire progress of the NGO, its employees, and its projects (DeLone & McLean, 2016). The MIS would make sure that each and everything is monitored and properly recorded to make sure that the donations of the people are used validly. The other applications that have been recently completed includes the development of management software for the finance department to help with record-keeping as well as performing financial functions on the records for the organization.

The company that the subject is working under recently implemented an attendance system that would manage the performance of the employees based on their punctuality. It would make sure that the rules are strictly followed with regards to attendance and penalty would be posed on anyone who offends the system multiple times. The software is integrated with a fingerprint scanner to ensure that there is no ambiguity in record keeping.

Most of the applications that are developed for the organization are developed in-house. There is a team of highly professional and enthusiastic individuals that work on the projects. These projects are undertaken to improve the overall organizational structure and are implemented properly. All the processes that are related to the development lifecycle are conducted in-house.

As the organization requires very sensitive and efficient software so there is careful consideration regarding how the whole project lifecycle is conducted and achieved. It is also to make sure that everything is done according to the policies laid down by the organization.

Requirement gathering depends upon the magnitude of the project. If the project is fairly small, then a week could be spent gathering the requirements. On the other hand, if the project is of a larger magnitude, then two to three weeks are spent in which each of the users of the project and the senior management is interviewed to get an insight on what they require from the software.

Since most of the software is developed in-house that is why the team is well aware of the options they have. As a result there is no need to search for software/hardware opotions that might be available unless the software is to be deployed on a new machine.

Documenting is necessary for anyone who comes in contact with the software as well as the IT team to track all the processes that they have done. Documenting carries on through the entire length of project development so there is no fixed time. If the project is completed in a month, then it is aimed that the documentation is completed at the same time.

The training of employees is done in a two day session and all the users are provided with a copy of the manual for further reference. Manual development takes approximately five to seven days depending on the complexity of the software.

If the changes required are such that it affects the whole setup, then it can take around a week to implement. Otherwise, minor changes can be done within a day or two.

As the organization strives to produce quality software for its employees, so regular monitoring of the software for user satisfaction is carried out. If there is any change that needs to be incorporated, it is done within a time span of two to three days so that there is minimum disruption.

**References**

DeLone, W. H., & McLean, E. R. (2016). Information Systems Success Measurement. *Foundations and Trends® in Information Systems*, *2*(1), 1–116. https://doi.org/10.1561/2900000005