

Remember, your goal is to get the client talking about the project, both the issue and the solution.

Not all questions apply for all projects, but they represent a broad range of considerations that can help to think through what's really needed.

General Questions

- What do you hope to accomplish with the proposed project?
- Who are the key stakeholders and users?
 - Do their goals differ?
 - If so, how?
- How do the project/system's goals map to the department goals or needs?
- Will the project/system change the way you are doing things now?
- What will the project accomplish that is not currently accomplished manually or with other projects/software?
- Are there other projects/systems with which this project/system will interface?
- Is there any existing project/system documentation?
 - If so, where?
- Who else should I talk to?

Current Needs

- What department/business requirements will this project/system address?
- What information do you need from this project/system that you don't have now?
- Is any of this data currently captured in any other project/system?
- Is the data and/or functionality shared by others?

Current Problems

- What problems should this project/system solve?
- Do you have to do things manually that you would like to automate?
- Do you have performance problems that need to change?
- Do you have functional limitations that you'd like to change?

Criteria for Success

- What is most important for success of the project?
- What are the training considerations?
- What resources might be needed (budget, staff, etc)
- Are there any dependencies on other project/system in completing the project/system? Please specify.
- Are there resource constraints in maintaining the project/system
 - Do you have the in-house expertise we need?
- Are there technical constraints to developing this project/system?
 - What are they?

Improving an Existing System

- Will the new project/system have additional functionality?
- Will the new project/system help you be more efficient?
 - To what extent?
- What is most important (rank in order of importance):
 - Application is easier to use
 - Application has nicer front-end
 - Application has additional functionality (list)
 - Application is more efficient
 - Application is redesigned to better reflect the business

Criteria for Success

- What needs to happen to make this project/system successful?

High-Level Functions

- What will this project/system do that is entirely new?
- Does the current system do things that this system will not do?
- How do these functions interact with each other?
- Are there other systems this system will interface with?