

**Transcript of Second Interview with Client** (conducted by the **author** - in bold)

**I take IB Computer Science as a higher level course for the IB Diploma and a part of that course is the Internal Assessment in which we have to develop a program to help a client. I thought you would be a suitable client as I see how busy you are and felt that I could make a program that could help you.**

Hello.

**1. First of all, what is your job title?**

I work as the Programme Coordinator at the ITU regional office for Asia and the Pacific.

**2. What kind of responsibilities do you have at this job?**

In my office I am responsible for digital government, digital agriculture, IPV6, and human capacity building in Asia-Pacific.

**3. What are some of the responsibilities you have outside of your job?**

Outside of my job, the main responsibility comes from parenting. I have to manage kids, including their school deadlines, activities, commitments, extra classes, and so on. Sometimes they clash with my office work and I find it hard to keep track. Some other things are managing my taxes, investments. In addition, I have to manage social engagements, conferences, remembering special occasions, renewal for visas, etc.

**4. What kinds of information do you work with?**

Scheduling, different types of calendar, emails, documents in a variety of formats.

**5. What are some of the challenges you are facing?**

All my information is on different platforms so I am unable to keep track of everything. I would like to see all my upcoming reminders and events in one place. Some are on email, some are on apps, some are verbal.

**6. What is your current method for storing all this information?**

Mostly using calendars and then relying on friends and family to remind me.

**7. What are some issues with the current method? Are there any changes you would like to make?**

I would like to have a consolidated reminder that gives me a forecast of all my reminders both official and manual. I would also like to be able to schedule across multiple time zones. I should be able to convert between time zones.

**8. How often do you face these challenges?**

At least everyday, sometimes multiple times a day.

**9. What do you think is the most efficient way for you to keep track of these timezones?**

As I am setting a meeting, I would like to see what time it would be in all the other time zones I am working with at that time.

**Okay, thank you so much.**

Thank you, I am looking forward to the app.