

Interviewer: So I'm going to ask you a few questions about your job, any particular part that you wish was automated, and we can discuss more about the problem.

Client answer 1: And you're going to tell me how you're going to fix it for me?

I: Yes, we can have a discussion and I will talk to you about what I could do.

C.2: And after you do the solution to help me with my problems what's next?

I: After that will be a second interview where we go over what I've come up with so my solution. You tell me what works, what doesn't work, what you would like to be modified.

C.3: So I have to implement it? Or I just look at it?

I: You look at it, you can use it, you can look at the format of things.

C.4: Ok, can you tell me the timeline? So this is the first interview.

I: I'm thinking I'm not sure what the timeline is going to be but but it should all be finished within a month but I want to say.

C.5: So we have one month for you to submit the final...

I: Our teacher has not given us a timeline but I think aiming for one month, so end of the school semester. First general question: what is your job?

C.6: So I am a project development officer working for the UN Refugee agency and I work in the private sector Partnerships service. This service is responsible for developing partnerships with private sector actors for the benefit of displaced populations meaning refugees, internally displaced persons, asylum-seekers, and others. So I am a project development officer in the Partnerships unit that means that my unit supports fundraisers. There is a network of fundraisers that fundraises for field operations and I help them with identifying, developing, and trying to match activities in with the interests of their donors. So there are about 300 fundraisers all around the world. They have their own prospects, their own donors. They contact me: I am based in Bangkok so I am the focal point for operations and activities in the Asia region and so fundraisers from all around the world contact me whenever they have a prospect or a donor interested in supporting an operation in Asia.

I: What kind of information do you work with most often?

C.7: The largest data set that I deal with is the description and the budget of the activities that are implemented by countries - we refer to one country and one location specifically as operations. So that's the largest data set that we work with. But that data set is very clear and it's very organized. There's a platform that supports planning and budgeting and reporting for each operation. The staff working in the field write the description of their activities and, they align them with the budget: so how much it costs, and then with expenditure how much they actually spend and all of that is uploaded to an online platform called Focus. There is a very good application for planning, budgeting, and reporting, and for tracking expenditures. It's a

huge amount of data as you can imagine. But that part is fine. The very specific parts of my own job is that I receive all these requests from fundraisers which are not organized. So I receive email after email after email from all the fundraisers who want some information from an operation and they write to me in all sorts of ways: "hey I have a donor, what do you have for me?" and then there's an entire back and forth of emails trying to figure out what the fundraiser wants, what the donor wants, what the fundraiser thinks that the donor wants. So I'm trying to clarify the request and it's very, very slow and very annoying. I would say that it's not such a large amount of data but it's very disorganized and it doesn't have to be this way you can be a lot more structured. When I first started this job I was shocked by the amount of emails. I've never received and sent so many emails. If I'm in a meeting for an hour and a half, when I get back to my desk I receive 40 emails. But then I read them and some of them are repetitive and some of them are just back and forth exchanges between people. If you look at it, one form would clarify it and you don't have to send 10 emails. You can just sit down, think, think again, and just complete the form. And then send it by email.

I: Are there any difficult or multi-step calculations that are involved in any part of your work?

C.8: Calculations involved, but it's very simple. It is at the heart of each document that I produce. When I have a donor request, I go back to the focus plan and then I pull the budget. I try to carve part of it that matches the donor's interest and then I add a few indirect support cost portions to it. So there are calculations, but they're not complicated.

I: Could they be automated? So are they set already, so you know what additions you need to make, or does each particular request have to be looked over?

C.9: I don't think the calculations have to be automated. I mean sometimes they are. So sometimes what I do is I make a tiny little Excel sheet in which I just tell fundraisers "okay plug in the value of the activities, and then the next line will return the 6.5%."

I: Alright, so you said you're using an Excel sheet to store all the information. Do you store those Excel sheets anywhere?

C.10: Yes, they are stored on a SharePoint platform that both my colleague, Yang, from Copenhagen and I use but it's a very manual input. So I get the email, there's 10 emails back and forth to clarify the actual request and then Yang takes it and goes back to the Excel sheets and puts in manually each piece of information.

I: So would it be helpful to send a type of form directly to the fundraisers and have them fill out everything?

C.11: exactly, I would love to have that. We couldn't deal with the 10 emails back and forth every time asking a new question -it's even harder with new fundraisers because they don't know that you also have to ask another question and then another question. You can see the ones that actually know that they tell you everything in the first email. So we came up with a little table with all the fields that we have fundraisers complete. But it's a very good tool because it has open-ended questions so then we're forcing the fundraiser to think.

I: I assume it's very easy to miss something in the list of 40 reply chains.

C.12: Yes, and somebody understands something and we're not all Native English speakers so sometimes some people understand something different...

I: I could offer you a website to send to these fundraisers, or a link to a website or type of form with the questions that you want answered, the values of donations...

C.13: Could we add some explanations? They have to be guided or it's going to be another disaster and we have to clarify the form.

I: We can have the questions and then little pop-up buttons that when the user hovers over it they can get a longer explanation of what exactly is needed - like an 'i' button. And then we could have all these requests stored in one place. Would it be helpful to have search through them and have them sorted in particular orders?

C.14: First you are creating the form, which fundraisers have access to, all that is stored in a table somewhere?

I: It will be stored in a data set, maybe a list of summaries for each request.

C.15: I would prefer to have it in a table: so not closed and then I have to click on each of them to open it up. I would prefer to see them all and be able to scroll through them.

I: I think we can go over more details either between interviews or in the second interview coming up in a few weeks... Thank you for your time, I look forward to working on this.