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SOFTWARE /APP DESIGN QUESTIONNAIRE

In order to provide you with the highest quality and satisfaction, we would like you to spend a few ,moments sharing information about your vision for this project. This preliminary questionnaire is an important part of the software building process. It helps organize the goals for your project in a way that we can understand and use to accurately provide you with a proposal. If there is a question that doesn't make sense or doesn't apply to your project, feel free to leave it blank. Client input is the foundation upon which successful identities are built. This questionnaire will help you articulate and identify the overall goals of development project, including specific answers regarding the message, audience, look and feel, and application. Please fill out this document to the best of your ability. This questionnaire is divided into:

- **CONTACT DETAILS**
- **BUSINESS BACKGROUND**
- **GENERAL PROJECT INFORMATION**
- **DOCUMENTATION ISSUES**
- **AUDIENCE**
- **TECHNICAL DIRECTION**
- **REVIEW PROCESS**

During the course of answering this questions may think that some questions are similar from one to the next or previous and address the same issue. When you provide consistent answers to us, you successfully communicate your message so that we reinforce the key values you want to communicate in a design. Once a mock-up is approved only minimal changes can be made to the graphics. Note also that graphics need to be approved before skinning of your web site can begin so please be mind full of the timeliness of this project.

Once done, please save this document and return it via e-mail to support@mejogltd.com (either using the Submit button above or as an attachment). If filling out by hand, **please print clearly**. Thank you for taking the time out for our software design questionnaire .If you would please allow **2-5 working days** for the information to be reviewed.

CLIENT CONTACT DETAILS

Your Name:

Business/organization Name:

Contact Persons Name:

E-mail Address: Phone Number:

Address:

City: State: Country:

How did you hear about MSS?



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BUISNESS BACKGROUND

1. Do you have a company Logo? Yes No If No do you need one designed? Yes No

2. What is the nature of your business? Briefly describe your Products & Services:

3. How confident are you (or your staffs) about working with computers and the internet? Check one option only.

<input type="checkbox"/> Fairly Confident e.g. You would be happy to maintain a web site if you had a straight forward facility to do so.
<input type="checkbox"/> Very Confident e.g. you would be happy to maintain & build your own web site if you had the time.
<input type="checkbox"/> Medium e.g. you organize your domain name, e-mail & hosting but want a web site built & maintained for you.
<input type="checkbox"/> Not Very e.g. you want to out source everything to do with construction and designing of your web site.

4. Do you want your staffs to be trained in the maintenance of your software?

- Yes
- No
- Not Sure

If yes how many?

5. What is the core purpose of your software? Check all those that apply.

- Entertainment
- Increase sales/ services and to ensure accountability
- Reduce customer service calls.
- Improve internal communication.
- Increase corporate brand Product recognition.
- Increase Prospective customer base.

6. Does your business have existing software / database that needs to be matched? Yes No

7. Does your business have branches ? Yes No

8. if your business have branches, are they using the existing software ? Yes No



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General Project Issues

1. What objective(s) do you want to achieve with this release of the product?

2. Do you anticipate major functionality changes to current functionality based on testing?

Yes No

If yes, can you provide an estimate (percentage) as to the changed functionality, the new functionality, or both?

Can you provide a brief description of the changed or new functionality?

3. Is there any existing documentation for this project? Yes No

If yes, what kind – guides, OLH, marketing, white papers, technical papers, vendor papers, and so on?

4. Do you have, or know of similar existing documentation for a similar product? Yes No

5. What are the biggest milestones do you see to completing this product on time?

6. Is the product name stable or do you anticipate a change?



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Documentation Issues

1. What is the general purpose of the document(s) for the project – Training, Quick Reference, Frequent Reference, Procedural, Installation, Configuration, Development, Regulatory, Administration, or some combination of these?

2. In what format(s) are you expecting the documentation to be delivered – hard copy, soft copy (online), OLH, website, and so on?

3. Do you need training materials developed/single-sourced from the user documentation?

Yes No If so, when? at the same time at a later date

4. Do you have a preference to the following:

Publishers/processors – Adobe Dreamweaver Apple / Swift Google / Android

Other:

DATABASE – SQL MYSQL SQL Lite No SQL

Other:

Graphics tools – Indesign Illustrator Photoshop Corel Draw

Other:

5. What aspects of documentation that you have seen or used do you particularly like?

What aspects do you not like?

6. Do you currently have company styles and standards, templates style sheets, company colors, company taglines/logos and so on that you want used for this project?

7. Do you have any elements that you expect to always see in certain documents? (Some of these are standard while others are at the client’s discretion.)

- | | | |
|---|--|--|
| <input type="checkbox"/> Title Page | <input type="checkbox"/> Table of Contents | <input type="checkbox"/> Quick Reference Index |
| <input type="checkbox"/> Approval/Sign-Off Page | <input type="checkbox"/> List of Figures | <input type="checkbox"/> Index |
| <input type="checkbox"/> Search | <input type="checkbox"/> List of Tables | <input type="checkbox"/> Reader Feedback Sheet |
| <input type="checkbox"/> Preface Glossary | <input type="checkbox"/> | |

Other:



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Audience

1. What is the technical level/background of your users?

2. What is your users' primary language? :

Will the documentation need to be localized and/or translated?

Yes No

3. What is the level of familiarity with computers?

4. Have your users used similar products?

Yes No

If so, please identify.

5. Why are they using your product?

6. How often do they use your product?

7. At what organizational level are your users (clerical, engineers, data entry, CSRs, management, and so on)?

8. In what kind of environment will the documentation be used – field, at the desk, in the office, on an assembly line, and so on?

9. What questions does your help desk/training staff frequently receive from users?



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Technical Direction Assistance

1. Who are the Subject Matter Experts (SMEs) for the project and what are their positions/roles for the project?

2. Is there a set standard procedure for acquiring answers/getting technical feedback from SMEs?

Yes No

If not, what does each individual SME prefer? (A list of names, titles, addresses, emails, phone numbers, and standard working hours of each SME must be provided prior to starting the project).

3. What is the development/project team’s view of documentation?

Do they feel that it is a necessary evil or that it is vital to support of the product?

4. Do your SMEs know the difference between a technical edit and a copy edit?

Review Process

1. What is your standard review process? (In your response, please address review times and turnaround times.)

2. What is the approval process for the documentation? (Developers must be aware that they must schedule review time.)



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3. Who has the final sign-off on documentation?

4. Is there a potential for the product or process that is documented to cause harm or injury (including permanent disability or death) to the end-user? Yes No

If so, will a legal representative review the document(s)? Yes No

5. How do you want user testing performed – set procedures, random use, or a combination of both?

6. Where can user testing be held and will I have the ability to change data in it? (If a sandbox environment can be created and is maintainable by the writer, that would be the optimum situation.)

7. Can user testing be arranged to ensure the document(s)' usability, readability, clarity, and so on?

8. How will user testing affect documentation schedule – add to the schedule, delay the schedule, no change to the schedule, and so on?

9. Who will arrange and coordinate the user testing?



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Scheduling

1. Based on previous project experience, what is your feel for the time that you want to allot to write the document(s)?

2. When you want final documentation to be complete (For example, one week after project completion, upon delivery of project, after installation and testing at a client site, and so on)?

3. Do you expect the documentation to go through the same phases as the SDLC – planning, testing, and so on? (If your organization does not have a formal SDLC, how do you expect the documentation to be timed/scheduled?)

4. What is your procedure for handling deadline slips? How can we ensure that that I am advised of such situations?

5. How do you wish to handle milestones – sample of documentation in progress, simple reporting of percent complete/.outstanding issues, and so on?

6. What is your procedure for handling software/scope changes that impact the project timeline and therefore the documentation?

How can we ensure that I am advised of such situations?



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Miscellaneous

1. What is your financial estimate for this project?

2. Any questions that you may have about our work habits, references, work samples, and so on?

3. Additional Notes /Comments

Please save the completed document and upload/mail to us for review. Highlight questions where you need further clarification or explanation. As much detail as possible is preferred, but anything you can provide initially will help guide us in defining the initial direction for your logo/identity.