

# What I need from you

## Systems Development

This list explains what I need for this service, why I need it and where you can usually find it. Send the information together where practical. Tell me straight away about anything unavailable or urgent. I will confirm when the essential information is complete and the delivery date is fixed.

Essential items are needed before the relevant work can proceed. Important items affect what I can conclude; optional items add useful context. If an item is missing, incomplete, unreadable or a different version from one already sent, identify it by its number and explain what you hold. I will tell you what replacement is needed, why it matters and any effect on the agreed work or date.

### 1. Continued access **ESSENTIAL**

**Why I need it.** You cannot develop what you cannot open.

**Where you'll find it.** Already in place at handover; the admin session gets arranged when a build calls for it.

**Without it.** There is nothing to open when access lapses, and the build stalls until it is restored

### 2. The system and its handover pack **ESSENTIAL**

**Why I need it.** The starting point has to be the real one.

**Where you'll find it.** The version currently in use, from whoever edited it last; say so if the handover pack has gone missing or was never written.

**Without it.** The starting point is guessed rather than the system as it actually runs, so the build gets built on the wrong version

### 3. The period's priorities from the owner **ESSENTIAL**

**Why I need it.** Otherwise you build whatever was mentioned last.

**Where you'll find it.** Wherever the work runs; the first session after a big build is worth doing in person.

**What good looks like.** a short list from the named owner.

**Without it.** Whatever was mentioned last gets built instead of what the business actually needs, and the ranking has nothing agreed to check against

### 4. New pain since last period **OPTIONAL**

**Why I need it.** The workarounds are the item list.

**Where you'll find it.** Whoever feels the pain day to day, the project surveyor or commercial manager; ask what they retype or rebuild by hand each month, not what they would like added.

**Without it.** The workarounds stay invisible, and the next piece gets chosen without the evidence of what people actually do by hand

### 5. Real records to test on **ESSENTIAL**

**Why I need it.** Invented data proves nothing.

**Where you'll find it.** A live project's export, from whoever holds the login; agree the confidentiality position before anything is copied, and say so if any records hold another party's information.

**What good looks like.** an actual current cycle, messiness intact.

## JACK BUTLER-KETTLE

**Without it.** The build is tested against invented data, which proves nothing about how it behaves on the records it actually has to handle

### How to send it

Everything to [contact@jackbutlerkettle.com](mailto:contact@jackbutlerkettle.com). Original files rather than scans of printouts wherever you have them, and forwarded emails rather than text copied out of them, because the dates and the addressees travel with the original and they often turn out to matter.