SYS366 – Stakeholders Needs Worksheet

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| Group Number | 4 |

**Key Stakeholder and Users Needs**

**Functional Area**

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| **Business Process** | **Stakeholder** | **Needs in the new system** | **Features in the new System** |
| Attend meeting/promotion event | WebDevelopmentCompany  Marketing Agent  (Marketing) | keep track of requests for equipment maintenance support |  |
| Update Social Media | StoreManager, Customer  Marketing Agent  (Marketing) | support on hearing the voice of customer |  |
| Request Website Changes | InventoryManager  Marketing Agent  (Marketing) | support on designing efforts to getting more attention , a centralized computer system to aid in Finance, Customer Service and Project Management |  |
| Evaluate Donation Request | LocalSchools  Marketin Agent  (Marketing) | Finding neccessairly requirements for donation from local schools |  |
| Schedule meeting/promotion event | HumanResourcesManager  Marketin Agent  (Marketing) | keep track of requests for equipment maintenance support |  |
| **Provide Lawn Care** | **Lawn Care Company**  (operation) | **Schedule Lawn Services for Customers and Orders Lawn Care Supplies** | **Makes it much more easier to follow up requests of more customers with new supplies** |
| **Remove Snow** | **Snow Removal Company**  (operation) | **Keep track for the new snow removal techniques which could help to satisfy customers and Follow up customers request for snow removal** | **Makes easier to get the job done faster and in more effective way** |
| **Build Sales Forecast** | **Forecast Manager**  (operation) | **Manage Sales Forecast to improve the Profitability of the Company** | **Maintain Feedback (Complaints) and Sales Forecast with the help of new arrivals** |
| **Predict Fertilizers and Control Weed** | **Fertilizers Company, Suppliers**  (operation) | **Follow up for the new fertilizer arrivals and control weed systems to get the work done in much better way** | **Maintain list of supplies to always contain new products** |
| **Monitors Inventory Levels** | **Suppliers**  (operation) | **Purchase Products in Bulk to ensure profitability** | **Maintain purchase orders to keep the inventory up to date** |
| **Hire Staff** | **Potential Seasonal Staff**  (operation) | **Hire Seasonal or new staff to provide more opportunities for other** | **Updated List of workers who knows about the new techniques** |