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**Problem Analysis (CAI-STA Interview)**

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| **Description**  **(What’s the problem?)** | **Cause**  **(What causes the problem?)** | **Symptoms**  **(How do we know the problem exists?)** | **Impact**  **(Why is this important? What are the consequences?)** |
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**Visualize the Process**

**What’s the business goal? Why do they need software?**

The goal is to have a consistent inventory system to keep track of items, the person they are assigned to, and the project the item is being used for, as well as a system to keep track of the purchase orders and contracts related to these items in inventory. Warranty expiries and ends of contracts should also trigger notifications.

Software is needed because the current system being used is manual, which leads to more work, especially in generating reports. Also, inconsistencies arise because of the separation of the purchase manager’s system and the technician’s system. Additionally, it is currently easy to forget the ends of warranties and contracts manually.

**What characteristics should the software have?**

The software should present consistency in records and ease in creating purchase orders, adding items to inventory, and generating the necessary reports. It should have the correct information at all times, to be implemented by using a single database, and it should be maintainable.