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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? |
| Recording daily data for the inventory and report generation is a tedious and time-consuming task. | Manual counting of stocks and report generation through pen and paper. | A lot of time is inefficiently used by the employees creating the inventory and generating reports instead of doing actual pharmacy service. | The pharmacy will be providing poor service to its customers as a consequence of this. |
| Some of the expired or near-expiry items are difficult to keep track of. | The near-expiry medicines are only tagged when the Pharmacist happens upon it. | The personnel find out about expired or near-expiry items too late. | The pharmacy will be giving out expired products to customers, which might risk the consumer’s health. The pharmacy will be held liable by the Food and Drug Administration for any health risks incurred by the consumer. |
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**Visualize the process:** Draw a flowchart or simple diagram that illustrates the business process of the client.



**What is the business goal? Why do they need a computing solution?**

The business goal that is mainly attached to the problems indicated in the table above is increasing the efficiency of personnel. At present, 6 out of 8 hours of the pharmacists’ work are dedicated to generating the inventory, making the out-of-stock items list and tagging near-expiry medicine instead of productively using it to counsel patients and dispense medicine. They need a computing solution because the current system and its methods are inefficient, slow, and unpredicatably unreliable.

**What characteristics should the solution have? (Non-functional requirements)**

The solution should be easy-to-use, accessible, and reliable.