

BUSINESS Operation Analysis

At first, assume what kind of real business operation exist.

Find out where are the bottleneck or problem, and create hypothesis about them.

- Describe the details of "Business Operation A"

Operation:Rostering

Details:To roster the staff, the matron needs to decide the shift type and cycle/rules first. Then, he or she needs to decide each shift's demand and the limit of time for each staff. Usually, each shift needs various levels of nurses as groups. After that, the matron needs to combine all the information and demand to roster the staff to make the table meets the demands and satisfy the staff as far as possible.

- Describe the details of "Business Operation B"

Operation:Notice

Details:To notice the staff with the rostering table, the matron usually needs to print it out and hand out to each department.

You may copy and add more.

- Describe the details of "Business Operation C"

Operation:Adjustment

Details:When some needs to ask for leaving or switching, he or she should apply to the manager. The matron will try to adjust rostering and check whether it is acceptable, then approve or reject the application.

- Problems about current business operations.

Operation:Rostering

Problem:1.It's hard to judge the rostering strategy without feedback. 2.It's hard to roster by human combining big various information. 3.The staff's preference should be take in count.

Operation:Notice

Problem:The low efficient method wastes time and money.

Operation:Adjustment

Problem:1.The traditional application and approval is inefficient. 2.It wastes time to calculate the effect by the application and arrange the adjustment.

Details of the user profiles

Base on the work assumption above, let's think deeper.

Break down the problem into what kind of the business is., who is in charge of, etc.

User A

Department name : : Nursing Department
Position: : Matron
Situation : Manage Rostering

IT literacy: : basic operation

•Business Operation he/she has (Rostering)

Purpose of the operation : 1.meet the demands and limit. 2.satisfy the staff as far as possible

Situation of operation : Manage Common Rostering

Frequency of operation : Each weak

What kind of expectations/needs does the user might have?

① The staff's feedback on the rostering strategy.

② A auto-generated rostering table meets demands and limit, and satisfies the staff if possible

What are the solutions to the user's needs?

① Feed back the staff's opinion on rostering.

② Generate a rostering table automatically given basic information. It can be modified later.

•Business Operation he/she has (Notice)

Purpose of the operation : Make the staff know the schedule in time

Situation of operation : The shifts are rostered or modified.

Frequency of operation : Each weak

What kind of expectations/needs does the user might have?

① A immediate notice to every staff without extra operation.

What are the solutions to the user's needs?

① A online table can be seen by all staff.

•Business Operation he/she has (Adjustment)

Purpose of the operation : Handle emergency such leaving and switching

Situation of operation : Someone apply for leaving or switching

Frequency of operation : Depends

What kind of expectations/needs does the user might have?

① A convenient method to handle application.

② A quick brief result of adjustment to help decide to approve or not.

What are the solutions to the user's needs?

① A online system to handle the application.

② A system calculates the effect cause by adjustment automatically.

User B

Department name : : Nursing Department

Position: : Nurse

Situation : Accept Rostering

IT literacy: : basic operation

•Business Operation he/she has (Applying)

Purpose of the operation : Apply for leaving or switching

Situation of operation : Some emergent things happens

Frequency of operation : Depends

What kind of expectations/needs does the user might have?

① A convenient method to make application.

What are the solutions to the user's needs?

① A online system to apply and get result.

The ideal of business operations

Base on above analysis, please set up the ideal situation (goal) when the bottlenecks are solved.

• The ideal of business operation A

Basic information of demands and limits should be inserted first

Basic information or demands and limits should be inputted first.
Before rostering, the staff's opinions on rostering strategy will be provided for reference.
With a click, the system can generate a schedule automatically. The schedule will meet the demands and limits or alert if it can't be met. The schedule will also satisfy the staff's preferences as far as possible, depends on the preferences provided by the staff.
The generated table can be modified later by the matron.

· The ideal of business operation B

When the schedule is made or adjusted, the system will make an announce and every staff can see the updated schedule online in time.

· The ideal of business operation C

The staff apply for leaving or switching online.
The system helps the matron to analyze the result cause by adjusting.
The matron decide to approve or not online. If the application is accepted, the schedule will be adjusted automatically.