# 5 stages of Design

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# Empathize (Customer Interview)

- Customer is a rare bookstore that needs to catalog their inventory
- The customer has over 20 locations
- They want to be able to easily add/delete books from the system
  - Deleting books should only be done by managers
- They need to migrate their current database from Excel
- This system is internal facing (No customer interaction)
- The customer would like a search feature
- The customer wants to catalog their inventory and include: price, binding, hardcover/softcover, title, author, edition, publisher, publish date

# Empathize (Users)

Kathy (Manager/Administrator)

James (Employee/Intern)





### Kathy (Manager/Administrator) –

What tasks do they currently perform?

Search and update books, manage employees, talk to customers

What are the hardest / most frustrating aspects of their current system?

Managing their books through Excel, Being unable to find a book if at a different location

When do they typically perform their tasks?

Start of the day or whenever they are talking with a customer

How would this change improve their feelings about completing their tasks?

Kathy will be more satisfied filling a customer's request when she has the ability to access up to date information. Kathy will also enjoy having a website with a search feature rather than an excel document.

How do their tasks, feelings, or responsibilities differ from the other profiles?

Kathy will have additional responsibilities than James. Kathy can delete items from the registry and create new accounts for regular employees. She feels responsible and empowered.

What are the set of skills that they currently possess?

Kathy has management skills, interpersonal skills, and is detail-oriented.

### James (Regular Employee/Intern)

What tasks do they currently perform?

Search and update books, talk to customers

What are the hardest / most frustrating aspects of their current system?

Managing their books through Excel, Being unable to find a book if at a different location

When do they typically perform their tasks

Start of the day or whenever they are talking to customers

How would this change improve their feelings about completing their tasks?

James will also feel more satisfied filling a customer's request when he has access to up to date information. James will also enjoy the ease of searching for books to the registry compared to Excel.

How do their tasks, feelings, or responsibilities differ from the other profiles?

James will be doing simple tasks more often like updating the registry and searching for books for customers. James will feel more relaxed compared to Kathy.

What are the set of skills that they currently possess?

James will also have interpersonal skills and be detail oriented.

# Define

• Define an easier way for Kathy and James to update and receive updates from all locations

 Create a method for Kathy and James to quickly answer customer requests about availability, pricing, condition etc...

## Ideate

WebApp- create a website that can catalog information to search and update books. This website will require user authentication to log in and additional user authentication to delete/create a new user

Login- create a website with a login screen that can allows certain users to update/search books and other users will have additional functions like creating a new user/deleting books

# Prototype 1

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# Test 1 Feedback

### Feedback:

- I don't need additional authentication when clicking to delete or create a new user.

  The system should be able to recognize if I can do that based on the initial Log-in
- If the user does not have access to the delete or create a new user
  - Then an alert message will pop-up saying "Please ask manager for access"

# Prototype 2 (HTML Model)

# Log In

Username Enter Username Password Enter Password

Login

### Catalog

Add Delete Create New User

<u>ABCDEFG</u>

### A

Title	Price	Location
A good book	200	New York City
A good book	200	New York City
A good book	200	New York City
A good book	200	New York City
A good book	200	New York City

### B

Title	Price	Location
Bad book	50	Los Angelos
Bad book	50	Los Angelos
Bad book	50	Los Angelos
Bad book	50	Los Angelos
Bad book	50	Los Angelos
Bad book	50	Los Angelos

# Test 2 (Feedback)

### Feedback:

- Add background page color
- Center text
- Create a navigation bar
- Create the Add, Delete, and New User templates
- Add an Edit button in case books needed to be edited

# Prototype 3 (HTML + CSS)



### Catalog

Add Delete Create New User

<u>ABCDEFG</u>

Title	Price	Location
A good book	200	New York City
A good book	200	New York City
A good book	200	New York City
A good book	200	New York City
A good book	200	New York City

Title	Price	Location
Bad book	50	Los Angelos
Bad book	50	Los Angelos
Bad book	50	Los Angelos
Bad book	50	Los Angelos
Bad book	50	Los Angelos
Bad book	50	Los Angelos

# Prototype 3 (HTML+CSS)

# **Create New User**

New User | Enter Username

Generate Password

# Add Book Book Name Bookname Price Price Location Submit

# **Delete Book**

**Edit Catalog** 

# Test 3 (Feedback)

How would you test the HTML+CSS Model?

- Indicate to tester to tell them what they are testing and create a situation to verify that they did it
- Share website and ask them to click the add/delete/create new user button