**HR Rep - User Story**

Goals:

* To improve the workplace atmosphere and work output by giving the employees an aim.
* Giving employees a concrete set of goals to accomplish and improve their skill set will help them stay motivated and focused at work.
* Provide employees with a framework of skills they need to improve to climb the      hierarchical ladder at their place of work, or to be retrained at a different job

Frustrations:

* No single resource available to manage all of the above goals
* It needs to be extremely quick, small, efficient so as not to take too much time out of employees work day

User Story

* As a team manager, I want to have access to an interface viewing all of my employees’ progress on their plans, so that I can take note of which employees this kind of intervention works on.
* I want to be able to remove accounts from the system as this intervention may not work for every employee.
* I want to be able to set up and manage accounts for all of my employees as that would eliminate the problem of having to wait on them to do it and waste company time.
* I want to be able to navigate the system quickly so that managing a large number of users wont eat too much into my other responsibilities.
* I want to be able to change my own account password. I have set myself some security standards and change my password frequently to help prevent unauthorised access to personal data.
* I want the service to request minimal personal data from my employees to maintain their anonymity and hence minimise any reluctance to start using such a service.
* I want to be able to export individual employee plans into readable formats so that they can be handed out to the employees in a physical format if they won't be able to access the website.

Features to implement

* To be able to set up accounts for x amount of subordinate users
* To be able to manage those accounts and view their activity on the website. This includes:
  + Viewing a whole list of subordinate accounts
  + Viewing and editing(???)their dashboard, i.e. Progress on their career path
  + Viewing and editing their personal/contact/login details(???)
  + Removing accounts
  + Adding more accounts to the manager’s group
* To be able to change their own account password
* To be able to export individual plans in various formats such as PDF/JPEG/HTML

**Donna - Individual User**

Has just finished a degree in Business and Economics. Hence, she decided to take a break from university and travel for a year! 3 months ago and she has just returned from travelling, she now wants to open a small hotel in the UK. Donna has no management experience at all but understands how a business is run financially. She also has never worked in a hotel, and no knowledge of marketing.

Goals:

* Establish hotel identity
* Secure funding
* Use her knowledge of business to do this
* Obtain permits/licenses
* Market hotel - come up with marketing plan

Frustrations:

* Donna doesn't know much about running hotels or hotel management.
* Where to look for funding and how to approach investors.
* Doesn’t have any work experience in hotel bureaucracy
* Doesn’t know how to market the hotel

User Stories

* As an individual user, I want to..
* Save my progress and continue later on, so that I can include it in my busy schedule.
* Save the output advice, sites, pointers, so that I can refer back to it at any point. (no matter if registered or not)
* View the results in a format that’s easy to read so I can understand exactly what I have to do to achieve my goals
* Find out how I can improve myself based on my existing skills and knowledge in order to meet my career goals.
* Make additional submissions without entering over all the data, so that it is easy to get new outputs
* As a graduate, I want to find out what training I can get, so that I can come up with a marketing plan myself.
* As a graduate, I want to find out what training I can get, so that I can hire people that would manage parts of the business I cannot (HR).

Features to Implement

* Have user receive some sort of report from their results (account holder or not)
* If account holder: save progress
* If account holder: view progress
* If account holder: make additional submissions i.e. update skills/experience (check with louise)
* Update progress report when additional submissions made
* Convey results of pathway as a dashboard with categories (soft skills, experience, training, reading/knowledge) to make it easy to understand

**Louise - Vilosky Director/Employee**

Director at Vilo sky. They work at the company and will control the website once project is implemented

Goals

* Help users attain their career and personal development goals by providing an online tool which delivers Louise’ expertise in an easy to access format.
  + Have a website feature where users can input their current job, skills and aspirations, and will be presented with possible job pathways and how to get there
* Give people a plan to achieve their workplace aspirations
* After plan is presented, want to help users along the process Wants to be able to amend to website data to allow for updated inputs and outputs
* Gain insight into how users interact with the website using statistics data.

Frustrations

* Isn’t experienced in software development
* The tool needs to be efficient in its goals as the goal of the project is to expand it to a large user base. If the software is slow and a hindrance to use, then users will be reluctant to use ViloSky online tool.

User stories

* As a company director I need to be able to contact users directly to help add a touch of individuality to their action plan instead of generalisations based on a computer algorithm.
* As a Director I would like to be able to add more roles to the feature, so that as many roles are accounted for on the website.
* As a vilo sky admin I would like to add more skills to the inputs
* Be able to view statistics data gathered by the system to gain insight into how users use the web site. And from there improve the service.
* I want to be able to amend the data that will be outputted for the user, so they get up to date resources, knowledge and advice
* I want to be able to sort user’s input to capture keywords.
* Adding/removing features has to be easy

Features to Implement

* To be able to manage, add, remove user accounts
* Gather statistics on how users use the website, that may include:
  + How often users open their dashboard
  + On average, how fast users complete each goal on their action plan
  + Record frequency and date of meetings with Louise/Vicky
* To be able to modify the contents of the service. I.e. user inputs and outputs.
* To be able to revise data that offer material to users.