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| Website Scheduler Project Proposal |
| Design Report |

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# Website Scheduler Project

# Background

<Describe the situation. What is the current system in place? Who is using it? Who would benefit from a new system? Who is providing you with the initial data about the system and how was this data provided? What other data gathering methods were used and why?>

Many small businesses today seem to use a very traditional method of scheduling staff for work, that is writing on paper templates and filling in hours they expect their staff to show up for their shift. Since this isn’t a big issue there isn’t a big demand to improve it, the company still meetings their goals, not subscribing to new software helps cuts expenses, and one master paper copy gets the job done just fine; with a little big of frustration of course. The people involved with the current system for scheduling is usually a manager(s) and their employees they manage, by moving to an electronic system this will benefit both managers and their employees in terms of communication. This project will be working closely with a clothing retail store called Street, which still uses paper-scheduling templates. Data collected will be collected through interviews from staff and managers, through voice recordings, as well as on site observations to help to help develop the project

# Problem

<Describe, again the current system. What are the limitations to the current system? Explain the cause and effect i.e. inefficient, error-prone, confusion, etc. Be very clear about what aspects of the system are causing problems and they adversely affect achievement of the users’ goals, tasks, needs and wants. Give specific examples.>

The current system Street uses is through a blank schedule template stored on the computer. This template is then printed out, then the staff’s names and their hours are filled in along with the dates. By doing so, managers have to spend time doing tedious work such as writing in dates and names of staff each time they create a new schedule for the pay period. Other problems that arises is when the schedule is posted, there is not scheduled date in which a new schedule will be posted, and with the schedule being a paper copy staff can only obtain it if they visit the store or is sent a picture of it. With everything done on paper the manager also has to remember what day’s people can and cannot work. In some cases an employee will be approved for days off, but then schedule for the same day because the manager may have forgotten. The current system is error prone, inefficient and inaccessible. By transitioning to an electronic system we can reduce tedious work, provide accessibility to the schedules and catch errors during schedule planning.

# Intended Users

<Describe the primary users of the current system. Will this change with the new system? Why or why not?>

There are 2 users for this system, managers and their employees. Managers are the head of the stores operations. They coordinate the staff, and carry out the organization’s goals. One of their most important tasks is to make work schedules for the staff such that there is a sufficient amount of people working, carries out store tasks and maintenance as well as providing excellent customer services. The new system will be a handy tool for managers do plan and communicate with their employees.

Employees are the second primary users of the system. Some manger could be managers could be managing up to 40 employees or more. They use the new system to access their schedules promptly without having to go into the store or asking for a picture from someone else

# **Goals, tasks, needs and wants of users**

<For each primary user fully describe their goals, tasks, needs and wants. Use a separate section heading to identify each user>

# Contexts of use

<Where is the current system being used? Describe the physical settings (noise, activity, peak usage, etc.) Use a separate section heading to identify the context of use for each user. Clearly paint a picture so that the reader can envision the system. Support your description with photos or other relevant images.