

Business Operation Analysis

1. Submit employees' CPF contribution

- Multiple types of information are required.
- Each employee has an individual page to store his/her personal information.
- The information of each employee need to be filled into a CPF contribution form accordingly.
- The work items are: “name”, “job”, “title”, “birthday”, “ordinary wage”, “additional wage”.

2. Maintain employees' health insurance statuses

- Multiple types of information are required.
- Each employee has an individual page to store his/her personal information.
- The information of each employee need to be provided to insurance company.
- The work items are “name”, “birthday”, “gender”, “address”, “phone number”.

3. Measure and monitor employees' performance

- The performance are measured by metric “Complete Rate” which is defined as the sales amount divided by target amount.
- There is no column to record “Complete Rate” in the Employee List page.
- It need to be calculated employee by employee.
- The calculation results have to be stored separately.
- The work items are “sales amount” and “target amount”.

4. Organize Monthly Party in a club

- Information of participants should be provide to the club holding the party.
- The information of each participants need to be found and copy to a separate file and sent to the club.
- The work items are “name”, “gender”, “food preference”

Problem about current business operations

1. It is troublesome to find and record information that is located at different pages.
2. It is easy to mix up the data when they have same format (e.g. ordinary salary and additional salary are all in the format of currency).
3. It is troublesome to calculate and store employee's “Complete Rate” one by one.
4. It is troublesome to

Scenario 1

Position: HR for a chain of health food stores (Amy)

Situation: Maintain CPF contribution and health insurance statuses for 200-300 employees

IT literacy: basic knowledge on computer operation

Business Operations he/she uses:

Purpose of using the software: Amy wants to find the information, i.e. name, job, title, birthday, ordinary wage and additional wage, of each employee in order to fill CPF contribution forms.

Situation of using the software: The required columns of information are located at different pages. Amy has to switch between pages in order to record the information.

Frequency of using the software: 1 time per year

Describe what user expects:

1. All the required information is listed in a single page.
2. The column layout setting for CPF contribution can be saved and reloaded.
3. The header of the each column can stick to the top, so that she won't mix up ordinary wage and additional wage.

Your proposal to solve the object:

1. Allow Amy to set the columns shown on Employee List page and save the setting.
2. Allow Amy to reload the column layout setting if the layout has been saved before.
3. Provide an option to enable "sticky header".

Business Operations he/she uses:

Purpose of using the software: Amy wants to find the information, i.e. name, birthday, gender, address, phone number of each employee in order to maintain their health insurance statuses.

Situation of using the software: The required columns of information are list at different pages. The required columns are different from CPF contribution.

Frequency of using the software: 1 time per year

Describe what user expects:

1. All the required information is listed in a single page.
2. The column layout setting can be saved and reloaded.
3. The column layout setting for maintaining health insurance statuses can be differentiated from the setting for CPF contribution.

Your proposal to solve the object:

1. Allow Amy to set the columns shown on Employee List page and save the setting.
2. Allow Amy to reload the column layout setting if the layout has been saved before.

3. Amy can choose the desired column layout from a list of layout settings.

Scenario 2

Position: sales manager for a chain of health food stores (Bob)

Situation: measure and monitor the performance of 50-100 salesperson

IT literacy: basic knowledge on computer operation

Business Operations he/she uses:

Purpose of using the software: Bob wants to know each salesperson's performance using a metric call "Completion Rate". The metric is defined as the sales amount divided by target amount.

Situation of using the software: There is no column for this metric in the Employee List page, so Bob decides to create his own custom column.

Frequency of using the software: 1 time per week

Describe what user expects:

1. The "Completion Rate" is calculated automatically.
2. The calculation results are displayed in a new column.
3. The results are shown in percentage format.
4. The metric can be viewed any time.

Your proposal to solve the object:

1. Allow Bob to define his own metrics with simple calculation (+, -, x, ÷).
2. Calculate the metric automatically, and displayed in a new column.
3. Save the metric definition with the Bob's ID. So that the metric can be viewed whenever Bob logged into the system.

Scenario 3

Position: operation for a chain of health food stores(Charles)

Situation: organizing Monthly Party

IT literacy: basic knowledge on computer operation

Business Operations he/she uses:

Purpose of using the software: Charles wants to find the information, i.e. name, gender, food preference of each participants. Charles needs to save the required information into an Excel file and send the file to the club holding the party.

Situation of using the software: The required columns of information may be not listed in the Employee List page, so Charles has to find and copy them one by one. Even if the required columns are in the same page, Charles has to copy the information into an Excel file.

Frequency of using the software: 1 time per month

Describe what user expects:

1. All the required information is listed in a single page.
2. The required information can be download.

Your proposal to solve the object:

1. Allow Charles to set the columns shown on Employee List page and save the setting.
2. Allow Charles to reload the column layout setting if the layout has been saved before.
3. Allow Charles to download the columns as an Excel file.

The Ideal of Business Operations**Operation 1 & 2**

Save the time for seeking different types of information by showing them in the same page.

Showing the information in a copy friendly manner to improve efficiency and accuracy.

Simplify the workflow of future work by saving current column layout setting which can be reloaded.

Operation 3

Improve the efficiency and accuracy by automating the calculation for the metric.

Reduce the judgment made by user by showing the metric in a new column.

Operation 4

Save the time for seeking different types of information by showing them in the same page.

Simplify the job of copying information by enabling download the columns.

List up “Merits” of your software for users

1. Custom column layout benefits user by showing the most important information in the same place.
2. Automatic custom-defined metric calculation provides a simpler way to measure and monitor employee's performance.
3. Downloading columns makes it easier to share particular information with third party.
4. A column setting list, which stores the previous defined column layout, frees user from repetitive works.

Descriptions of each “Merit” and “How to achieve”

Merit 1: Custom column layout benefits user by showing the most important information in the same place.

1. Create a new column layout

Only the admin user has the right to create a new column layout. The admin users can define the name of the layout and then choose what are the columns that should be displayed on the Employee List page, and also if the columns' headers stick to the top.

2. Delete a previous-defined column layout

Only the admin user has the right to delete a column layout. Deleting the usefulness layout free the users from seeking for the desired layout.

3. Edit a previous-defined column layout

Only the admin user has the right to edit a column layout. With this feature, the user can modify the settings whenever the requirement is changed.

(implemented: yes, priority:A, estimated time: 1 day)

4. Search for a column name

It is a search bar for user to find their desired column among columns. Since there may be numerous of columns.

Merit 2: Automatic custom-defined metric calculation provides a simpler way to measure and monitor employee's performance.

1. Create a new custom column and define the metric that is applied to it

Only the admin user has the right to create a custom column. The admin user can define the name of the new column and define the metric with simple operations(+, -, x, ÷). The definition of the metric will be saved. The result will be calculated automatically based one the metric.

2. Fill the result into a custom column

Once the result is calculated, it will be filled into the new column automatically.

3. Delete a custom column

Only the admin user has the right to delete the usefulness custom column.

4. Edit a custom column

Only the admin user has the right to edit a custom column. The admin user can edit the name of the column or the metric when the requirement is changed.

Merit 3: Downloading columns makes it easier to share particular information with third party.

1. Create an Excel file

The system will create an Excel file based on the current information on Employee List page.

2. Download the Excel file to user's local storage

The Excel file will then be downloaded to user's local.

Merit 4: A column setting list, which stores the previous defined column layout, frees user from repetitive works.

1. List all the saved column layout

The name of all the saved layout are listed in a menu for user to select. The names are in alphabetical order, so that the desired layout can be easily found even if it is a long list.

2. Apply the select column layout