Why users raise request A (customize column on Employee List page)?

1. The columns of data are in different pages
2. Different purposes require different data set
3. The info required cannot get directly from the list
4. The order of the columns does not meet users' request
5. The names of the columns do not meet users' request
6. Some column is better to be highlighted
7. The value of the entire column need to be reset
8. Different users care different data
9. Sticky column name

NEW name:

Business Operation Analysis

1. Submit employees' CPF contribution

Multiple types of information are required. The required information is located at different pages. The found information need to be filled into each employee's CPF contribution form accordingly.

The work items are: "name", "job", "title", "birthday", "ordinary wage", "additional wage".

2. Maintain employees' health insurance statuses

Same at submitting employees' CPF contribution, multiple types of information are required. The required information is located at different pages. 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. The metric is not a column 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 Welcome 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. The file will then be formatted and sent to the club.

The work items are "name", "gender", "food preference"

Problem about current business operations

1. It is troublesome to record information 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 select the required columns every time when doing the same job.
4. It is troublesome to get additional information based data in current system.

Scenario 1 (Benefit from the information that is most important to users.)

Position: HR division(Amy)

Situation: Maintain CPF and health insurance statuses for 200-300 employees (local company)

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, additional wage) of each employee in order to fill their CPF contribution form.

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 order of the columns is the same as the order of information on CPF contribution form
3. The column layout setting for CPF contribution can be reloaded.

Your proposal to solve the object:

1. Allow Amy to select the columns of information required for CPF contribution.
2. Allow Amy to reorder the columns.
3. Save the column layout setting.

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 column layout setting is 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 is saved separately from the setting for CPF contribution
3. The column layout setting for maintaining health insurance statuses can be named and reloaded.

Your proposal to solve the object:

1. Allow Amy to select the columns of information required to maintain health insurance statuses.

2. Allow Amy to name the column layout setting and save it.
3. Allow Amy to set the column layout setting she use most frequent to be default column layout setting.

Scenario 2

Position: sales manager (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: office operation (Charles)

Situation: organizing Welcome Party for new employees

IT literacy: basic knowledge on computer operation

Business Operations he/she uses:

> **Purpose of using the software**: Charles wants to find the information (name, gender, food preference) of each participants. Charles needs to save the required information into a PDF 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 copy them one by one. Even if the required columns are in the same page, the column name may not meet the requirement from the club. <mark>The table in the PDF file may not looked good if Charles saves it as PDF directly from his browser.</mark>

Frequency of using the software: 2 times per year

Describe what user expects:

1. All the required information is listed in a single page.
2. The name of columns can be changed.

Your proposal to solve the object:

1. Display the required columns based on user selection.
2. Allow user to rename the columns temperately.

The Ideal of Business Operations

Operation A

Operation B

Operation C

Operation D

List up "Merits" of your software for users

1. Benefit users by showing the most important information in a single page
2.

Descriptions of each "Merit" and "How to achieve"

Merit 1: Benefit users by showing the most important information in a single page

Features:

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