Administrator

Administrator

The System Administrator has been thoroughly trained and possesses a complete knowledge of the scheduling system and the underlying issues associated with it.

Problems	Needs	Goals
-Keeping all rooms operational -Keeping scheduling software running smoothly -Mediating disagreements -Handling erroneous reservations -Ensuring the system runs smoothly	-A centralized scheduling system -Need a way to maintain control over all rooms and the system managing them -Needs a way to restrict access to certain "specialized" rooms -Needs the ability to override changes made by any other users -Needs a way to control privileges of other users	-Allow the Administrator to override changes made by any other users -Allow the Administrator to assign and control Manager privileges. -Allow the Administrator to view reservation history and Manager behavior. -Allow the Administrator to modify system behavior.
Demographics	**Context**	**Fears**
-Employee who has experience in room management. -Employee who has experience in software management -Employee with good communication skills -Reliable -Tech savvy or willing to receive training -Responsible and preferably well liked.	-Use and maintain the scheduling system -Monitor manager behavior -Be available to mediate and correct system issues -Answers calls after hours if there are problems with the room.	-Receiving flack and being blamed for problems that are out of their control with the current system -Not being able to maintain control over everything -Not knowing how to solve a problem.