Manager

Scheduling Manager

The scheduling manager possesses a limited knowledge of the current scheduling system and the underlying issues associated with it.

Problems	**Needs**	**Goals**
-Keeping room details and status up-to-date -Mediating disagreements -Providing technical support for presenters -Keeping track of all booked rooms	-A centralized scheduling system -Need a way to ensure rooms are never double booked -Need a way to maintain control over the rooms they manage -Needs a way to monitor currently reserved rooms and who needs technical support. -Needs a way to restrict access to certain "specialized" rooms	-To have a centralized scheduling system that also allows each building scheduler to maintain a certain level of control over the rooms in their building -Save time in the scheduling process -Have a better way to keep track of all room reservations and needs of the room reservers
Demographics	**Context**	**Fears**
-Employees in charge of managing rooms for campus buildings -Tech savvy or willing to receive training -Responsible	-Check in on presenters to teach them and ensure they are able to use the room technology. -Answers calls after hours if there are problems with the room. -Help mediate disagreements and solve problems	-Receiving flack and being blamed for problems that are out of their control with the current system -Not being able to maintain control over their building schedule