VCU Students (Maida)

* I will be able to check out technology through a link on the VCU School of Education website
* I will be able to check inventory on the website to see the availability of my requested

technology

* I will be able to join a waitlist for technology that is not currently available
* I will be able to enter my credentials into the VCU School of Education staff so that my contact can be used during the checkout process
* I will be able to direct any questions or concerns on a ticket that I create on VCU’s service desk

SOE ITS Staff (creating/maintaining this) (Sandy)

* I will be able to edit the inventory database through mySQL
* I will be able to sync the database with the user website, so the information is accurate
* I will be able to verify that customers are affiliated with VCU using our website
* I will be able to send users an automated email alerting them when their rented technology is due for return and if it’s overdue
* I will be able to send users an automated email asking for feedback on our services and the technology used
* I will be working to maintain and update this database during my shift

SOE IT Inventory Staff (Tarq)

* I will be able to have access to see what item is popular among students and faculty, and put an order for more in the future
* I will be able to check the physical inventory and match it with the database
* I will be trained on how to use this inventory database
* I will be the one responsible for packing it up and having it prepared for the next person

VCU Faculty Member(Emeka)

* I will be able to check out technology through a link on the VCU School of Education website
* I will be able to check inventory on the website to see the availability of my requested

technology

* I will be able to join a waitlist for technology that is not currently available
* I will be able to enter my credentials into the VCU School of Education staff so that my contact can be used during the checkout process
* I will be able to direct any questions or concerns on a ticket that I create on VCU’s service desk
* I will be able to use grant money to purchase new IT assets

Customers and ITS Staff (Order outbound event) (Jerron)

* I will be able to physically hand the IT asset to the customer (Persona-ITS staff)
* I will be able to physically pick up the IT asset from an ITS staff member (Persona-customer)
* I will be able to make a record of the customer’s information, the ITS staff member that checked out the IT asset, and the required return date of the IT asset (Persona-ITS Staff)

Customers and ITS Staff (Order Inbound event) (Quinten)

* I will be able to sift through the order transactions and identify the overdue IT assets (persona-ITS staff, entity-order)
* I will be able to return the IT asset to an ITS staff member (persona-customer, entity-order)
* I will be able to physically retrieve the IT asset from the customer (persona-ITS Staff, entity-order)
* I will be able to refer to the order transaction record to ensure that the correct ITS asset is being returned (persona-ITS staff, entity-order