Concrete scenario CEO

User story 1

It is the end of the month and Mister van der Heijden (CEO) decides that he wants to analyse the performance of the company last month. Initially he logs in using his employee ID and password. The first thing he does once logged in, is to request a financial report. He goes to the finance section. He selects the time period of 1 January till 31 January in 2015 and submits. By accident he selects 2016 instead of 2015. The system responds with an error message. He changes corrects the date and submits again. This time it works and a financial report is generated. He's happy to see that his profit has increased this month. After that he decides to check if one of the trucks has been repaired. In order to do so he has to open the issues overview. He selects the issues section and scrolls through the issues. He finds the truck that was damaged and selects the issue. He can see an overview of when the truck was damaged, when it was fixed and who took care of the issue. He is glad to find out that the truck has been fixed.

User story 2

Mister van der Heijden is logged in and working. Suddenly he gets a pop up saying that a truck has just crashed with a car near Rotterdam with milk. According to the message emergency services (police and ambulance) are already on its way. Mister van der Heijden closes the pop up and the first thing the CEO does is contact the planning department to try to find a solution as the delivery will likely not be on time. Then mister van der Heijden contacts orders and invoices to inform the customer of the situation. The result is that the issue is solved instantly and any direct consequences are limited significantly.