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| **User group** | **Characterizing properties** | **Requirements that can be deduced** |
| Type of user | Orders & invoices employee | Users need to be able to process orders and invoices |
| Frequency of use | Daily | System needs to be up at all times |
| Mandatory/discretionary | Mandatory | System does not have to be very attractive |
| Computer experience | Little experience, expect employees to have some understanding of how to use software if it's not too complex | System must be easy to use |
| Education/intellectual ambitions | Relatively high education level (comparable to HBO) | Should not be too complex |
| Motivation / goals | User wants to process orders and invoices into the system for customers | The CEO needs to request overviews and be able to keep track of many items |
| Number of users | Unknown, expect about 2 and 10 employees | System does not have to allow large amounts of traffic |
| Task knowledge needed | Users need to know how to process orders from customers into the system & print invoices | Need for training (see next) |
| Training on system | Need for explanation on how to use the system, no manual required | We need to arrange training for the employees of the orders and invoices department |
| Other system used | None | None |
| Ways of working | Employees will want to use the system in the most efficient manner possible | System needs to be easy and quick to use |