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| **Business Support** | **Characterizing properties** | **Requirements that can be deduced** |
| Type of user | Employee that helps out other departments and stores orders and invoices as well as other paperwork | The system must be able to contact other departments |
| Frequency of use | Every day | Not applicable |
| Mandatory/discretionary | Mandatory | GUI has to be practical |
| Computer experience | The employee needs to know how to work with a keyboard | Not applicable |
| Education/intellectual ambitions | The employee does need to know how to do his work + how to handle the system | There should be a document for the employee so he can look up how to do certain things. |
| Motivation / goals | To get his work done | The system should be fail proof so that the user can do his work without a systematical fail. |
| Number of users | 1 | Not applicable |
| Task knowledge needed | The user should know how this interface works | Easy, nice UI |
| Training on system | The user should be able to learn this system in 2~3 weeks. | There has to be a trial period for the system. In which both things are done, handwritten and digitalized. |
| Other system used | Hand writing | Not applicable |
| Ways of working | On a Computer | Company has to have computers installed. |