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| **User group** | **Characterizing properties** | **Requirements that can be deduced** |
| Type of user | Planner | User need to be able to process of planning |
| Frequency of use | Daily | System needs to be up at all the times |
| Mandatory/discretionary | Mandatory | None |
| Computer experience | Knowledge about using software a little bit, some experience with computer | System must be not difficult to use |
| Education/intellectual ambitions | Good education in software, how to use a software | System must be professional to use |
| Motivation / goals | To get his work done for the next department | Show an overview, schedule for every day |
| Number of users | 1 | / |
| Task knowledge needed | The user should know how the software works | Training know how |
| Training on system | one week learn the system | Training for planner |
| Other system used | Hand writing | none |
| Ways of working | User work efficiently on computer | Easy and quick to use |