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| **User group** | **Characterizing properties** | **Requirements that can be deduced** |
| Type of user | Truck driver employee | User needs to be able to see his or her schedule and set orders as delivered |
| Frequency of use | Daily | System must be easy to understand and use. Also portable |
| Mandatory/discretionary | Mandatory | System must be easy to use |
| Computer experience | Low | System must be easy to use |
| Education/intellectual ambitions | Relatively low | System must be easy to use |
| Motivation / goals | User wants to set orders as delivered in the system |  |
| Number of users | Around 10 | Multiple schedules should be separated. |
| Task knowledge needed | User needs to know basic navigation in the application | System must be easy to use |
| Training on system | Once, navigation explanation |  |
| Other system used | None | None |
| Ways of working | Efficient and quick, the truck needs to be on the road again very fast. | Clear infrastructure and not more pages than needed. |