**Empathize stage/Conduct Multiple interviews**

A Rare Books store retail Chain has Approached me as Web developer and informed of Current issues facing the Chain and Asking me to Design and Implement changes to Current Processes.

My Web Development Team has interviewed all stakeholders to better understand the situation. After Conducting many interviews and also physically vising the stores to Observe Current Workflows we came obtain the following information.

* Presently the Book store employees record Data in an Excel Spreadsheet in the Stores internal Computers, they have the ability to Add new Books, Remove Books that are no longer in stock.
* Usual data points in the Excel spreadsheet include Author, Titles, Genre, physical condition of books, and Year of Publication.
* Availability – Store Associates can only Determine a book’s Availability in other stores by making Phone calls to other Branches.
* All Store Associates have the same Access to Updating/Deletion of Records.
* Books are Currently being Scanned in as well.
* It is Currently impossible to do an Online Search across the Chain to where and what Books are in Stock.

**Problem Statement/Definition.**

The Rare Book store Retail Chain is not Currently perfected to run Efficiently as Branches Operate Separately, inventory is not Searchable across stores, no way of Running Reports on Available data to enable Management gain Visibility into Current Positions. Revenue currently been lost because Rare Book chain run on the principle of Scarcity for Example if it is known that Only one Copy of a Rare Book is available in the region or Across the Stores, its price should Reflect its Exclusivity or a Much Higher Price Point.

Owners want an Access Control system to put in place so that Only Managers can Delete books while Retail Associates may enter Books, record sales and Update other Data but not Deletion of Books.

**Ideate**

New Internal Website Across the Chain to Automate Inventory system.

* Implement Ability to search across all Branches and obtain up to date or Real time data on Books.
* New User Login system to implement Access Control, such that Only Managers have Deletion Privileges, see Reports while Regular store clerks can do other functions but not remove books.
* Website to be formatted for use on laptops and Tablet Devices.
* Managers can Run Reports to get High level view of different data points like sales, inventory, trends etcetera.
* Inventory should update automatically when Transactions are made.
* Possible fields in new system of records-Type of binder, Title, Publisher.