Group 9:

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Write down the requirements in the form of your expectations of the system:

1. A software system for managing orders and employees at a computer repair service company.

a. Write down the requirements in the form of your expectations of the system:

- The application can divide functions for users who are managers or employees
- For managers, the application can allow users to view profiles of employees stored by the department. They can also add, edit, and delete the list of employees in the company.
- For managers, the app can allow users to post announcements for employees.
- Managers and employees can contact each other directly through the app.
- For employees, the app can allow them to edit their profiles.
- The application has a function to notify employees of posted announcements. In the notification area, notifications that have been viewed and not seen will have 2 different colors.
- Managers can assign work tasks to employees. After completing the work, the employee can click on the completed work section.
- App can display a list of undone, in progress, and completed tasks.
- App has its function that ranks the company's employees every month.
- Notice the salary for each employee and specify the monthly salary, bonus, and penalty each month.

b. Describe how you would interact with the software system.

- When the user (admin, staff) touch his/her profile, the app moves to a form where he can edit/view his personal information
- When a message is sent to the user, a notification is displayed in the phone's notification area.
- The app lets the staff know which task they have to do in the task areas, when they have new tasks, it will notify their devices.
- When the staff have done their work, they can mark as done

Step 1: Brainstorm (30 minutes) In the class, work in pairs to describe the business operations of the chosen organization, then think of software solutions for supporting these operations. Keep notes of all the ideas. Here are some suggestive questions:

1. What are the roles of people in the target organization?
   - Managers
   - Employees

2. What are the tasks that each role performs? Which tasks are done individually?
Which tasks require interaction between people?
   - Managers:
     + Manage their employees
     + Notice of information to employees
     + Assign work and be responsible for the output quality control of the product
     + Create and give cash receipt for payment
     + Make a report at the end of day

   - Employees:
     + Learning and practicing how to fix devices by videos, documents and other materials (with new employees)
     + Fix devices
     + Make a report at the end of day
     + See list of work have to do and their rank every months.

3. Identify which operations can possibly be supported by software.
   - Managers:
     + Check device status
     + Manage Employees' Performance, Profit
     + Manage and Check Salary
     + Manage Overall Revenue
     + Create and give cash receipt for payment
     + Make Reports
   - Employees:
     + Make Reports
     + Click done work
     + Edit their profile

4. For operations that already have software support, which operations can be improved and how?
Have one function: Check Customer Feedback to improve service.