Requirement Analysis
Customer Journey Map

● **Journey Phases:**

1. **Entice** – Awareness & Interest in the Solution

2. **Enter** – Initial Access or On boarding

3. **Engage** – Using Workforce Tools

4. **Exit** – Finishing Tasks / Shifting Out

5. **Extend** – Continued Use & Feedback

● **Structure:**

Steps: Actions by user (e.g., Login, Upload Employee Data)

Interactions: Interfaces used (e.g., Dashboard, Reports Panel)

Goals & Motivations: Improve productivity, streamline hiring

Pain Points: Login errors, data sync delays

Positive Moments: Successful batch uploads, clear analytics

Opportunities: Automate task reminders, integrate biometrics

WORKFORCE ADMINISTRATIVE DEV

	Plan	Prepare	Process	Perform	Post-Evaluate
Steps	Define Objectives	Develop Training Materials	Implement Systems	Administer Workflows	Assess Outcomes
Requirements	Identify Workforce Needs	Establish IT Infrastrucurs	Database Management	System Integration	User Feedback
Issues & Challenges	Budget Limnations	Data Security Concerns	System Integration	Training Gaps	Evaluate KPIs
Improvements	Clarify Project Scope	Enhance Documentation	Automate Tasks	Improve Communication	Continuous Improv
Opportunities	Leverage Digital Tools	Standardize Policies	Data-Driven Decisions	Increase Productivity	Continuous Improvement