

Empathize

Questions asked during the interview process.

1. What do you need in the web page?
2. Who should have access to the web page?
3. What functionalities you need in the website.
4. What can an employee do?
5. What can a manager do?
6. How many locations are there?
7. What journals are the books divided into?
8. If an employee wants to delete a book does he need manager approval?
9. Can we add a cost attribute?
10. If the inventory is getting less does the manager needs to get a prompt?
11. What details do we enter for a book.
12. Problem: If an employee deletes a record, the manager has no information who deleted which book.
13. Inventory should be integrated.
14. We should be able to add name of the book, author of the book, year created, condition of the book and the barcode.
15. Employee should be able to scan the barcode and it should go to the barcode tab.
16. Need details of which book left the store.
17. Need the details of the book when purchased so that they can reprice it.
18. Employees should be able to access the application through mobile, tab and on computer.
19. Kill the system if there is no activity for 1 min.
20. If employees take a picture, they should be able to add a photo of the book in the system.

Information gathered during the interview process.

- Rare Book Store needs a system where they can track their inventory.
- Employees and Managers, anyone can enter and update the books into the system.
- The ability of employees deleting the books (records) need to be removed
- Manager authentication required if an employee tries to delete a book from the system.
- The system should be automatically locked after one minute of inactivity.
- Manager should get an inventory prompt if the inventory is less than 5.
- The Website should be user friendly on a laptop or a tablet.

Profiles of different users who interact with the product-
Manager(Tom)

Employee(Jack)

What tasks do they currently perform?

Employee- Add, Update, Delete books from the system.

Manager- Add,update and delete books from the system.

What are the hardest / most frustrating aspects of their current system?

Hardest: Is they do not know which book is still in the store. They do not have any inventory information.

Most frustrating: Managers do not know which employee is deleting the book entry from the system.

When do they typically perform their tasks?

Employees/Manager both perform if they want to add a book, or update the number if the book is sold and delete the book record when the book is sold.

How would this change improve their feelings about completing their tasks?

- 1.Since everyone can login through laptop or mobile or tab, makes the work process more efficient and quick responses to the system
- 2.With the new change of adapting the new system will enable both Managers and Employee to know their current inventory in their location also at multiple locations.
- 3.New system will help Managers to know about their employee actions with the webpage.

How do their tasks, feelings, or responsibilities differ from the other profiles?

What are the set of skills that they currently possess?

Define

Core Problem: The store system has no inventory for books.

Problem 2: Employees have the ability to delete the records from the system.

Problem 3: To keep a record of sold books, without deleting from the system.

Problem 4: Manager has no idea who entered what book into the system, who deleted the book from the system and if any updates are done, manager has no information regarding the entry.

Problem 5: Application should be user friendly (employees should be able to have mobile access, laptop access, tab access)

Problem 6: All employees should be able to login to their devices.

Ideate

Ideas gathered during brainstorming session.

1. Create a website to track inventory and give access to all employees.
2. Create manager id required pop-up in order to delete records from the system.(To create Manager authentication in order to delete a record.)
3. Create manager prompts, if any employee tries to add,update the book in to the system.
4. Categorize books as per journals.(Fiction, Non fiction, Science, Horror)
5. Create fields like Name of the book, Author of the book, Condition, Price, Barcode.
6. Employees should be able to add the Name of the book, Author of the book, Condition, Price, Barcode, Sold or not.
7. Everyone should be able to update the book information in the system.

Prototype

