Karl Sprayberry

Mr. Smith is the owner of a store, selling different products (e.g., food, fruit, toy). He is currently managing on paper. You want to sell him a store management system.

**1. Identify major business processes of this** **store**

-First, ask him about the most important processes. He will want to sell to customers and keep an inventory. He will also want to keep track of the number of sales, the type of item being sold, and the cost of each item.

**2. Determine activities of each process**

Record sales, evaluate savings and costs, monitor employee schedules, record inventory sold

**3. Determine involved people and group into classes (roles)**

Group 1 – Owners – Mr. Smith

Group 2 – Managers – Managers, Mr. Smith, People in charge

Group 3 – Operators – Employees, Managers, Owners, Others who use the system

Group 4 – Customers – People who buy from Mr. Smith’s store

**4. Determine their responsibilities**

Owners – control the system and can see everything

Managers – can see most info, edit operator’s schedules

Operators – Can see only necessary info to operate system

Customers – Do not interact directly with system, operators add customer data to system