

# **DALAC**

## **Workspace Management System**

### **Deliverable 2**

IS 436 – Structured Systems Analysis and Design

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## Requirements Definition:

### **Functional Requirements**

1. Process Oriented
  - 1.1. Users must be able to login
  - 1.2. Users must be able to reserve assets (rooms, equipment, etc.)
  - 1.3. Users must be able to cancel asset reservations
  - 1.4. System should be able to check for reservation conflicts
  - 1.5. Managers can see where employees are and their usage history
2. Information Oriented
  - 2.1. System should be able store asset information (descriptions, availability, rules/restrictions)
  - 2.2. System should record updates in real time
  - 2.3. System should store a history of asset usage

### **Nonfunctional Requirements**

1. Operational
  - 1.1. The system will be a web application that can be accessed through a browser (phone, desktop, on-prem kiosk, etc.)
  - 1.2. Compatible on latest versions of Firefox, Chrome, Safari, and IE
2. Performance
  - 2.1. 99.9% uptime
3. Security
  - 3.1. All users must use login to access the system
  - 3.2. Privileges will be implemented to restrict access to personal information
4. Cultural & Political
  - 4.1. System will follow relevant local, state, and federal laws

### **Interviews:**

#### **- CEO**

1. *Name of interviewee:* Truman Gritbowski
2. *Position of interviewee:* CEO of Wernham Hogg Paper Company
3. *Date and time of interview:* February 26th, 2018. 3:00pm - 4:00pm
4. *Name of interviewer:* Collin Sullivan & Amanda Ali
5. *List of questions to be asked:*

- a. Can you describe your day-to-day operations?
- b. What are the long-term goals of your organization?
- c. What are the current problems you are facing today without a reservation system?
- d. Describe your goals that this system needs to be able to achieve.
- e. Is there information you need from this system that you don't have now? If so, what information?
- f. How would you want this system to function?
- g. Why may you think this new system may face some challenges, and what challenges would they be?

6. *Summary of interview:*

- a. As the business is composed of several on-duty sales agents, many of them do not stay in the office regularly. The business is trying to cut back on space and other resources to save money. The biggest long-term goal mentioned was to cut costs by 15% over the next three years. The predominant way this will be happening is through reducing their physical footprint. The organization currently does not employ any reservation system, other than pencil and paper. They have begun downsizing some of their departments, but in the departments they have downsized, they have run into several problems with allocating the space properly. They need a system that will alleviate this problem, but more importantly allows agents to reserve spaces well in advance (up to 3 months). Again, since most employees work remotely, this system needs to be accessible by anyone at any time on the web. The biggest challenge Gritbowski mentioned was the accessibility and making sure that it is simple enough that anyone can use it without lots of training.

- **HR**

1. *Name of interviewee:* Katherine Chiu
2. *Position of interviewee:* Human Resources Director of Wernham Hogg Paper Company
3. *Date and time of interview:* February 27th, 2018. 4:00pm - 5:00pm
4. *Name of interviewer:* Collin Sullivan & Amanda Ali
5. *List of questions to be asked:*
  - a. What qualities should the system have in order to comply with the company's standards and goals?
  - b. When do you believe training sessions should begin for users? What types of training do you believe would be most effective - online workshops, in-person workshops, webinar series, etc.?

- c. How do you think employees will react to this new system?
- d. Do you believe the new system will promote fairness and equality among employees? If not, how could it change in order to provide fairness and equality?
- e. How will the company evaluate how the employees feel about the system after it is deployed?

6. *Summary of interview:*

- a. HR specifically requested to ensure that the system is compliant with the Americans with Disabilities Act. This includes avoiding the use of color as a point of emphasis, and making sure that the system is accessible through the aid of a screen reader. Since most employees are remote, and are often out meeting with other clients, HR has requested that to train other employees we employ webinar series for training. Training for any new, large-scale projects is very difficult at this organization. They are trying to implement a phase-in deployment of this new system, but they also recognize that will have to adopt to this new system for it sooner than later in order for the system to be beneficial. They also recognize that this system will greatly benefit the sales agents and may not be equitable to other employees. However, sales agents make up a majority of their staff, are the individuals responsible for bringing in the most revenue, and are the people that are most likely to need on-demand access to space. In one year after full deployment, HR plans on deploying a thorough evaluation survey about the success of the system. After each use, employees will complete a brief survey about their experience.

- **Employee(s)**

- 1. *Name of interviewee(s):* Michelle Atmar, Shreya Singh, Greg Furletti
- 2. *Position of interviewee(s):* Sales agents for Wernham Hogg Paper Company
- 3. *Date and time of interview:* February 28th, 2018. 2:00pm - 3:30pm
- 4. *Name of interviewer:* Collin Sullivan & Amanda Ali
- 5. *List of questions to be asked:*
  - a. Does your workspace preference differ depending on the different types of work you do and when you perform your work?
  - b. Does location play a key factor in your productivity? If so, how?
  - c. What are the types of resources needed in order to complete your work?
  - d. Describe the types of actions you would like to perform with the new system.

- e. How will the system change the way you are doing work now?
- 6. *Summary of interview(s):*
  - a. The space that sales agents needs always vary dependent on their situation. If they are meeting with a client, they will need a conference room, often with a projector or a monitor for a presentation. On the other hand, if they are coming into the office to do work - they might just need a workstation. In the group interview, Michelle and Greg prefer to work in teams and find it helps with their work. Shreya disagreed and said she enjoys working alone. This is helpful information as we craft spaces in the system. While viewing the availability of the space is important, the three individuals agreed that also want to know what other resources are available - projectors, power cables, printers, bouncy chairs, etc. Shreya said she would like to book an individual work station with a bouncy chair. Bouncy chairs have been researched to show heightened productivity and improved health during the work day in comparison to traditional office chairs.

**Observations:**

- No inplace system to observe

## Use Case Diagram

DALAC - WMS

