Types of Users

* Employee
* Manager
* District Manager

1. What tasks do they currently perform?
2. What are the hardest/most frustrating aspects of their current system?
3. When do they typically perform their tasks?
4. How would this change improve their feelings about completing their tasks?
5. How do their tasks, feelings, or responsibilities differ from the other profiles?
6. What are the set of skills that they currently possess?

Employee Profile

1. Employees are currently tasked with day-to-day functions of the store. Assisting customers with purchases and questions about rare books.
2. Because there is no centralized inventory system, it creates difficulty answering questions about the company inventory between the three store locations.
3. Employees would perform tasks upon arrival of customers.
4. This system would allow employees to feel more confident in addressing inquiries. It would reduce stress and frustration with making/answering questions about store inventory.
5. Responsibilities differ from other profiles due to the difference in access.
6. Employees currently have the skills to provide customer service and operate the point-of-sale system.

Manager Profile

1. Currently manage employees, make staffing decisions, research of rare books, and database management of their current store.
2. The hardest part of the job is being responsible for so many aspects of the day-to-day functions. The databases not accurately representing what is in the inventory at all stores.
3. Tasks performed when new books are received, books are sold, and staffing changes.
4. This system would provide efficiency for the management team and decrease frustration.
5. Managers has the additional responsibility of price management, overall management of the store database, and access security.
6. Currently managers have the skill to perform database edits via excel spreadsheets to their assigned store location.

District Manager Profile

1. Oversee the management team of all three store locations and responsible for system security/management of the database
2. Currently they are operating on a system that does not talk to the different locations. So must essentially learn three different databases.
3. Performs these tasks when on site at each location.
4. This system would have a positive impact and reduce the need of having to learn three systems.
5. District managers are responsible for multiple locations and system security.
6. They have the ability to provide security to the current system.