**Assignment: Key Stakeholder and Users Needs**

**Group #, Name**: Group 5, ‘SICT’

**Functional Area**: Inventory Management

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**Course ID**: SYS366SAA

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| **Stakeholder** | **Needs in the new system** | **Features in the new System** |
| * **Inventory Manager**   **(Jeremy Desilva)** | * Efficiently & Securely stores all the transaction logs in the database * Faster communication and order-confirmation system between the store and the contracted suppliers * Send a special request for a specific item to be put “on sale” in the store, if the item’s inventory level is high in the warehouse * Send an “Item damage” report * Safely stores and places customer’s special orders in a separate physical compartment in the warehouse * Automatically researches and compares ‘lower-cost’ supplies from different suppliers with the current supplies from the current suppliers * Efficiently manages all Inventory Staffs’ work shifts and their designated areas and responsibilities | * Keeping track and details (Item ID, date, quantity etc) of all in- and out- individual trade/purchase transactions (in-store or online) made with suppliers and customers in a database. * Automatically make Warehouse-supply purchases from partnered - suppliers (only if a change in the product and product level are not required), when the particular item’s stock level is low * Automatic reminder message to the managers in the Inventory, Store, Operation and Marketing departments to discuss the matter and confirm for that particular item to be put on sale at a specific price for a specific duration * Computer-typed with detailed listings and options to fill in, instead of a written document-typed * Automatically labels the details of the customer’s and item’s information, and determines the item’s weight, severity level and its location in the warehouse * Calculates and compares the prices at different suppliers, and then suggests new recommendations (via pop-up, email, newsletter) in the computerized system. * Staff’s shifts are directly recorded in the database once they register/log-in. The manager can also access the database and add/modify staff’s duties. |
| * **Suppliers** | * Efficiently & Securely stores all the transaction logs (trades made with the stores) * Receives quick and accurate supply-order and confirmation from the partnered stores * Suggest a special order (etc seasonal) to the partnered stores if the item stock level is high * Receives an Item damage report from the partnered stores | * Keeping track and details (Item ID, date, quantity etc) of all in- and out- individual trade/purchase transactions made with partnered stores in a computerized system. * The order request and approval of confirmation is directly stored in the Inventory manager’s database. Once confirmed, the partnered stores would receive the order confirmation right away, with detail; such as, total cost of the supplies ordered and shipped, estimated delivery time, delivery method, etc. * Automatically calculates the item quantity and sends a direct message to the designated managers(supplier) to approve of the sale. And then sends a special promotion messages to the partnered stores. * Online and Computer-typed with detailed listings and options to fill in (by the store manager), instead of a written document-typed. And the damage report is automatically sent to the supplier’s Inventory manager |
| * **Inventory Staffs** | * Efficiently checks all the transaction logs and supply-order confirmation in the database * Implements a quick and easy check-in and check-out work shift in the warehouse database * Send an “Item damage” report to the Inventory Manager * Safely stores and places customer’s special orders in a separate physical compartment in the warehouse | * Quick and secure access to the Warehouse database + easy Graphical User Interface for staffs to do their daily routines on the computerized system. * An access card that contains a bar code or magnetic strip to register their work shift information into the system. The system store their exact starting/finishing date and time and total hours worked per day/week in the database * Quick access to the Warehouse database + easy Graphical User Interface for staffs to report the Item damage to the manager. And the item damage information would be directly stored in the manager’s database * Automatically labels the details of the customer’s and item’s information, and determines the item’s weight, severity level and its location in the warehouse. |
| * **Accounting Manager (Darlene North)** | * Receives accurate and stores all the transactions made in- and out- of the store. | * The monetary values of all item purchases and sells (with or without HST) would be directly calculated and stored in the Accounting database. And the calculated fields can also be organized into daily, weekly, monthly, yearly, etc.. views |
| * **Marketing Manager (Jeff North)** | * Receives the “Item to be put on sale” request from the Inventory Manager * Any in-store/online purchase gets directly stored in the Marketing database | * A ‘to be put on sale’ message would be directly stored in the Marketing Manager’s database. Shows the item’s ID, category, current & past in-store price, current & past item quantity available in the warehouse (can choose a specific date and time period), current & past records of item sold and purchased (can choose a specific date and time period). * Stores detailed Item-purchase information in the database, for their future marketing plan purpose |
| * **Customer** | * (In-store/Online): An efficient In-store/online order-making, purchase and delivery * (Online): Customer may want to make a wish list for future purchase * (Online): Customer may want to make a gift purchase | * (In-Store/Online): Automatically generates a unique customer ID and Order ID with detailed price and pick-up/delivery date. And stored in the database. (Online): Online shopping guide for customers making an order online. And sends a detailed error message and possible solution if the customer makes an online purchase error. (In-Store/Online): Request customers to register and save their information in the database for easy access for their next purchase. (In-Store/Online): Customers can frequently check their order process * (Online): Registered customer or not, the database allows the customers to store their wish-listed items. And this information also gets stored in the Marketing manager’s database for future marketing plans. * (Online): Requests a customer to be registered and log-in for the gift purchases. The detailed gift purchase information (customer and receiver’s) gets stored in the store database, and sends an online order confirmation to the buyer, and an online order confirmation to the gift receiver |