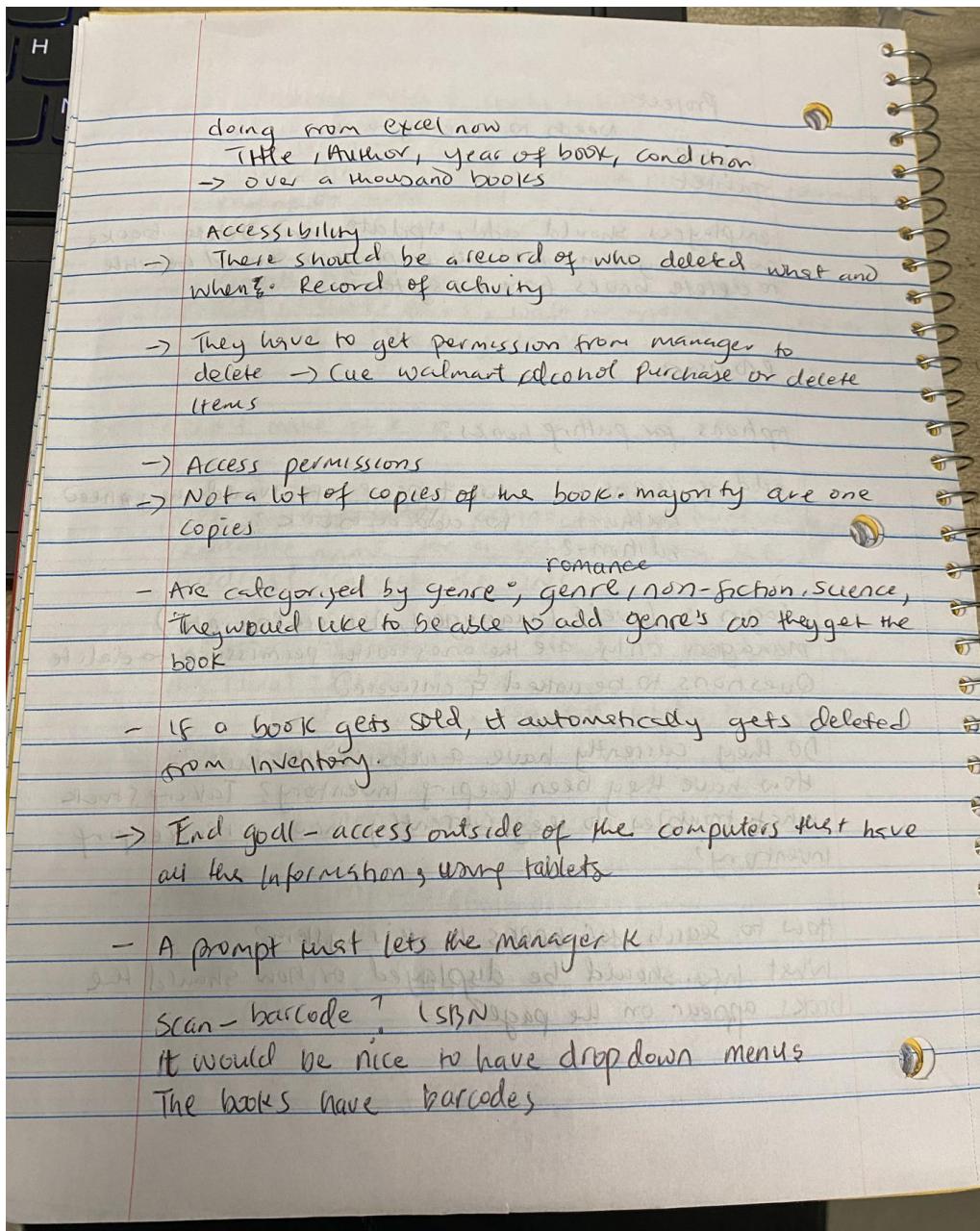


TCP Project - Phase 1

Interview with TA Exume



[one computer in the office]

- The employees have to be able to take a picture and add to the inventory
- mobile access
- Tablet access
- Laptop
- Desktop
- Usernames & password
 - When the book is sold, manager needs to know
 - Automatically log them out after a minute.
- easy to use; functionality is most important but it needs to look good.
- cost can be added.

The books are not in any public database anywhere
↳ So it may not be automatically populated.
→ The barcode goes into the barcode field.

- Search & filter from any of the options - Author, title, year, condition etc

They should be able to see all the inventory on the first page

How do you add the title, author, year, etc.

Summary of information gathered:

- Bookstore employees currently use an excel file to login books
- It takes a while to put information into the excel file because they have to manually type in the book information.

- They have had issues in the past with employees mistakenly deleting books from the excel file.
- They do not currently have a way of tracking when updates are made to the excel file.
- They have to manually delete books from the excel file after the books have been sold.
- They have one computer in the office which makes it difficult for everyone to login books when they want.

Step 1: Empathize - Personas

Employee Information



Name: Jonathan Bailey

Age: 25

Education Level: Bachelors Degree in progress

Position in company: Floor Associate

Responsibilities

- Help customers find books on the shelf
- Recommend books to customers
- Check for books in inventory if not on the shelf
- Stack books on the shelf according to call number
- Enter new book arrivals into the inventory system
- Update books in inventory
- The hardest aspect of using the excel file is that it takes a long time to input many books into the system.
- Typically adds new books to the system when there are no customers in the bookstore.
- This new system will enable him to input as many books as possible before the next customer enters the bookstore.
- Jonathan handles most of the grunt work required to keep the bookstore running such as shelving books, recommending books to customers, helping them find any particular books, etc. Jonathan's role is essential to making sure that customers return to buy more books.
- Jonathan is currently in school pursuing his bachelors degree, therefore he has intermediate computer skills and is comfortable using an inventory system.



Name: Jennifer Hercules

Age: 50

Education Level: Master's degree holder

Position in company: Manager

Responsibilities

- Manages the operation of the store and associates in her bookstore
- Can add, update and delete books in the inventory system
- Reports back to upper management via reports and presentations
- Manages bookstore's budget
- Oversees the overall planning, maintenance, and supervision of stock and inventory.
- The most frustrating aspect of Jennifer's job is keeping track of which floor associate updated the excel file.
- Another aspect is that floor associates mistakenly delete books on a regular basis, and this has been a cause for concern.
- Jennifer typically performs her tasks throughout the business day because she has to oversee the entire operation of the bookstore daily.
- This new system would make her work easier by automatically tracking changes made to books in the system. Floor Associates will no longer have access to delete books "mistakenly", and she will be automatically notified when a book is sold and how many copies are left in inventory.
- Jennifer's role is more of a supervisory role, so she also reports to upper management about the progress being made at the bookstore.
- Jennifer holds a master's degree and has worked with other bookstores in the past so she understands how an inventory system works.



Name: Onyinyechi Uzodimma

Age: 45

Education Level: Master's degree holder

Position in company: District Manager

Responsibilities

- Onyinyechi is Jennifer's boss and manages different locations of the Rarities bookstore.
- Can add, update and delete books in the inventory system
- Reports back to upper management via reports and presentations
- Sets bookstore's budget based on available funds allocated to the several locations that she manages.
- Proposes solutions to problems encountered at the locations that she manages, for upper management approval.
- The most frustrating aspect of Onyinyechi's job is that data about the number of books that flow in and out of Jennifer's bookstore is not always available or accurate.

- Onyinyechi regularly checks in with Jennifer every month to understand how the bookstore is doing. She also reaches out to Jennifer, as needed, to communicate or clarify new information.
- This new system would provide a reliable source of data for Onyinechi.
- Onyinyechi is a master's degree holder and has been with the company for many years. She knows how to use a computer very well and has used other inventory systems in the past.

Step 2 - Define the problem

Create an inventory system that will ease the burden of keeping stock of books. It should be easy to use and reduce the amount of time that Jonathan spends putting in new books. The system should also be straightforward so that Jonathan can swiftly search for books for customers. He should be able to search for books in one or two steps, thereby enabling him to carry out his job efficiently. He should also be able to add new books and update an existing book. He should not have to manually type in all of the book information when putting in the books.

Create a system that will not allow floor associates to delete books. The system should also enable Jennifer to get real-time notifications when a change is made to the inventory system. She should also be alerted when a book is sold and how many copies are left in the system. Jennifer has to be able to search for books in one or two steps.

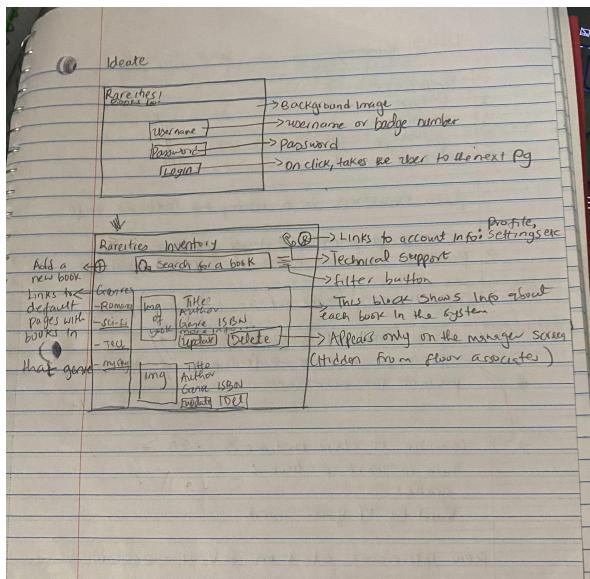
Create a system that generates a report or analytics for any time period that Onyinyechi desires. It should include information about the number of books that the store received and sold within that desired period.

Step 3 - Ideate

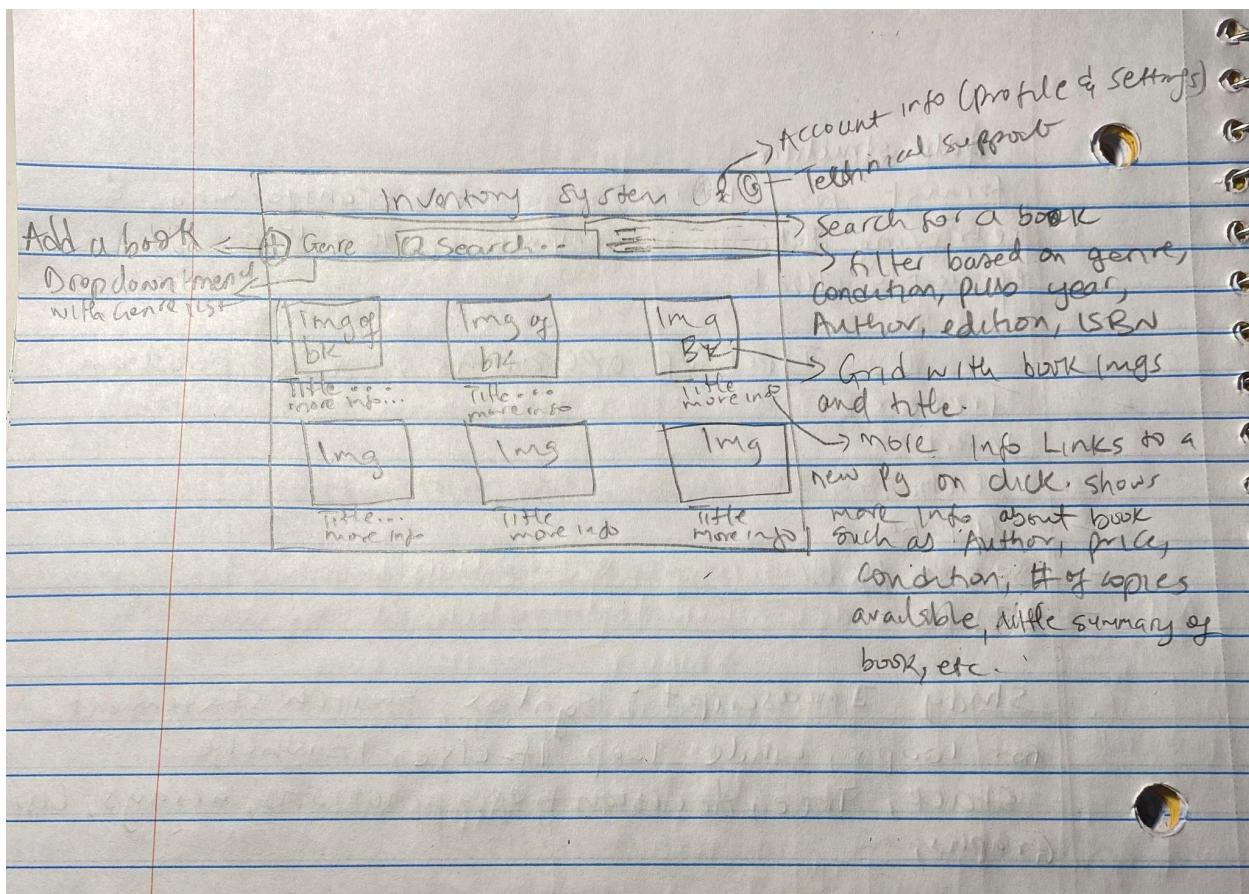
Conducted a brainstorming session with Joy and created two ideas based on the requirements. Idea1 requests a username and password for the user and submits the information for validation. After that, it links to the next page which is the inventory page. Idea1 inventory includes a column for all genres that the bookstore offers and another column for the books and their info. Each book then features a set of options such as update and delete. The delete button will only be visible on the manager's screen. There is also a search, add, and filter button at the top.

Idea2 includes a login and inventory page as well. The login page requests the badge number, username, and password from the user to log them into the system. The badge number is used to differentiate between a manager and an associate. The submit button links to the next page which is the inventory page. The inventory page includes a search bar, a genre dropdown menu, a filter button, and the rest of the screen is supposed to show multiple books at once including a snapshot of the book information. Clicking on the book image takes the user to another page showing more information about the book and includes an update and delete button. Only managers will be able to see the delete button.

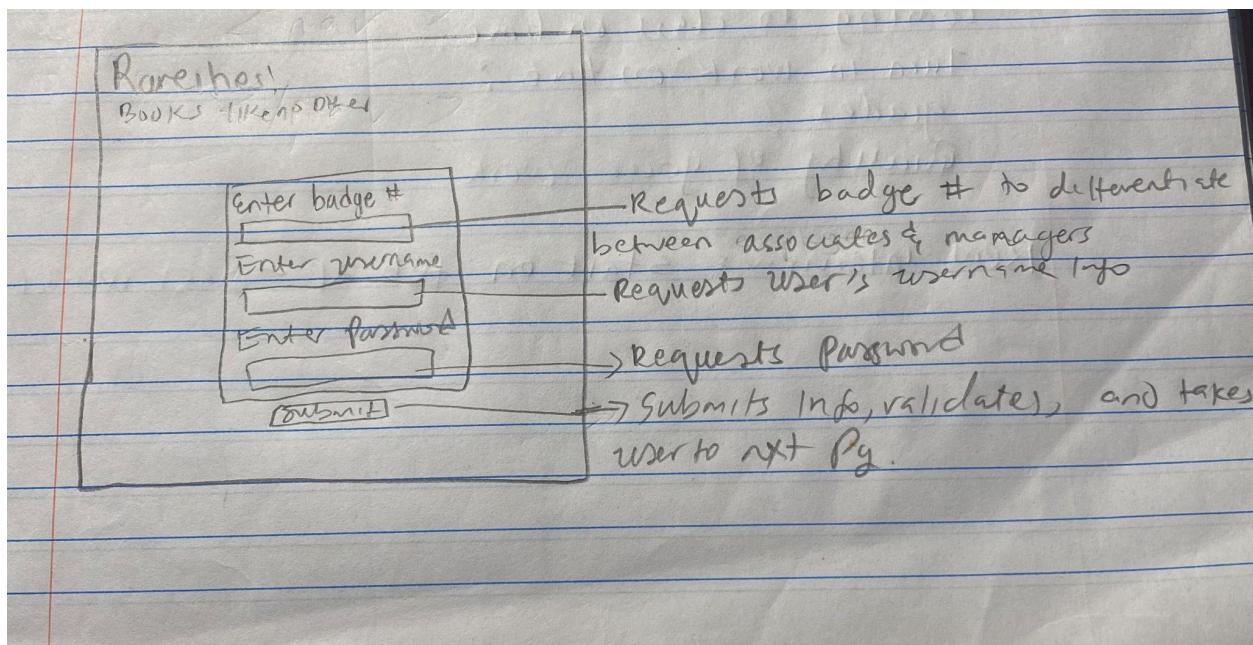
Step 4 - Prototype



Idea1 - Login and inventory page

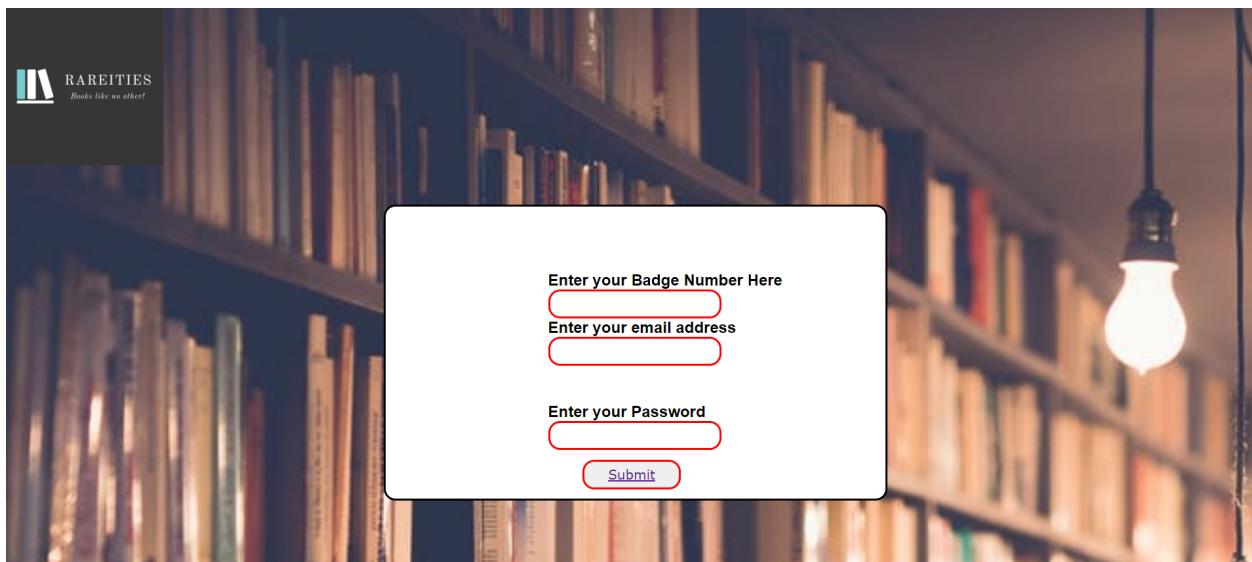


Idea2: Inventory Page



Idea2: Login Page

B & C - HTML & CSS



Idea2 login page



Idea1 Inventory page still in progress

Step 5 - Test

Allowed a classmate to test the login page and the person provided some good feedback. She noted that there was no new user button or an option for new users to create a new account. She also noted that there was no forgot password option for people who might forget their username or password.

She commended the look and feel of the login page and noted that I could better align the email address and password buttons.

The inventory page is still a work in progress, so there was not much for her to test.