SYS366 – Problem Statement and Stakeholders Needs Worksheet

|  |  |
| --- | --- |
| **Date Submitted:** |  |
| **Team Number and Name:** |  |
| **Team Members who worked on this:** |  |

**Problem Statement**

|  |  |
| --- | --- |
| **The Problem of** |  |
| **Affects** |  |
| **The impact of which is** |  |
| **A successful solution would** |  |

**Stakeholder and Users Needs**

|  |  |  |
| --- | --- | --- |
| **Stakeholder** | **Need in the new system** | **Feature in the new System** |
|  |  |  |
| Customer Service Manager | Add new customers and new complaints/feedbacks  Query complaints/feedback and customers  Backup customer’s information.  Backup feedback/complaints  Create monthly Invoices.  Ability to manage customers payments | Maintain list of clients  Manage feedback/complaint |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |