**Stage 2 – Define the Problem**

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| Point of View Template | | |
| *User* | ***Need*** | ***Insight*** |
| Regular Employee | Unified system to input data on books | To save time, to reduce errors, to have virtual database |
| Manager | System to track inventory across locations, ability to track prices, ability to override entries | To track employee changes, to make changes virtually, to save time from double data entry |
| Owner | System to pull reports from, track price history, system for employees to track sales, system for employees to input data | To increase revenue, to have better accounting practices, to track employee performance, to have unified inventory databases for ease of access/accessibility for customers |

Define how we could access an online system to input data about the books we sell. Create a way for team members to access a database of inventory based on the role the managers assign the regular employees. Adapt the system to fit the needs of the regular employee, manager, and owner all in one portal.