

Design Thinking Process: Scoping

- IT Team is currently overhauling the systems of 5 libraries
- Our library expert has been gifted free library management software
- IT manager wants us to prove the free software is viable, desirable and feasible

Design Thinking Process: 360° Research

- Most other competitors had a rich suite of features
- However, several competitors were difficult to research due to either being a paid service, needing a trial to find out the features of, or both
- Either way, competitors made it clear that SAPBookshelf needs new features to measure up as an efficient, comparable library system

