

User Roles

1.1 Initial Roles

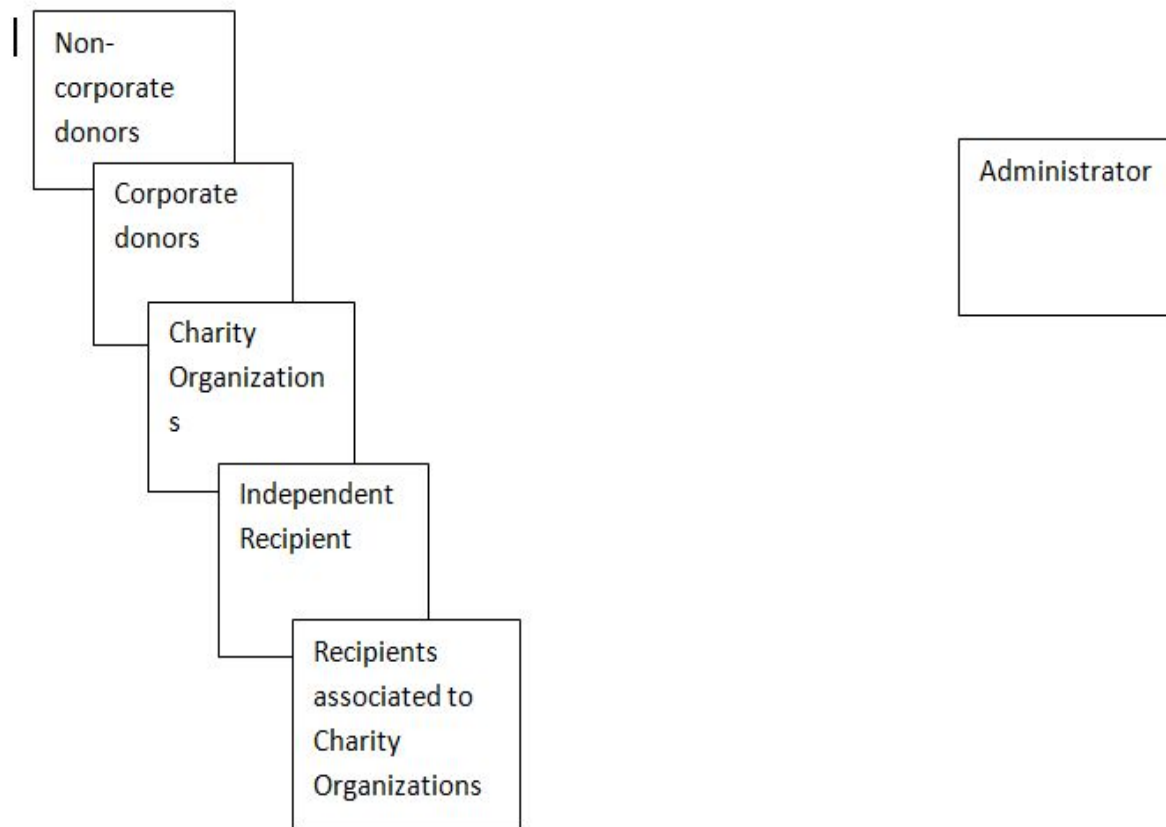


Figure 1: Initial User Roles

The user roles were classified in different classes based upon system requirements and privileges given to each user. Different user roles are: Administrator, Non-corporate donor, Corporate donor, Charity Organizations and Recipients. Below is the detailed description of each user role in terms of their classes.

- **Administrator:** The administrator of the online thrift exchange store will have various privileges and will keep the track of in-out of the system. Administrator will have the privileges such as adding a type of product to be sold, adding a type of donation, adding donors, adding charitable organizations, giving privileges to the Charity organizations to access the system, adding downloadable material, updating the thrift store contact details, and generating monthly reports.
- **Non-corporate Donor:** Non-corporate donor is an individual who is not making a donation on behalf of any organization. They will be able to donate or sell their items on

the online thrift exchange store after registering with the system. The donor will be able to view the details of the recipient of an item. Donors can fix the delivery and pick-up time of an item for the recipient associated to charity organizations and independent recipients respectively.

- **Corporate Donor:** Corporate donor is an organization, or an individual making a donation on behalf of an organization, which donates new or used equipments or supplies, such as computers and other electronic equipment, office supplies, and targeted supplies such as clothing and paper products. Corporate donor will be able to view recipients' requests of items and interact with the recipient to decide on a delivery schedule for recipients associated to charity organizations and independent recipients respectively.
- **Charity Organization:** Charity Organizations are the non-profitable organizations who will be able to see who are the donors and recipients and what items they want to donate and receive after registering with the online thrift exchange store. Charity Organizations will use the system to approve recipients' requests as well.
- **Recipient:** There are two types of recipients:
 1. **Independent Recipient:** This user will be able to buy items which are available for sell. These users will not be associated with the charity organizations. Users will be able to see the detailed description of each item. Users can send a request for item directly to the donors.
 2. **Recipient associated with a Charity Organization:** This user is the one who is related/associated to some genuine Charity Organization. The user will be able to see items with description which are available for donation. User will be able to raise request for a particular item.

1.2 Consolidated Roles



Figure 2: Consolidated User Roles

After carefully considering and consolidating the initial set of user roles, our group narrowed down the user roles to two primary roles which are: App client/user and Administrator.

The consolidation was conceivable for this situation in light of the fact that the group recognized similarities and duplications in the initial set of user roles. The Corporate donors and non-corporate donors have similar roles.

Similarly, independent recipients and recipients associated to charity organization have similar roles. Generally, every class of user roles utilizes the application for comparative purposes.

In this manner, we united the user roles into 2 categories: an App client/user and an Administrator. The reasons behind consolidation is demonstrated as follows.

Table 1: Reasons for Consolidation

ID	User Role	Reasons for consolidation
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1	Administrator	This user can be described as an administrator
2	Donor	This user can be described as Active user
3	Charity	Similar to user 2 in terms of using the app
4	Recipient	Similar to user 2 in terms of using the app

1.3 Description of User Roles and Persona

Key Users	Administrator	Donor	Recipient	Charity Organizations
The user's general goal for using the software	Administrator is the key responsibility for maintaining the web application, ensuring that functionalities are in working order and non-functionalities like speed are improved so that donors and recipients can experience seamless service.	Donors will use the application to identify recipients who need their donation, to create folder for multiple items and to make 'basket' donations. They can learn about new broadcasts from charity organizations	Recipients will use the web application to identify items needed and to raise a request for needed items	Charity Organizations will mainly use the application to send requests for people associated with them, promote events, to run online thrift store, to receive donations on behalf of recipients associated with charity organizations, and to give certificates to donors

Frequency with which user will use software	Administrator will use on a day to day basis to monitor functionalities	Donor will visit the site only when required to make a donation	Recipients will visit for every 2-3 days to find any product matches and to look for deals	Charity organizations will use on a day to day basis to operate the online thrift store and make updates in the promotions space
The user's general level of proficiency with computers and softwares	Administrator will have higher level of expertise in software to maintain and improve the existing system	Expertise varies from person to person.	Expertise varies on the scale of low to high	Charity organizations will appoint staff who have a high technical skills with computers to use the system
The user's level of proficiency with the software being developed	Administrator will be well versed with all the technicalities and functions of the software	Donors will have medium level expertise gathered through all similar sites	Recipients will have low to medium level of software expertise.	Charity organizations will appoint digital marketing experts and ecommerce experts to use the promotional space provided in the website and online thrift store effectively
Level of expertise within his/her domain	Administrator will have complete knowledge in software and maintaining software	Donor will a varied amount of knowledge regarding making donations as they may be regulars or first timers. However, using an online	Recipients will likely be new to using an online platform to accept donations as this is a novel idea. They will have low to medium knowledge gathered through	Charity organization staff will have a high level of skills and knowledge about e commerce and digital marketing.

		platform to donate items is likely to be new to them. They will have low to medium knowledge gathered through working with different apps	working with different apps	
Nature of activities	Updates and modifications to the site	Donor will look for recipients in the site and news broadcasts required for them.	Recipients will look for the products they wish	Viewing requests from recipients associated with them, approving requests, and promoting events