

## Criterion A: Initial investigation

### Summary of Problem:

My brother, Carlos Salazar (client), works as maintenance and gardening manager at "Salazar Romero". He needs to keep record of around 60 workers. He is having problems keeping record of the time they arrive and the time they departure and things like that. He also needs a system to keep record of the tools he gives to each worker, also in order to know how many tools he have left in stock.

### Explanation of inadequacies of current situation:

Carlos in the interview state, "we are having problems in the control of the workers and the tools the workers use".

Carlos at the moment is lacking of a good system "there are 60 workers distribute in areas and there is not a mechanism to verify the time of arrival and departure of the workers." he say that the sister must "keep record of: time of arrival, time of departure, and number of extra hours worked."

Carlos also say that he need to: "know the tools they take, in which condition do they take them and that they give them back in good conditions."

Carlos needs also a system that can keep real track of the numbers of tools "help me to know the number of tools I have left in stock to keep working."

Words count: 213