

## Design Thinking Exercise Brief Description

Problem: More jobs than qualified candidates. Need to train people.

Goal: Come up with a solution to increase knowledge/skills/expertise of job seekers to create a bigger pool of qualified candidates.

### Constraints:

- Geographically dispersed people
- Budget
- Language
- Current level of knowledge/expertise
- Access to resources

### Users:

- Job Seekers
- Managers
- Instructors
- Mentors

### Crazy 8's Brief Description:

- A website for all types of users to access information in one place. Job Seekers, Managers, Instructors, and Mentors. Initial dashboard would cater to Job Seekers with recommended certifications being displayed first. This would also include a sign-in/account creation button.
- For Job Seekers: they will have a dashboard with video playlists that are required for the specific certifications they need to complete. They would have an account which would require specific background information. Based on what type of position they are looking to learn more about, specific certifications would be recommended with pre-set video playlists required to complete. This would also include a help button to offer additional Mentor help, as they are working on completing a certification.
- For Mentors: they will have a dashboard that would be accessible from the Job Seeker dashboard. A chat feature that would send a request for help through email. If that

mentor is available, they can jump on chat. Mentors would be required to watch their email for certain shifts, so help can be readily available. Some Instructions may also be Mentors.

- For Instructors: they will have a dashboard where they can manage videos/content that they have created and they can see which of their classes certain students are signed up for.
- For Managers: they will have a dashboard where they can search and find specific Job Seeker's completed certifications.