Introduction

🏆 A0.1 Learning Activity

🏆 Objetive

Perform the context of the case study, as well as a field interview, and finally consolidate the information of the requirements, using the empathize phase proposed by design thinking
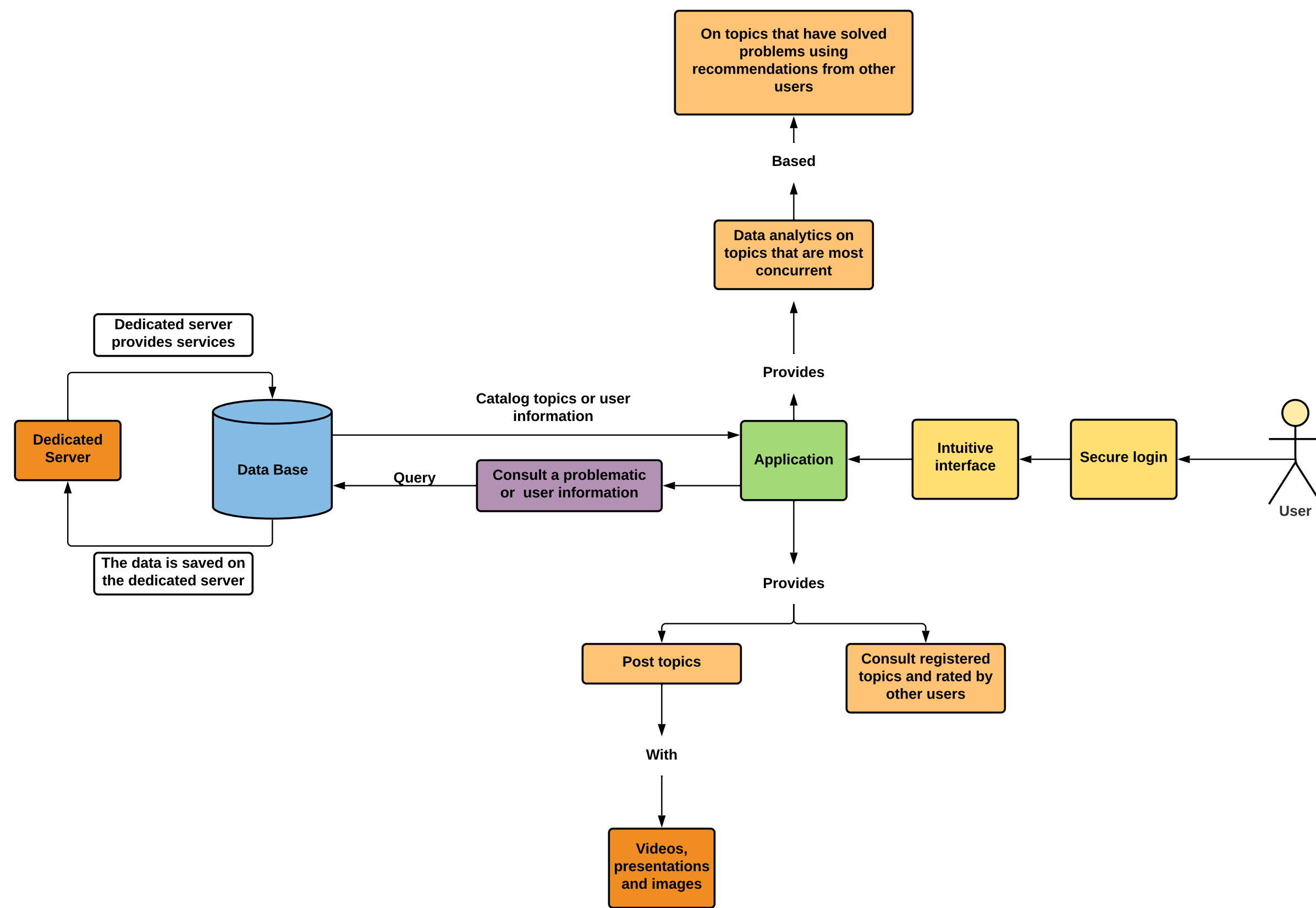
✏️ Development

1. Taking as a base the characteristics referred to in the case study and the proposal of design thinking, elaborate context, a list of at least 15 Questions Addressed to the client, such that they can give you more detailed information to elaborate the analysis of the requirements on the case study.

2. Once the interview indicated in the previous point, use one of the techniques proposed within the empathize phase of design thinking, and you can even use any other tool, technique or artifact to consolidate the information collected through the client and elaborate your proposal of the business model of the system to be developed.

3. Prepare and expose your document, considering performing the dynamics as a client field or site work would be done, and expose to the advisor and his classmates.

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1. **Context Diagram**

On topics that have solved problems using recommendations from other users

↑ Based

Data analytics on topics that are most concurrent

↑ Provides

Dedicated server provides services

Dedicated Server

Data Base

The data is saved on the dedicated server

Catalog topics or user information

Query

Consult a problematic or user information

Application

Intuitive interface

Secure login

User

Provides

Post topics

Consult registered topics and rated by other users

With

Videos, presentations and images

1. Questions

1. ¿By what security system would you like the information to be backed up or saved?Using a login, username and password, it will also have a module to recover password through an alternate email.

2. ¿What level of confidentiality would the data of the users who would use the system involve?

High, as the information is completely confidential.

3. ¿What kind of platform would you lean to make use of our system?

Web platform as it is more accessible to customers than a mobile app

4. ¿What colors would you like the system graphical interface?

Preferably, colors should be in line with customers' company

5. ¿What are your expectations about the interface of the platform?

When you enter, show on dashboard my latest search moves

6. ¿What is the number of topics that you would like to appear on the main page after entering the issue?

All possible topics but that they are related and in this way the information that is consulted and is not clear can be in the question and answer forum.

7. ¿By what evaluation criteria would you like the topics to be displayed?

By the most consulted criteria that are easily accessible

8. ¿How important is it that the platform makes suggestions while the issue is being written? Why?

It's very important because that's how employees who use the system know what they want to look for and are quick inquiries

9. ¿What kind of multimedia format can be uploaded in the topics?

The formats you can upload to save the information can be Pdf, mp4 ,ppt, etc.

10. ¿Under what rating would you like the registered topics to be evaluated?

Star rating can be one of the options or with enumerations.

11. ¿How should the topics that have been consulted be displayed?

Highest topic rating, topic title and date.

12. ¿What kind of data analytics should be shown corresponding to the most concurrent topics?

Information can show you through pie charts

13. ¿Data analytics will be available to all users? Why?

The data of each user must be private and that only the corresponding information is displayed without showing a profile photo but images that could be added to the profile photo.

14. ¿How long do you think a system scan needs to be done?

There is no time limit, that time is assigned by the developers themselves but the analysis of the information should be kept confidential.

15. ¿Having gathered the information from the analysis, what data do you consider necessary to carry out a question and answer section or blog?

First consider a section showing the problem you have and its solution or how the problem is solved and also that the user can consult solutions from other users.

Customer

USER

NEED

Security System to login

System of information

Dashboard with last searchs

Topics filtered by hightest rating , topics title and date

Data analytics represented by pie chart

WHY

For keep your information secure

Need consult topics with answer of other users

Keep review recently viewed documents

It will allow you to carry out an agile and efficient search

He wants to analyze the queries of the most concurrent topics

Conclution by Edson:
Through the use of design thinking "Point of View", it is possible to better raise or restore the essential characteristics of the case study, using the answers provided by the interviewee and raising 3 questions: 1st User, 2nd Need and 3rd Why.
In addition to the more clearly, everything the potential customer wants is made clearer, since somehow using this tool manages to discern useful and accurate information, of which it is not.

Conclution written by Antonio:
With the use of the point of view tool that provides us with design thinking we can raise what the client needs, separating it into a kind of requirements , with the respective why? in a way that is easy and understandable to the naked eye.
The client at the time of the interview showed security and mastery of the subject, answering each of the questions posed by the team.

Conclution written by Joseph
Within the interview conducted, I consider that the information provided to us by the client is useful to develop the system requirements. I consider that posed the answers the user was very successful with the answers and some abstract questions that we had or very generic could be rearranged to be able to have more correct answers by the client and thus avoid repeated answers.
Raised the "Desing Thinking" we come to the conclusion that the tool that can work for us is that of Point of View since it is of a simple scope, with key sentences and thus have in the plans the challenges that are necessary to carry out the system design that the client requires as simple as asking which users will manage the system? What needs are there in customers? And why? they need those functionalities for their system.

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