

# Introduction

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## A0.1 Learning Activity

### Objective

Make the context of the case study, as well as a field interview, and finally consolidate the requirements' information using the "emphasize" phase proposed by the design thinking methodology.



### Instructions

- Based on the provided information by the teacher about design's thinking emphasize phase, develop the indicated activity from the development's section, and if necessary make a brief investigation about **tools to collect information for the customer requirements analysis**.
- Every activity or challenge must be realized using **Markdown style with .md extension** and VSCode development environment, it has to be as a **single page** document, which means if the document has images, links o another external document it must be accesed from tags and links, and must be named with the nomenclature **A0.1\_ActivityName\_StudentName.pdf**.
- As a requirement the .MD file must contain a tag of the link to the repository of your GITHUB document, for example a **Link to my GitHub** and after finishing the task it must be submitted to Github.
- From the **.md** file export a **.pdf** that must be uploaded to Classroom in the corresponding section, serving as evidence of turned in, since being the **official** platform here you will receive the activity's result. Considering that the .PDF file was obtained from the .MD file, both must be identical.
- Your repository, besides containing a **readme.md** inside the root directory containing student's information, team, subject, career, teacher's information, and also a logo or pictures, must contain a section of contents or index, which are **links to your md documents**, try not to use text to indicate internal or external links.
- It's suggested to use a structure similar to the one indicated below, however, you can use any other structure that can help you organize your repository.

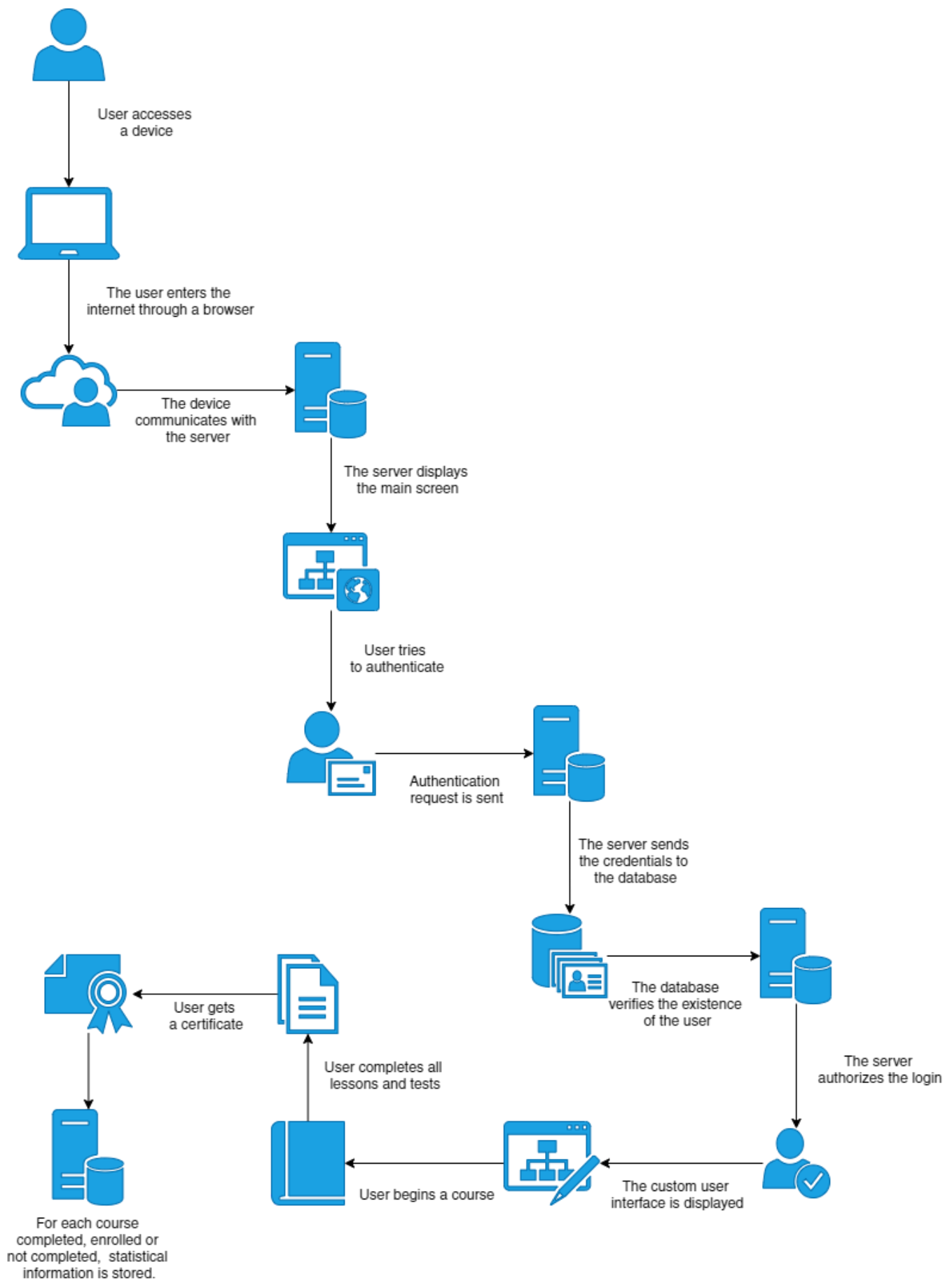
```
| readme.md
| | blog
| | | Cx.1_NombredelaActividad.md
| | | Ax.1_NombredelaActividad.md
| | diagrams
| | docs
| | html
| | img
| | pdf
```



## Development

1. Taking as base the characteristics referred in the case study and the design's thinking proposal, make a context, a listing of at least **15 questions to the client** that can give more detailed information to elaborate the analysis of the requirements about the case study.

### a) *Context*



## b) Interview

1. What data should be requested to complete the registration of a user?
2. From which devices should it be possible to access the platform?
3. Which method do you consider the most effective for password recovery?
4. Who could upload courses to the platform?
5. How would you like to form your established user profile?
6. What categories would you like the platform to have?
7. What kind of support material do you find most useful in a course?
8. How will it be decided if the course was approved?
9. Would you like courses in real time or to be completed at the time you establish?
10. How should the certificate of completion of a course be sent to the user?
11. What information would you like to see from your courses?
12. How long could a certificate last as valid?
13. How long in advance should the expiration of the certificate be notified?
14. How should expiration be notified?
15. How could a certificate be revalidated?
16. Any interface design requirements that should be implemented?

2. Once completed the interview indicated in the previous point, use some of the suggested technics in the design's thinking emphasize phase, you can even use any other tool, technic or artifact to consolidate the collected information from the client and elaborate your **proposal of the business model of the system to be developed.**

# What?

What are they doing?

Enter the platform  
and log in

Show users  
the course catalog

Start a selected course

Use support material  
within the course lessons

# How?

How are they doing it?

Using a company device,  
and the data that the  
company has of  
its employees

Through a previously  
established profile,  
based on their position,  
level or role within  
the company

Registering through the  
catalog and choosing it  
thanks to the information  
that is shown about it,  
such as title, topic,  
description and content

Making use of videos,  
presentations,  
spreadsheets, documents  
and images

# Why?

Why are they doing it that way?

To have a better  
management of the  
users who access,  
and the courses  
they take. In other words,  
greater security

It is intended that the  
user has quick access to  
courses that he can  
or should enlist

The user intends to train  
on this topic and obtain  
the respective certification

Se explicó que estos  
formatos brindarán un  
mejor entendimiento  
y capacitación del tema

Take the course  
evaluation to complete it

It will depend on the  
nature of the  
course, but a passing  
result must be  
obtained in the evaluation

To ensure that the user  
obtained the  
competencies that  
were expected at  
the end of the course

Submit a certification  
of the completed course

Sending the certificate  
to the user in a file  
as soon as they  
complete the course

With the intention that the  
user has a document  
that validates their  
knowledge in that  
course or topic

Notify the next  
expiration of a certificate

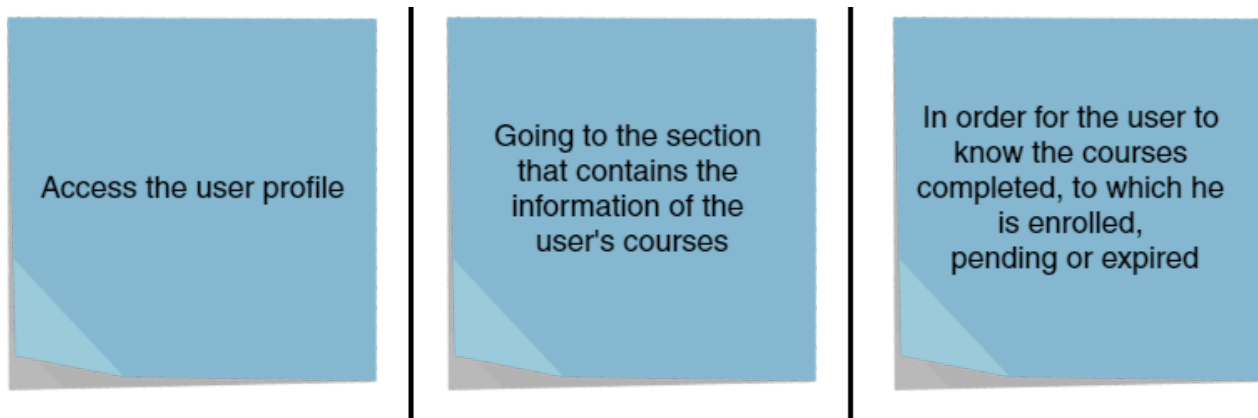
The certificate will expire  
after one year  
and the user will be  
notified two weeks in  
advance by  
the coordinator

So that the user has  
knowledge of the  
expiration, and  
if it is the case,  
revalidate the course

Revalidate a certificate  
that has lost validity

Taking the course again  
if updated, or just  
repeating the  
assessment test

It will depend on the  
nature of the course,  
but it is with the objective  
of keeping users  
updated with their skills



3. Elaborate and expose your document, considering realize the dynamic as it would be done a field job or client site, and expose to the teacher and your classmates.

#### a) *Bañuelos Mendez Jordi's Conclusion*

The developed research, along with the analysis of the case study and the interview, allowed us to have a better understanding of the functions and characteristics that we must consider for the platform; in this case, we must consider exclusive access to the members of the organization, personalize the recommended courses for each user, aspects related to the evaluation and certification, etc. All this to guarantee the security of the company, as well as to ensure the adequate training of the employees in different areas, even after the approval of the course.

#### b) *Castillo Medina Edgar Antonio's Conclusion*

Based on the information collected in the interview and the analysis of those responses, it was concluded that the system must maintain good control of the users' courses and pay full attention to the expiration and revalidation times of the certificates, because try to keep the skills and abilities updated of users is a priority. The company is looking for a platform that provides security and confidence to both coordinators and employees.

#### c) *Villanueva Romero Carlos Daladier's Conclusion*

Using the interview responses as a reference, it can be concluded that the platform must comply with the basic aspects that similar platforms have, with improvements designed for better interaction and understanding by the user, with the objective of a more efficient implementation and renewals of the courses offered, in such a way that the user is aware of which ones are pending as well as those that have finished and which will require revalidation in the near future.

#### d) *Villegas Ramirez Luis Eduardo's Conclusion*

The information collected through the interview has given us a very deep view of how the system should be built in order to offer a complete tool with functional value for the client, from the way a user registers, to the methods of evaluation of a course, for subsequent certification, guaranteeing the qualification of those who take the courses, with a wide variety of categories, functions and tools that, in addition to satisfying customer needs, give us a competitive advantage.



Criteria	Description	Score
Instructions	Is each one of the points indicated in the instructions section fulfilled?	10
Development	Was each one of the points requested within the development of the activity answered?	60
Demostration	Does the student introduce himself during the explanation of the functionality of the activity?	20
Conclusions	Is a personal opinion of the activity included by each of the team members?	10

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