

\* understanding user needs and information Req<sup>m</sup>.

1) Assumptions :-

a) RTO has access to basic Computer system with internet connectivity

b) system can display text, images, & videos.

c) system can interact with database containing RTO information.

2) user needs and Information

\* Learner's license & Applicants

a) Clear instruction on applic<sup>n</sup> process

b) Information on req doc & their formats.

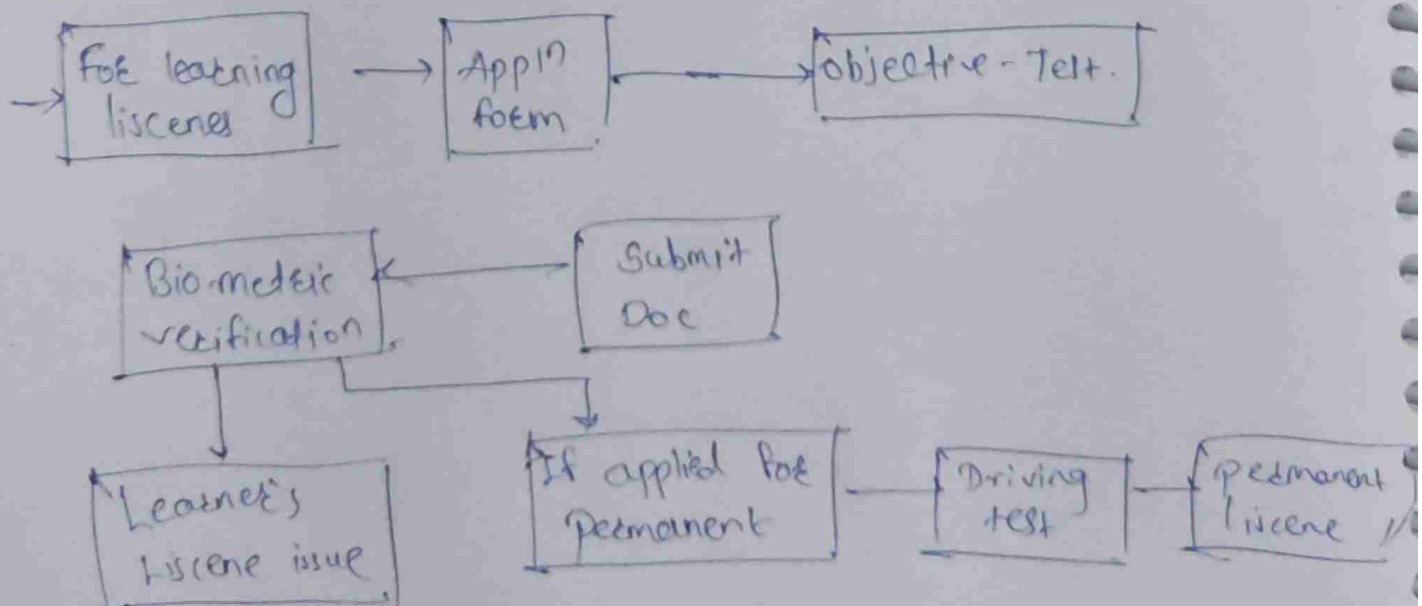
c) Test preparation materials (e.g. sample question)

\* Permanent License Applicant.

a) Information on driving test procedure & criteria

b) Available test dates & booking options.

Sketch :-



### # Scenario 1: Submission of Appl<sup>n</sup>:

Problem: user might be unsure about the required doc or their format.

Sol<sup>n</sup>:

i) Interactive Guide: System could provide a step-by-step guide with visual cues, explaining each document & its format.

ii) Document Scanner: Built-in scanner could allow users to scan their doc directly into system.

### # Scenario 2: Getting License

Problem: user might face long wait times for test results.

Sol<sup>n</sup>:

i) Online Results: System could allow users to check their test results online, eliminating the need for physical visit.

ii) Notification: System could send notification to user when their results are available, improving convenience.

### # Evaluation Criteria:

i) Design is original & visually appealing.

ii) Interface flow is logical & easy to navigate.

iii) System is user-friendly & accessible to individuals of varying technical abilities.