Figure 1.1 – Technique advantages and disadvantages table

Figure 2.1.1 – link to presentation 1

Figure 2.1.2 – Link to presentation 2

Figure 2.2.1 Elicitation presentation 1

Figure 2.2.2 Elicitation presentation 2

Figure 2.2.3 Elicitation presentation 2

Figure 2.2.4 Elicitation presentation 3

Figure 2.3.1.1 RMS comparable systems table

Figure 2.3.2.1.1 Website comparable systems – Whipsnade website page

Figure 2.3.2.1.2 Website comparable systems – Whipsnade attributes table

Figure 2.3.2.2.1 Website comparable systems – Colchester Zoo website page

Figure 2.3.2.2.2 Website comparable systems – Colchester Zoo website page

Figure 2.3.2.2.3 Website comparable systems – Colchester Zoo attributes table

Figure 2.3.2.3.1 Website comparable systems – ZSL London Zoo website page

Figure 2.3.2.3.2 Website comparable systems – ZSL London Zoo attributes table

Figure 2.3.2.4 Website comparable systems – Features table

Figure 2.3.3.1 Kiosk comparable systems - Systems analysis

Figure 2.3.3.2 Kiosk comparable systems - Design comparison

Figure 2.4.1 Visitor Questionnaire - Blank version

Figure 2.4.1 Visitor Questionnaire - Email

Figure 2.4.3 Visitor Questionnaire - Results

Figure 2.4.4 Visitor Questionaire - Analysis

Figure 2.4.5 Animal life cycle

Figure 2.4.6 Existing business limitations table

Figure 2.5.1.1 Accessibility table RMS

Figure 2.5.2.1 Attributes table login table

Figure 2.5.2.2 Animal records table layout

Figure 2.5.2.3.1 Bird attributes table

Figure 2.5.2.3.2 Fish attributes table

Figure 2.5.2.3.3 Reptiles’ amphibians attributes table

Figure 2.5.2.3.4 Mammals attributes table

Figure 2.5.2.3.5 Sponsorship attributes table

Figure 2.5.2.3.6 Membership attributes table

Figure 2.5.2.3.7 Input messages table

Figure 2.5.2.3.8 Animal page attributes table

Figure 2.5.2.3.9 Animal page 2 attributes table

Figure 2.5.3.1 Add new document flowchart

Figure 2.5.3.2 View animal file flow chart

Figure 2.5.4.1 Reset password email

Figure 2.5.4.2 Customer question email

Figure 2.6.1 Accessibility table website

Figure 2.6.2 Becoming a membership flow

Figure 2.6.3.1 Newsletter confirmation sign up

Figure 2.6.3.2 Ticket confirmation email

Figure 2.7.1.1 Payment kiosk flowcharts

Figure 2.7.1.2 Shopping kiosk flowchart

Figure 2.7.1.3 Mobile app flowchart

Figure 2.7.2 Accessibility table

Figure 2.8 Estimated cost calculations