Context of Use analysis form
Version 1.1

Product name and version:	
Version of CoU analysis:	
Date:	
Analysis by:	
Checked by:	

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Indicate if relevant to evaluation

USER Cat. 1

User category name:	Beginner Child

USER ROLE

Direct user	Yes
Indirect user	Yes
Supporting user	No
Monitoring user	No
Other	No

SKILLS & KNOWLEDGE

Education level	Primary level education (reading, clicking…)
Qualifications for job	No qualification needed, beginner must be able to use DE
Training or experience in the **business** processes	Business experience has no sense for that
Linguistic ability	Just basic knowledge, like reading
General computer experience	just using of mouse
Product experience	central system, but no experience of other similar system
Training or experience in **product** use	No training end experience needed
Input Skills	using mouse, keyboard, but no skill otherwise

PHYSICAL ATTRIBUTES

Age	any age, but more likely young
Gender	any Gender
Physical Characteristics	no special physical characteristic

ATTITUDE AND MOTIVATION

Attitude to the job/ task	doubt about job achievement by this mean
Attitude to the product	fear to use a new, unknown system
Attitude to information technology	this kind of user generally afraid and not confident for IT
Attitude to employing organisation	no organisation - no sense for that
Level of motivation to use system	depends on the experience in IT stuff

JOB CHARACTERISTICS

Job Function (title)	-
Job History	-
Hours of Work / Operation	-
Job Flexibility	-
Work Autonomy	-

Indicate if relevant to evaluation

USER Cat.2

User category name:	Advanced (Admin)

USER ROLE

Direct user	yes
Indirect user	Yes maybe affected by admin tasks of other users
Supporting user	yes, can set parameters, install programs, give support…
Monitoring user	
Other	

SKILLS & KNOWLEDGE

Education level	no education required to use the system
Qualifications for job	basic training
Training or experience in the **business** processes	no relevant for our project
Linguistic ability	No special linguistic ability, except knowing how to read / write
General computer experience	previous computing experience probably expected
Product experience	maybe some experience in the system, to be able to use
Training or experience in **product** use	ninimal experience to know what the system is capable of
Input Skills	use of keyboard, mouse, external devices, trackpad, tablet…

PHYSICAL ATTRIBUTES

Age	-
Gender	-
Physical Characteristics	-

ATTITUDE AND MOTIVATION

Attitude to the job/ task	maybe used to more conventional systems
Attitude to the product	may be surprised by different design and aproach on first
Attitude to information technology	regular use
Attitude to employing organisation	not relevant
Level of motivation to use system	quite high because it's a means of acomplishing desired tasks

JOB CHARACTERISTICS

Job Function (title)	no
Job History	
Hours of Work / Operation	
Job Flexibility	
Work Autonomy	

Cut and paste if more than 6 tasks involved - also amend user/task mapping sheet

TASK 1
Task name
Task objective
TASK EXECUTION
    Degree of choice in use of system to carry out task
    Criticality of the task output
    Degree of precision required in output
    Autonomy of user in completing task
    Other execution constraints
TASK FLOW
    Task input / starting condition
    Task output / finishing condition
    Task side effects
    Task dependencies
    Linked tasks
    Task Postponement
TASK DEMAND ON USERS
    Task frequency
    Task duration
    Task flexibility / pacing
    Physical & mental demands
    Complexity as perceived by user
TASK SAFETY
    Safe to operator
    Safe to secondary users
    Implications for immediate informational environment
    Implications for wider informational environment

Indicate if relevant to evaluation

TASK 2
Task name
Task objective
TASK EXECUTION
    Degree of choice in use of system to carry out task
    Criticality of the task output
    Degree of precision required in output
    Autonomy of user in completing task
    Other execution constraints
TASK FLOW
    Task input / starting condition
    Task output / finishing condition
    Task side effects
    Task dependencies
    Linked tasks
    Task Postponement
TASK DEMAND ON USERS
    Task frequency
    Task duration
    Task flexibility / pacing
    Physical & mental demands
    Complexity as perceived by user
TASK SAFETY
    Safe to operator
    Safe to secondary users
    Implications for immediate informational environment
    Implications for wider informational environment

Indicate if relevant to evaluation

TASK 3
Task name
Task objective
TASK EXECUTION
    Degree of choice in use of system to carry out task
    Criticality of the task output
    Degree of precision required in output
    Autonomy of user in completing task
    Other execution constraints
TASK FLOW
    Task input / starting condition
    Task output / finishing condition
    Task side effects
    Task dependencies
    Linked tasks
    Task Postponement
TASK DEMAND ON USERS
    Task frequency
    Task duration
    Task flexibility / pacing
    Physical & mental demands
    Complexity as perceived by user
TASK SAFETY
    Safe to operator
    Safe to secondary users
    Implications for immediate informational environment
    Implications for wider informational environment

Indicate if relevant to evaluation

TASK 4
Task name
Task objective
TASK EXECUTION
    Degree of choice in use of system to carry out task
    Criticality of the task output
    Degree of precision required in output
    Autonomy of user in completing task
    Other execution constraints
TASK FLOW
    Task input / starting condition
    Task output / finishing condition
    Task side effects
    Task dependencies
    Linked tasks
    Task Postponement
TASK DEMAND ON USERS
    Task frequency
    Task duration
    Task flexibility / pacing
    Physical & mental demands
    Complexity as perceived by user
TASK SAFETY
    Safe to operator
    Safe to secondary users
    Implications for immediate informational environment
    Implications for wider informational environment

Indicate if relevant to evaluation

TASK 5
Task name
Task objective
TASK EXECUTION
    Degree of choice in use of system to carry out task
    Criticality of the task output
    Degree of precision required in output
    Autonomy of user in completing task
    Other execution constraints
TASK FLOW
    Task input / starting condition
    Task output / finishing condition
    Task side effects
    Task dependencies
    Linked tasks
    Task Postponement
TASK DEMAND ON USERS
    Task frequency
    Task duration
    Task flexibility / pacing
    Physical & mental demands
    Complexity as perceived by user
TASK SAFETY
    Safe to operator
    Safe to secondary users
    Implications for immediate informational environment
    Implications for wider informational environment

Indicate if relevant to evaluation

TASK 6
Task name
Task objective
TASK EXECUTION
    Degree of choice in use of system to carry out task
    Criticality of the task output
    Degree of precision required in output
    Autonomy of user in completing task
    Other execution constraints
TASK FLOW
    Task input / starting condition
    Task output / finishing condition
    Task side effects
    Task dependencies
    Linked tasks
    Task Postponement
TASK DEMAND ON USERS
    Task frequency
    Task duration
    Task flexibility / pacing
    Physical & mental demands
    Complexity as perceived by user
TASK SAFETY
    Safe to operator
    Safe to secondary users
    Implications for immediate informational environment
    Implications for wider informational environment

Indicate if relevant to evaluation

User / Task mapping

Tasks:	1	2	3	4	5	6		Environments
User types:	0	0	0	0	0	0		
1 Beginner Child	**Standard**							Standard
2 Advanced (Admin)								0
3								0
4								
5								
6								

Indicate if relevant to evaluation

ENVIRONMENT 1
  Name for Environment | Standard
  SOCIAL
    Multi / single user environment
    Assistance available (eg help desk)
    Interruptions
  ORGANISATIONAL
    policy
    aims
    culture
    procedures
    mode of communication
    User monitoring in progress
    Feedback on job given
  TECHNICAL
    Standalone / networked
    (Supporting) software required
    Hardware required
    Additional hardware / software resources required
    Type of network connection required
  PHYSICAL
    Standard Office
    Laboratory or training class
    Home / Informal
    Kiosk
    Other: specify
      Location
      Auditory Environment
      Thermal Environment
      Visual Environment
      Stability of Environment
      Posture required of user
      Necessary furniture / resources
      Amount of available space
      Health hazards
      Protective clothing needed

Indicate if relevant to evaluation

ENVIRONMENT 2
  Name for Environment
  SOCIAL
    Multi / single user environment
    Assistance available (eg help desk)
    Interruptions
  ORGANISATIONAL
    policy
    aims
    culture
    procedures
    mode of communication
    User monitoring in progress
    Feedback on job given
  TECHNICAL
    Standalone / networked
    (Supporting) software required
    Hardware required
    Additional hardware / software resources required
    Type of network connection required
  PHYSICAL
    Standard Office
    Laboratory or training class
    Home / Informal
    Kiosk
    Other: specify
      Location
      Auditory Environment
      Thermal Environment
      Visual Environment
      Stability of Environment
      Posture required of user
      Necessary furniture / resources
      Amount of available space
      Health hazards
      Protective clothing needed

Indicate if relevant to evaluation

ENVIRONMENT 3
  Name for Environment
  SOCIAL
    Multi / single user environment
    Assistance available (eg help desk)
    Interruptions
  ORGANISATIONAL
    policy
    aims
    culture
    procedures
    mode of communication
    User monitoring in progress
    Feedback on job given
  TECHNICAL
    Standalone / networked
    (Supporting) software required
    Hardware required
    Additional hardware / software resources required
    Type of network connection required
  PHYSICAL
    Standard Office
    Laboratory or training class
    Home / Informal
    Kiosk
    Other: specify
      Location
      Auditory Environment
      Thermal Environment
      Visual Environment
      Stability of Environment
      Posture required of user
      Necessary furniture / resources
      Amount of available space
      Health hazards
      Protective clothing needed