
Lesson 1

Who are the users?

• Group 6 •

CCU 2015/2016

1. Stakeholders

Whoever is involved in the development of the product.
There are several types of stakeholders with varying degrees of influence on the final result.

Base stakeholders

End-users
and managers

Clients

Target audience for the direct interaction of this product

- Elderly people
 - Elderly care volunteers
 - Nursing home staff
 - Relatives
-

Base stakeholders

End-users
and managers

Suppliers

Entities accountable for providing services to the clients

- HR companies
 - Medical institutions
-

Satellite stakeholders

Who indirectly benefits from
this project

- Medical staff
- Webmaster
- Social Manager keeper

2. User Profiles

For each relevant stakeholder, we should define relevant traits that will help us meet our users needs.

Characteristics

Interests

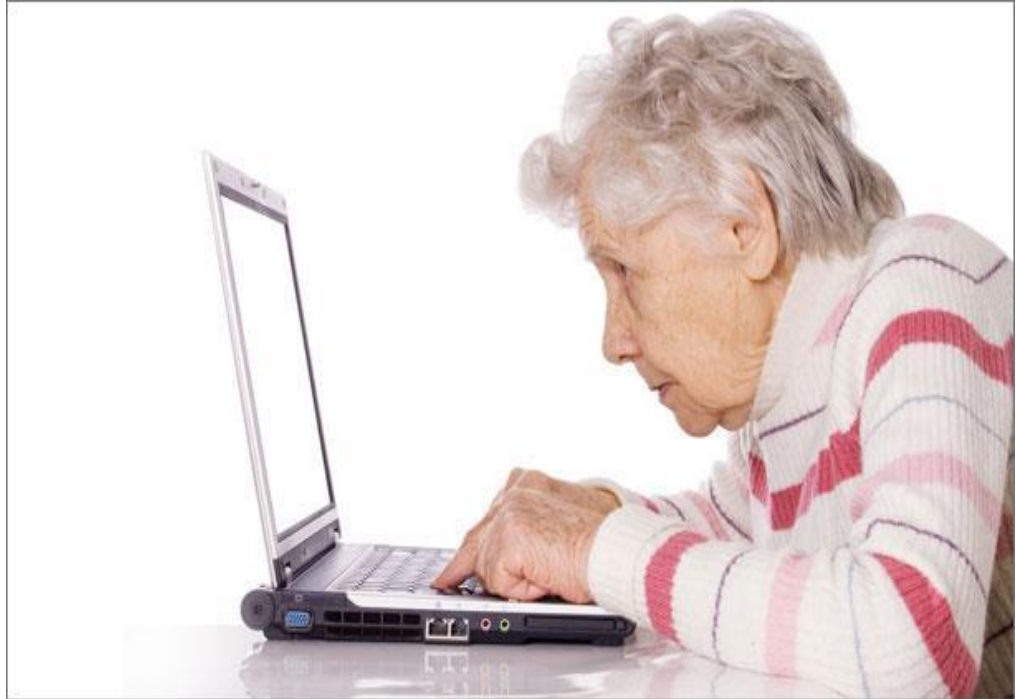
Making its job easier

Needs

a fail proof platform

Limitations

???



Elderly People

Characteristics

- Age factor
 - Basic literacy qualifications
 - Early contact with technology
 - Physiological adaptation
 - Mental capacity
 - Reduced mobility
 - Impaired vision or hearing
 - Communication with relatives
 - Health status
 - Dependant on a third-party
-

Elderly care volunteers

Characteristics

- Easy to adapt to technologies
 - Patience in helping
 - Education responsible for technology
 - Responsible for basic technical support
 - Responsible for hiring advanced technical support
-

Nursing home staff

Characteristics

- The nursing home staff will be a key element as they are aware of the elderly's needs

Relatives

Characteristics

- Provide characteristics about the elderly person
- Warns all the hazard situation in which the elderly person might get into, due to their special condition

3. Focus Group

We chose this group of stakeholders...

Elderly people

The product is aimed mainly towards this group of people.

Nursing home employees

Provide personal care or any kind of assistance in need for the elderly.

Relatives

Can aid in over-complex tasks and operate the application with ease.
Possible remote vigilance.