

No	Chapter name	Description of chapter content
1	Introduction	Short description of the document; Contents; Reason and purpose of the document; Text can be very generic and reusable but delivers a good starting point if someone reads the document for the first time.
2	Usage context	<p>The usage context is a plausible description of the environment and situation based on a coherent set of assumptions. Describes the 95% case when the system will be used. The usage context does not include specific solutions.</p> <p>Usage context is elicited during the workshop when discussing end user characteristics / personas (see Fehler! Verweisquelle konnte nicht gefunden werden.), the as-is situation (see Fehler! Verweisquelle konnte nicht gefunden werden.) and to-be situation (Fehler! Verweisquelle konnte nicht gefunden werden.).</p>
3	Stakeholders and goals	<p>Short description of involved stakeholders and their role and goals.</p> <p>Derives directly from the given template (Fehler! Verweisquelle konnte nicht gefunden werden.) – might be extended by additional information from clarifying talks.</p>
4	User persona	<p>Description of the user persona, if more than one typical user role is available – each user role should be represented by one user persona.</p> <p>Derives directly from the information elicited in the given template (Fehler! Verweisquelle konnte nicht gefunden werden.). It is recommended to use a more illustrative representation as shown in the example chapter (see Fehler! Verweisquelle konnte nicht gefunden werden.). You can find templates that you can use and/or adapt.</p>
5	As-is situation	<p>Detailed and complete description of the actual situation. Often in scenarios might also include actual problems. No solution concepts. Description from user perspective mandatory.</p> <p>Derives from elicited information using the given template (Fehler! Verweisquelle konnte nicht gefunden werden.). It is useful to instantiate the more broad general usage context elicited in the workshop for every concrete situation in detail to capture the specific detailed usage context for every situation.</p>
6	Problems in as-is situation	<p>Problems discovered during analysis of as-is situation are listed explicitly in this chapter.</p> <p>It is sufficient to simply list them. However, they might be structured according to specific stakeholder problems if applicable.</p>

8	To-be situation	<p>Complete descriptions of the to-be situation including usage of the upcoming system. Description of all different usage scenarios. Already embedding of possible solution concepts. Description from user perspective mandatory.</p> <p>Derives from elicited information using the given template (Fehler! Verweisquelle konnte nicht gefunden werden.). Again instantiate the more broad general usage context elicited in the workshop for every concrete situation in detail. If it turns out that there are more than 4 completely different usage contexts within on single app the interaction designer should discuss with the project management if this should really be one single app – or if a portfolio with different apps for completely different usage context might be more suitable.</p>
9	Main system functions	<p>Complete description of system functions using the proposed template (see Fehler! Verweisquelle konnte nicht gefunden werden.). One key solution concept can be realized by more than one system function. This step is important for preparing the app development and the actual interaction design. At this point in time main system functions should be seen as a high level description of the actual systems' functionality.</p>
10	Constraints	<p>Constraints sections should be subdivided into technical constraints and project constraints.</p> <p>Technical constraints (e.g. selected device, device properties, given technical environment (backend systems) or procedures, UI guidelines) usually derive from overview talks with business experts, developers, architects and as-is descriptions. In case of disagreement - project management has to decide which way to go. In case of constraints there is often no right or wrong and both positions usually have good reasons for their opinions. Nevertheless constraints are limiting the opportunities and flexibility of the interaction concept.</p> <p>Project constraints (e.g. time restrictions; budget; legal constraints, number of planned increments) set the boundary for project conduction and often limit available resources and realization opportunities.</p> <p>Both technical and project constraints might be extended afterwards based on additional input from other project stakeholders.</p>
11	Next steps	<p>Documentation of upcoming activities and responsible persons derived from the wrap-up session at the end of the workshop.</p>

Expected Outcomes	
relevant stakeholders, their roles in the project and their goals	
characteristics of end users	
as-is situations and current problems	
to-be situations including activities that require mobile support	
usage context	
main system functions	

Agenda	
Elicit information about involved stakeholders (including their roles and goals) and end user characteristics	
Elicit as-is situations and current problems	
Break	
Elicit to-be situations including mobile activities and information about usage context	
Elicit main system functions	
Wrap-up and next steps	