Workshop 22.04.2016

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TODOs:

- [x] in this workshop, each group should be represented by 2 (max 3) people
- [x] from these participants, each group should decide who "moderates" the workshop (i.e., asks questions) and who should take notes about the discussions
- [x] to prepare the questions, you should look at the **descriptions** in the **document** that Christian referenced below
- [x] Besides that you should also **collect** any **questions** that you would like to clarify with the customer
- [ ] I also recommend that one of the notes taker documents discussion results (stichpunktartig) on flip chart paper during the workshop (according to the templates provided in the document) so that it is visible to all participants

Outline of the Workshop, some thoughts,...

Agenda	Time
Elicit information about involved stakeholders (including their roles and goals) and end user characteristics	30 mins
Elicit as-is situations and current problems	20 mins
Break	10 mins
Elicit to-be situations including mobile activities and information about usage context	30 mins
Elicit main system functions	30 mins
Wrap-up and next steps	10 mins

/// Notes begin:

Licenses of the open source components.

Stakeholders:

- Bus driver - anybody can act as driver
- Citizen
  - Mobility, take the goods
  - Target group: seniors, retired..
  - Spend some time by drinking coffee,...
  - No experts
- Developers
- Admins, like Malte,...

Summary:

- Organization / Boss of the driver
  - Add routes, optimization,
  - Times for extra bus, **most crowded locations**,...

Persona:

Male/female....

As-is situation:

- Fixed schedule, there are delays...
- The bus driver can be called..
- Busses are empty

Current problems:

- Delays, no real-time information about these
- Citizens cannot come as fast as they want
- Bus does not wait..

To-be situation:

- Online monitoring of the bus position, prediction of the route
- Self explaining app
- Provide some usage info from the citizen application.
- Be able to order the bus
- The connection might not be available all the time
- Route definitions.
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- Static route, digitalization of the bus only in the 1st iteration.
- See the different routes
- Selection of the community
- Position
- Estimated arrival time for all the stops along the route.. When requested then the location applies.
- Request stop /2
- Reservation - large goods carrying /5
- Request support for shopping /5
- Way back.. / scheduling
- Request stops for another people.. /2
- If requested, notify the user about the changes in the schedule.
- Show the number of free seats..
- Peak users count: 100
- Line number/color, picture of the bus
- Last position of the bus

- Predefined route in the 1st iteration

Main system functions:

- Show route
- Login at least for the bus driver
- Localization

Next steps:

- Bla

// My preps:

Questions:

Stakeholders:

Are there any other stakeholders? Like some "manager of the bus" - person responsible for the bus project?

As-is situation:

I think, this is clear so far.

Current problems:

- Are there any other problems besides: Delays, no real-time information about these

To-be situation:

w.r.t citizen application

- This one is related to the stakehodlers part - e.g. is it required to gather some historical data and provide some reports to the person responsible for the project?
- Should the citizen be notified about the real-time changes in the schedule? Some sort of push notifications.
- Should the citizens be able to "oder the bus"?

w.r.t. bus application

- Should the bus driver monitor the number of persons in the bus?

Main system functions:

w.r.t. citizen app

- Display the current schedule
- Register for updates about the favourite bus stop/location
- Tell the driver throught the app, that he want's to join the bus

w.r.t. bus app

- Push the actual position //automatic
- (push the actual number of people in the bus/provide the information about the zugestiegene people)

Next steps:

- Bla

Cheatsheet - tables for the different TORE levels.

Stakeholders:

Stakeholder Name	Stakeholder Role	Stakeholder Main Goals
Name	Role regarding the upcoming software system	2-3 main goals of the stakeholder group

As-is:

Item	Description
Context	Context that leads to the fulfillment of the actual as-is scenario
Precondition	Precondition for scenario conduction
Step 1-N	Steps that are performed including occurring problems per step
Postcondition	State that is achieved after the scenario

To-be:

Item	Description
Context	Describes the context that leads to the actual scenario – this can be the general usage context. Usually the overall situation has one general usage context and several tasks that are performed within the same context.
Precondition	Precondition for scenario conduction
Step 1-N (☎)	Steps that are performed – mark steps that are performed using the mobile device
Postcondition	State that is achieved after the scenario

- **Human Activities**: steps that are only performed by humans
- **Human-System Activities**: steps that are only performed by humans with system support
- **System Activities**: steps that are automatically performed by the system
- **System-System Activities**: steps that are performed by the system with support from external systems

System functions description:

Item	Description
ID	Unique identifier of the system function
Name	Name of the system function
Input Data	Data, that is entered into the system
Precondition	System precondition
Description	Step by step description of systems' activities
Exception	Exceptions that might occur during the system functions
Business rules	Business rules that set constraints for the system function
Quality requirements	Quality requirements for the system function
Output data	Data, the system sends to the user(s) or other systems
Postcondition(s)	System postcondition(s)

Scenarios:

Personas:

Item	Description
Name	Concrete name of the persona
Picture	Concrete picture of the persona (can be taken from internal photo database)
Role	Role of the persona
Tagline	One sentence conclusion that represents the personas personality
Demographic data	Age, job position
Core characteristics	Core characteristics that helps to construct the personas personality
Core goals	Core goals of the persona to be accomplished
Typical challenges	Typical challenges of the persona while trying to achieve the core goals during work
Singularities	Special characteristics of the persona that differentiates him/her from other employees
Working situation	General working context of the persona (stress level, shift duration, tasks, etc.)
Working place	Distribution of work locations (e.g. 30% office, 70% on the road)
Expertise	General expertise of the persona according to software, IT
Main tasks with the system support	Main tasks, the persona will have to perform with the system
Most important tasks	Most important tasks the persona has to perform with or without system support
Least important tasks	Least important tasks the persona has to perform with or without system support
Miscellaneous	Miscellaneous information that helps make the persona alive (e.g. persona is an enthusiastic hobby pilot)
Prospective concrete usage context	Information about the context in which your system will typically be used. This might include information about locations of the user, physical environment (e.g. day times, lightning conditions), computing environment (e.g. devices, network capacities) etc.