# Activity i - Reflective review of analysis tools

In order to complete this activity you need to look at the 17 techniques in the Gaining Understanding document in the section **i+ii Define Requirements** of the module. For each case study, decide which five in order of priority (1st – 5th) techniques you would use to give you the most useful information to create the required software/system development. Reflect upon your selection and indicate why it was the most appropriate for the case study. The reflection could be about, the information and knowledge you would expect to acquire from its use.

## Form - Reflective review of analysis tools submission

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| 1. BBQ boss are currently using JustEat as a method of advertising their menu, taking orders, and scheduling deliveries. JustEat has a one off set up fee, a monthly continuation use fee, and a fee of 4% commission on each sale, after the merchant account costs. How would you find BBQ Boss an alternative solution? | | | | | | | | | | | | | | | | | |
|  | 1-Undertake in-depth interviews with users | 2-Map existing user journeys | 3-Engage Stake holders | 4-Talk to experts | 5-Find out what end users think | 6-Interview end users in context | 7-Ad hoc interviews | 8-Immerse team in environment | 9-Deploy cultural probes | 10-Survey the field as it stands | 11-Investigate how other people have approached related problems | 12-Go on a service safari | 13-Engage with extreme users | 14-Create a day in the life | 15-Personas | 16-Map user lifecycle | 17-Actor and factor maps |
| **1-5** |  |  |  | 1 |  | 5 | 4 |  |  |  | 2 |  | 3 |  |  |  |  |
| I have chosen these priorities because they match with the context of the case study for BBQ boss. I have chosen number 4 as the number one priority because it helps BBQ boss obtain information on how it can enhance their current research in finding a new solution. The experts will give a ‘sector perspective’ which can help BBQ boss gain valuable insights. In addition, number 11 was chosen as number 2 because it can help BBQ boss see what other solution were sought out and outcomes were provided. | | | | | | | | | | | | | | | | | |

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| 1. The Crumlin Navigation want to charge for parking in an open field. How would you consider a solution for them? | | | | | | | | | | | | | | | | | |
|  | 1-Undertake in-depth interviews with users | 2-Map existing user journeys | 3-Engage Stake holders | 4-Talk to experts | 5-Find out what end users think | 6-Interview end users in context | 7-Ad hoc interviews | 8-Immerse team in environment | 9-Deploy cultural probes | 10-Survey the field as it stands | 11-Investigate how other people have approached related problems | 12-Go on a service safari | 13-Engage with extreme users | 14-Create a day in the life | 15-Personas | 16-Map user lifecycle | 17-Actor and factor maps |
| **1-5** |  |  | 3 |  | 5 | 1 |  |  |  | 4 |  |  |  |  |  | 2 |  |
| I have chosen these because number 6 can help the organisation obtain more in depth information and personal opinions of end users. Which they can use to see how often they would use it and how much they would be willing to pay for park. And I have chosen number 3 because it can help the Crumlin Navigation see the environmental affects and to see who gets affected when the decision has been made for the open field car park. | | | | | | | | | | | | | | | | | |
| 1. C:\Users\Nigel\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\AE48026D.tmpIn 2005 McDonalds UK approached you to create a Point of Sales system. How would you go about consider a solution for them? | | | | | | | | | | | | | | | | | |
|  | 1-Undertake in-depth interviews with users | 2-Map existing user journeys | 3-Engage Stake holders | 4-Talk to experts | 5-Find out what end users think | 6-Interview end users in context | 7-Ad hoc interviews | 8-Immerse team in environment | 9-Deploy cultural probes | 10-Survey the field as it stands | 11-Investigate how other people have approached related problems | 12-Go on a service safari | 13-Engage with extreme users | 14-Create a day in the life | 15-Personas | 16-Map user lifecycle | 17-Actor and factor maps |
| **1-5** |  |  |  | 3 | 5 | 2 |  |  |  | 1 |  |  |  |  | 4 |  |  |
| I have chosen number 10 as the number 1 priority as it can help see what other POS system are working and how it can adapt to McDonalds’ environment. Furthermore, number 4 was chosen because I would then use the research obtained from number 10 and discuss it with experts to see what will work and what will not. | | | | | | | | | | | | | | | | | |

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| 1. A group of Psychiatrists wish to identify when their patients are entering into an acute state, monitor the situation, and under certain conditions provide information to them. How would you determine a solution for them? | | | | | | | | | | | | | | | | | |
|  | 1-Undertake in-depth interviews with users | 2-Map existing user journeys | 3-Engage Stake holders | 4-Talk to experts | 5-Find out what end users think | 6-Interview end users in context | 7-Ad hoc interviews | 8-Immerse team in environment | 9-Deploy cultural probes | 10-Survey the field as it stands | 11-Investigate how other people have approached related problems | 12-Go on a service safari | 13-Engage with extreme users | 14-Create a day in the life | 15-Personas | 16-Map user lifecycle | 17-Actor and factor maps |
| **1-5** |  |  |  | 1 |  | 4 | 3 |  |  |  | 2 |  |  |  | 5 |  |  |
| I have chosen number 4 as the first priority because gaining insight from experts can help psychiatrists find the solution and help get a better understanding of the patients. And number 11 was important because it can help psychiatrists see what others went though and how they found a way to deal with the problem that the patients are going through. | | | | | | | | | | | | | | | | | |

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| 1. A client has approached you to create a full-featured Amazon Alexa voice assistant app that can show you things. How would you determine a solution for them? | | | | | | | | | | | | | | | | | |
|  | 1-Undertake in-depth interviews with users | 2-Map existing user journeys | 3-Engage Stake holders | 4-Talk to experts | 5-Find out what end users think | 6-Interview end users in context | 7-Ad hoc interviews | 8-Immerse team in environment | 9-Deploy cultural probes | 10-Survey the field as it stands | 11-Investigate how other people have approached related problems | 12-Go on a service safari | 13-Engage with extreme users | 14-Create a day in the life | 15-Personas | 16-Map user lifecycle | 17-Actor and factor maps |
| **1-5** | 1 | 2 |  |  | 5 |  |  |  |  |  | 3 |  |  |  | 4 |  |  |
| I have chosen number 1 chosen as the first priority because going in depth interviews can give feedback of what the needs and wants of the clients are. Moreover, I have chosen number 5 because By sending out beta versions of the app can help gain and find out what the user thinks about it and how it can be improved on for future uses which can benefit the client. | | | | | | | | | | | | | | | | | |