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| Human computer interaction |
| Semitag - Requierements Document |
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| The goal of this project is to put in practice the User Centered Design method for designing interactive computer applications. |

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# Reason and Motivation (Andon)

Provide to a user an easy way to find the path to go from one starting point to a destination point using the semitag network (buses, tramways, trains).

# Targeted user-base

## General description (Tigran)

Public transportation is used mostly by people who doesn’t have a care or who live in the town. To maximize our users, we decide to focus on 3 different personas.

The student is the most important user of the transport network. It uses every day to make the same path and doesn’t know the city when he/she arrives from another city. The tool will provider them a fast way to find their way to any place without knowing anything about the network.

The housewife knows the town well but she has appointments all around the city and cannot be late because she has to respect her planning. The tool will provide the optimal path to go somewhere.

And to finish a busy man who just find a job in the town. The tool will provide him the last buses available so he can spend more time at work and do not miss the last transport.

## Personas (Tigran)

### The young girl Emma

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| --- | --- | --- | --- |
| **Emma. K** | |  | | --- | | Student in a Business school, she loves to travel and would like to build an international career after her studies.  Autonomous, she always tries to figure out a solution before to ask any help.  Studying in another city, she uses internet to talk to her parents and for academic researches. | | **Key Attribute**   * **Spontaneous, always motivated to move out and have fun.** * **Doesn’t have a lot of money.** * **Autonomous.** * **Doesn’t like slow people.** |
| “Visit all continents once in a life is what each human should reach” |

### The housewife Pascale

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| --- | --- | --- | --- |
| **Pascale. L** | |  | | --- | | Housewife, she raised 3 children well. Use internet all the day when she is not cooking or cleaning the home.  Go out occasionally to visit a friend, take care of some administrative or medical paper. She is the spine of the family. | | **Key Attribute**   * **Hates to be late** * **Has an accurate schedule** * **Do things efficiently** |
| “Only my family matter, the rest can always wait” |

### The busy man Lucas

|  |  |  |  |
| --- | --- | --- | --- |
| **Lucas. T** | |  | | --- | | After his studies, Lucas joins a small company situated in the town. Working as director assistant since 3 years, he has a lot of work.  Uses internet to make purchases, do banking or find cheap flights for holidays. | | **Key Attribute**   * **Motivated by his job** * **Single** * **Comfortable managing money** |
| “The main objective is to prevent the other to make money” |

# Functional Requirements

## User input collection (Tigran)

The questionnaire was made by a phone interview.

E.G. Annexes Questionnaire

## Analysis (Tigran)

It came out from interviews that the search path is used for rare occasions (8/10). They prefer to use the map conjunct to the timetables instead of the tool. 6/10 people think that it is even faster to do like that because the tool provide only one answer without any view on the map or alternative paths.

1/10 like the tool because it is complete, but regrets that it is very painful to go throw all the windows to find an easy answer.

2/10 complains about the fact that the tool answers don’t take into account the disturbance of the network (strikes, snow, technical difficulties…). Another 2/10 people complain about the error management (E.g. all stations from the network are returned in to a drop list if the station cannot be found)

## Use cases (Andon)



## Scenarios (Andon)

### Emma’s scenario

One of Emma’s friends just called her and invited her to attend a pillow party (as the parents are out of town). However, her friend’s is a bit far, and Emma doesn’t know that area of the city very well. Since she is already a bit late, she wants to go there as fast and soon as possible. She would like to know the earliest available public transportation itinerary to go from the bus station in front of her house, to her friend’s address. A little over 12 hours later, the party is over, and now Emma would like to go back home. Unfortunately, it turns out that for some reason she has trouble remembering at which station she had to take the bus, and the bus number as well for that matter! Hence she would like to do the opposite of what she did when she came to her friends’. Namely find the itinerary between her friend’s address and the station in front of her house.

### Lucas’s scenario

Today was a day like any other at the end of January for Lucas. Daylight had long waned and the bone chilling wind was howling furiously under the full moon. He had worked hard all day on the multi-million contract on which the future of the company depended and was hopelessly tired: it was time to think going back home. Were it up to him, he would have done so ages ago; however, he had some very urgent work to finish, which he estimated would take him about an hour. Usually not staying at work so late, he wanted to know how to get from the station next to his office to the station near his house as fast as possible in an hour time.

### Pascale’s scenario

Pascale has an appointment with her oncologist this afternoon. Usually she goes to the hospital on foot, bus she has started feeling the weight of all her years and she is too tired to walk today. Since she does not own a car, she has the idea to take the bus. Unfortunately, she doesn’t really know the network at all and she would like to know what itinerary she has to take between her address and the hospital’s address. Since her meeting is at 15:00 she would really like to be able to specify she wants to arrive at 14:50.

# Quality requirements (Andon)

Info perturbations/ meilleures infos

Trop d’étapes

# Annexes

## Questionnaire

* General
  + In which context do you use the services provided by the SEMITAG?

Dans quel cadre utilisez-vous le service proposé par le réseau SEMITAG?

* + How frequently do you use their services?

A quelle fréquence utilisez-vous leurs services?

* Internet
  + Do you use the web site?

Est-ce que utilisez-vous le site internet?

* + Which of them do you use?

Quel service du site utilisez-vous?

* + Do you know the path search?

Connaissez-vous la recherche d’itinéraire?

* + Are you satisfied by this feature?

Êtes-vous satisfait de cette fonction?

* + What do you do not like?

Qu’est ce qui ne vous plait pas?

* + What do you like ?

Qu’est-ce que vous plait?

* Other
  + Do you want to add something?

Voulez-vous ajouter quelque chose?