1. The online driver’s license booking system.
2. To identify the needs of the users, observation and questionnaires were used to gather data in the most efficient way.

To get a true feel and texture of the system the traffic department uses to manage bookings, we did a direct on the field observation of the system. This is a technique where the interaction designer interacts with system itself, gathering information that would be difficult to obtain had a different technique been used.

Using this technique we discovered that the booking process is a long, time consuming process; where patrons can spend up to 8 hours moving from counter to counter in the traffic department. In some municipalities only a certain number of applications is taken per day (which is the maximum number of applications they can process per day, before the offices close), in these cases patrons have to wake up as early as 3 am in the morning just to make the cut. This system has also opened a window for corruption, where corrupt officials book applicants in exchange for money.

Now to subtend the findings above and to give more meaning to the findings, questionnaires were used to follow-up the findings. Questionnaires are a way of gathering data from a large base of users. We considered questionnaires as they are easy to fill, straight-forward and require less effort to fill.

User’s needs

* A less time consuming system to forward applications.
* A system that is accessible through a mobile device from home.
* A system that can be able to scale up and process many applications at a time.
* Users want a system that will allow them to book for lessons at any time of the day.
* An automated system that will minimise human intervention (from the side of the officials) so as to minimize chances of corruption.