ECPI University Rafat Khandaker

CIS228 09/02/2018

# Unit 1 Graded Exercise 1: Classification of End Users

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| User | Environment | Skill Level | Frequency | Software use | Features use | Relationship |
| Bert | Bert is a common home user | Bert is a novice user to skype | Bert uses skype daily | Skype commercial or home edition | Bert is using basic function of skype: either skype calling or video | Bert would be considered an external customer |
| Bruce | Bruce is a professional user or contractor for a Business | Bruce may be a professional-skilled user with certain software products but may be a novice with technical understanding of software. | Bruce may be using his UX designer software frequently. He may need to address frequent attention to support his work | **Normal Business:**  Microsoft Office 365 for business,  **Expertise:**  Figma, Nijamock for UX design & Camtasia, photoshop for other feature design. | Bruce is using the business functionality of Microsoft office to communicate with his peers or provide documentation for his work.  He is using special professional edition of UX designer software for his work | Bruce may be considered an internal business user. |
| Shelly | Shelly is a normal Business user | Shelly is a business skilled user, she is familiar with using the software products on a business organizational level but may not understand the technical configuration or settings of the technology. | Shelly needs frequent access to her software products for business use, organize daily meetings & maintain the flow of her work. About Multiple times per day. | **Business- organized Applications:**  Zoom, GoToMeeting, Cisco Jabber & WebEx | Shelly uses her applications as a business user with privileges to organize meetings & events. She may have special permissions for her work as well. | Shelly would be considered an internal business user with special privileges. |
| Randy | Randy is a professional, senior attorney with 35 years of experience. He would be considered a professional user | Randy may be familiar with many features of the application or software he is constantly engaged with. He may have experience over the years, with prior help desk issues. Randy may not have privilege, permission or understanding of technical challenges with software problems. | Randy is a consistent user of the software in his profession. | **Business-Professional:**  Contract Insight & Concord | Randy uses his software to conduct business, create legal paperwork & contracts. He may be a business-professional user | Depending on the software, Randy may be considered a business-professional user that act as an external – business client for the software. |
| Jack | Jack is a student user | Jack is a novice that is learning about chemistry, he may have some understanding of technology from his student activities. | Jack may need frequent use of his software during school hours | **Student User:**  School sponsored cloud storage, data analytical software: Python & Anaconda | Jack is using his software as a normal or restricted student user, pertaining to his responsibilities. | Jack is an internal student user. He is part of the organization but he is also act as a client for the organization. |