

USER WORK ROLE MODEL

The MUTTS ticket seller who helps customers buy tickets does entirely different tasks with the system than, say, the event manager who, behind the scenes, enters entertainment event information into the system so that tickets can be offered, purchased, and printed. Many people can play the same work role.

For example, all cashiers at a bank might fall under the same work role, even though they are different people.

A work role can:

- Involve system usage or not.
- Be internal or external to the organization, as long as the job entails participation in the work practice of the organization.

As an example of what kind of raw data to look for in usage research data, any information about the “ticket buyer” in the Ticket Kiosk System should be merged into that user work role model.

FLOW MODEL

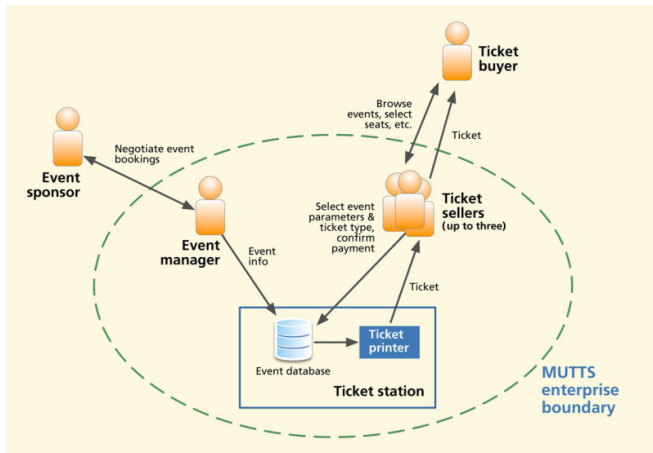


Fig. 9-2
Simple early flow model for the existing MUTTS.

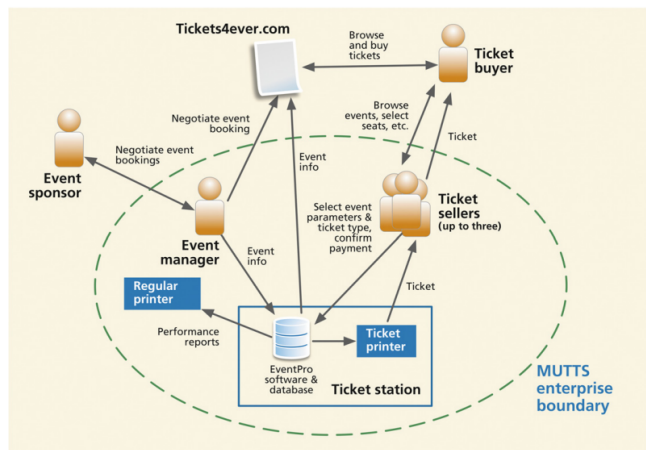


Fig. 9-3
A further step of the flow model sketch of the MUTTS system, showing Tickets4ever.com as a node.

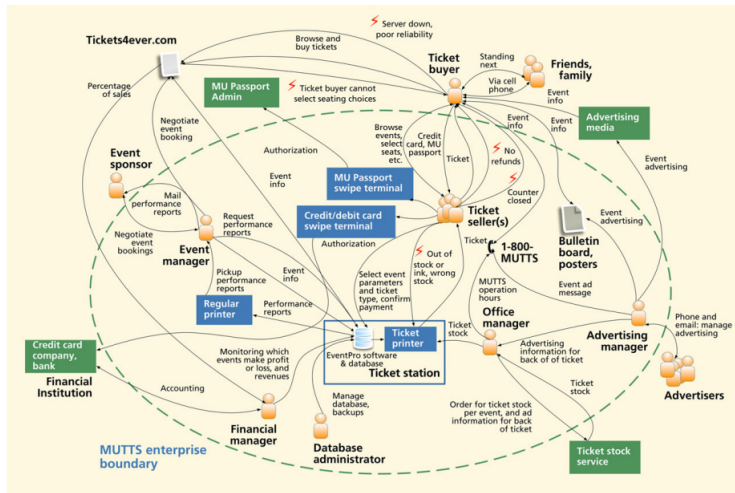
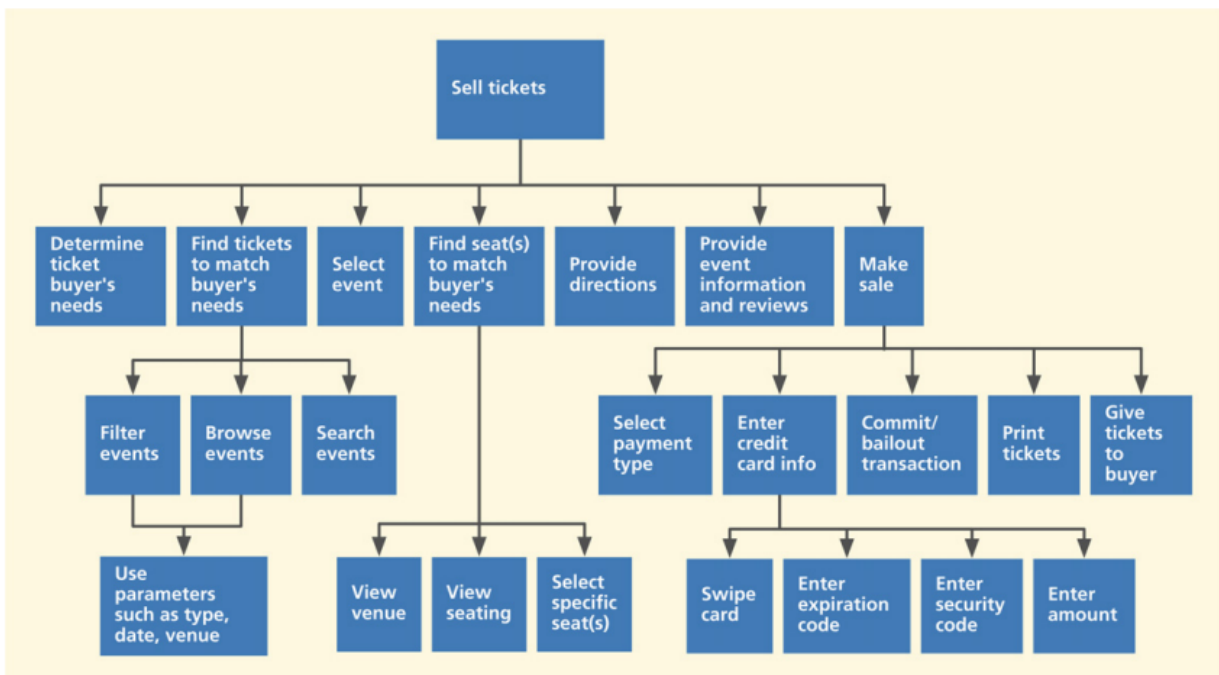
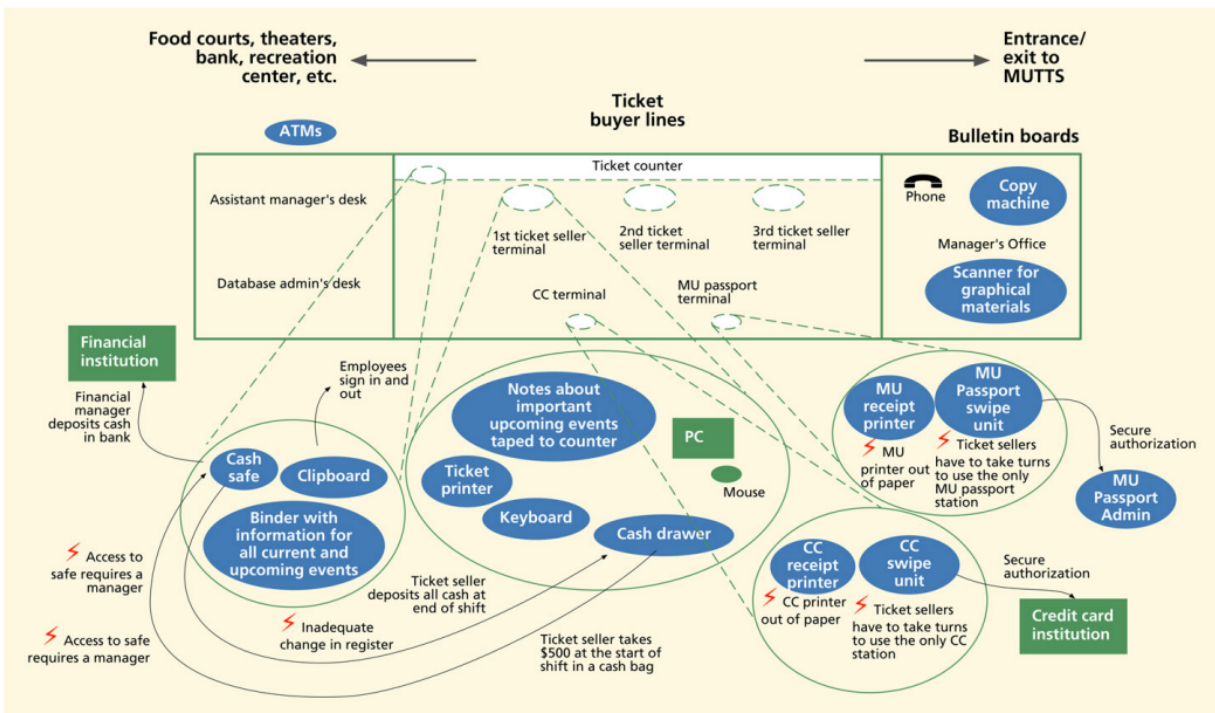


Fig. 9-4
Flow model of our version
of MUTTS.

TASK STRUCTURE MODEL - THE HIERARCHICAL TASK INVENTORY (HTI)



PHYSICAL WORK ENVIRONMENT MODEL



INFORMATION ARCHITECTURE MODEL

The TKS is a good example of a system centred on data objects such as events and tickets. Simple information structures can be represented as a list of information objects and their attributes, such as event name, event type, and event description.

Consider information about events in the MUTTS database. A general event record might have attributes like this:

- Event name
- Event type
- Event description
- Range of dates event is occurring
- Ticket costs
- Seat types and costs
- Reserved status
- Venues
- Location
- Capacity
- Directions to venues
- Video trailers
- Photos
- Reviews

Suppose you have to register each ticket buyer, especially if they pay by credit card. The ticket buyer might have attributes like these:

- Name
- Address
- Email address
- Phone number

There might also be a relationship between events and ticket buyers, including these attributes:

- Date of reservation
- Seat number
- Cost of ticket, as paid.

SOCIAL MODEL

Our example of a social model for MUTTS starts with the roles. We identify the ticket seller and ticket buyer as the main ones, represented as list items at the highest level. You will almost always want to include the ambience and work domain as a nonhuman entity. The administrative supervisor, database administrator, and office manager are also shown in this list for TKS:

- Ticket seller
- Ticket buyer
- Ambience
- Work domain
- Administrative supervisor
- Database administrator
- Office manager.

MODEL CONSOLIDATION

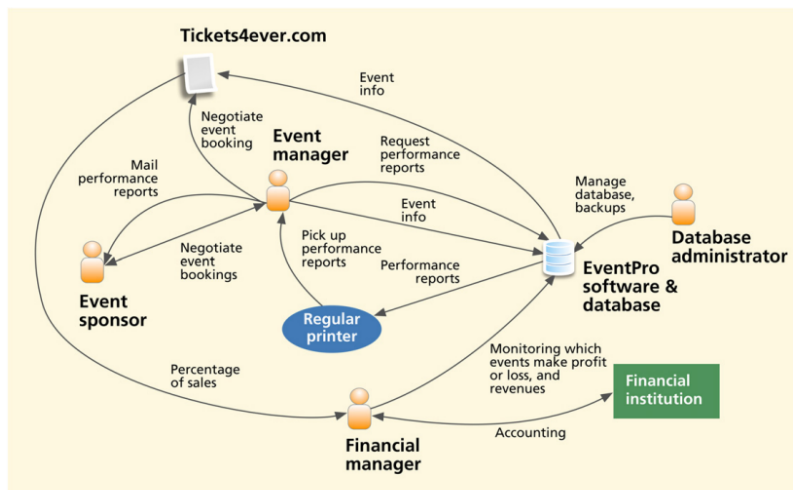


Fig. 9-15

Flow model from a group who observed and interviewed the event manager, event sponsors, the financial manager, and the database administrator.