Task 1

Description: Mobile Health Monitoring App
User Goal: "As a patient, I want to log my blood glucose reading, add notes, and view a weekly trend chart so I can share meaningful data with my doctor."

1. Perform a Hierarchical Task Analysis (HTA): Decompose the main goal into at least 3 sub-tasks and 8 specific actions. Present your analysis in a visual hierarchy diagram (use Figma shapes or a drawing tool).
2. Digital Card Sorting: You are organizing the app's main navigation. Sort the following 12 items into logical categories (e.g., "Tracking," "Insights," "Communication") and label each group. Use a Figma plugin or a simple table.
Items:

- Log Glucose
- View History
- Weekly Report
- Medication Reminder
- Doctor Chat
- Set Goals
- Alert Settings
- Profile
- Data Export
- Family Access
- Educational Articles
- Appointment Calendar

3. Create a Sitemap: Based on your card sorting results, create a high-level sitemap in Figma that shows the primary pages/sections of the app and their relationships.

Prerequisites: Figma

Process:
1. Hierarchical Task Analysis (HTA)
Main Goal: Manage Blood Glucose Data

Sub-Tasks and Actions:

1. Log Glucose Reading

- 1.1 Open application
- 1.2 Tap “Log Glucose”
- 1.3 Enter glucose value
- 1.4 Save reading

2. Add Notes

- 2.1 Select saved reading
- 2.2 Tap “Add Note”
- 2.3 Enter note text
- 2.4 Save note

3. View Weekly Trend

- 3.1 Navigate to Reports section
- 3.2 Select Weekly View
- 3.3 Review visual trend chart

4. Share Data with Doctor

- 4.1 Tap Share option
- 4.2 Select doctor contact
- 4.3 Send report

The HTA is presented visually in Figma using hierarchical boxes connected with lines.

2. Digital Card Sorting

The following items were grouped into logical navigation categories:

Tracking

- Log Glucose
- View History
- Weekly Report
- Set Goals

Reminders & Alerts

- Medication Reminder
- Alert Settings

Communication

- Doctor Chat
- Family Access

Account & Data

- Profile
- Data Export

Resources

- Educational Articles
- Appointment Calendar

These categories were organized visually using Figma components.

3. Sitemap Creation

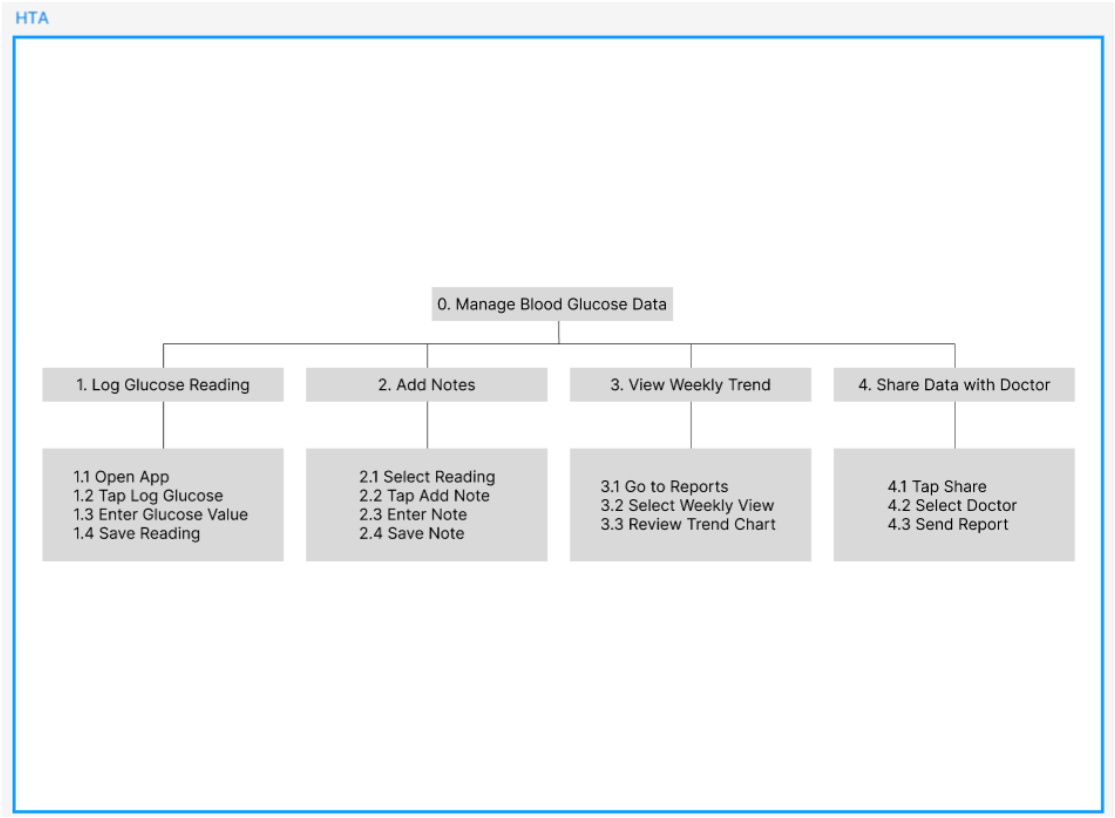
Based on the card sorting results, the sitemap structure includes:

- Home Dashboard
    - Tracking
        - Log Glucose
        - View History
        - Weekly Report
        - Set Goals
    - Reminders
        - Medication Reminder
        - Alert Settings
    - Communication
        - Doctor Chat
        - Family Access
    - Resources
        - Educational Articles
        - Appointment Calendar
    - Profile
        - Data Export

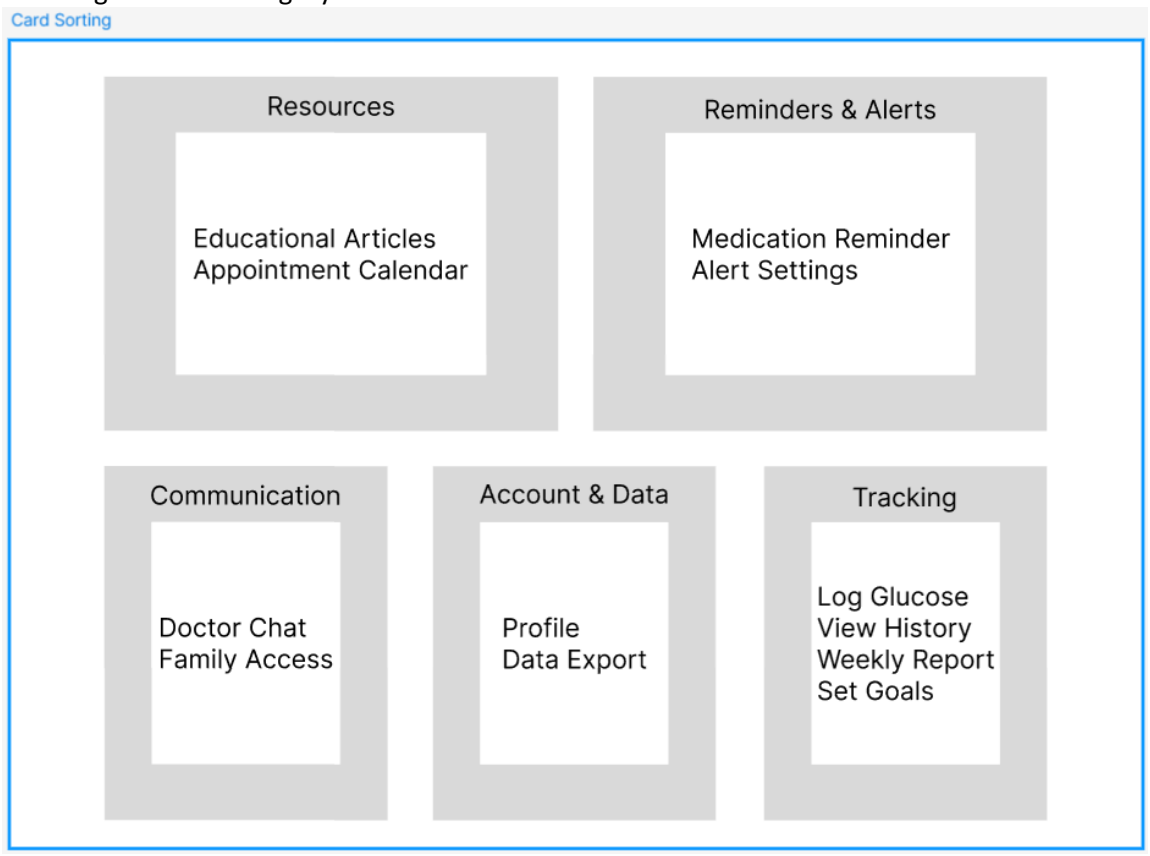
The sitemap was created in Figma using a hierarchical layout diagram.

Output:

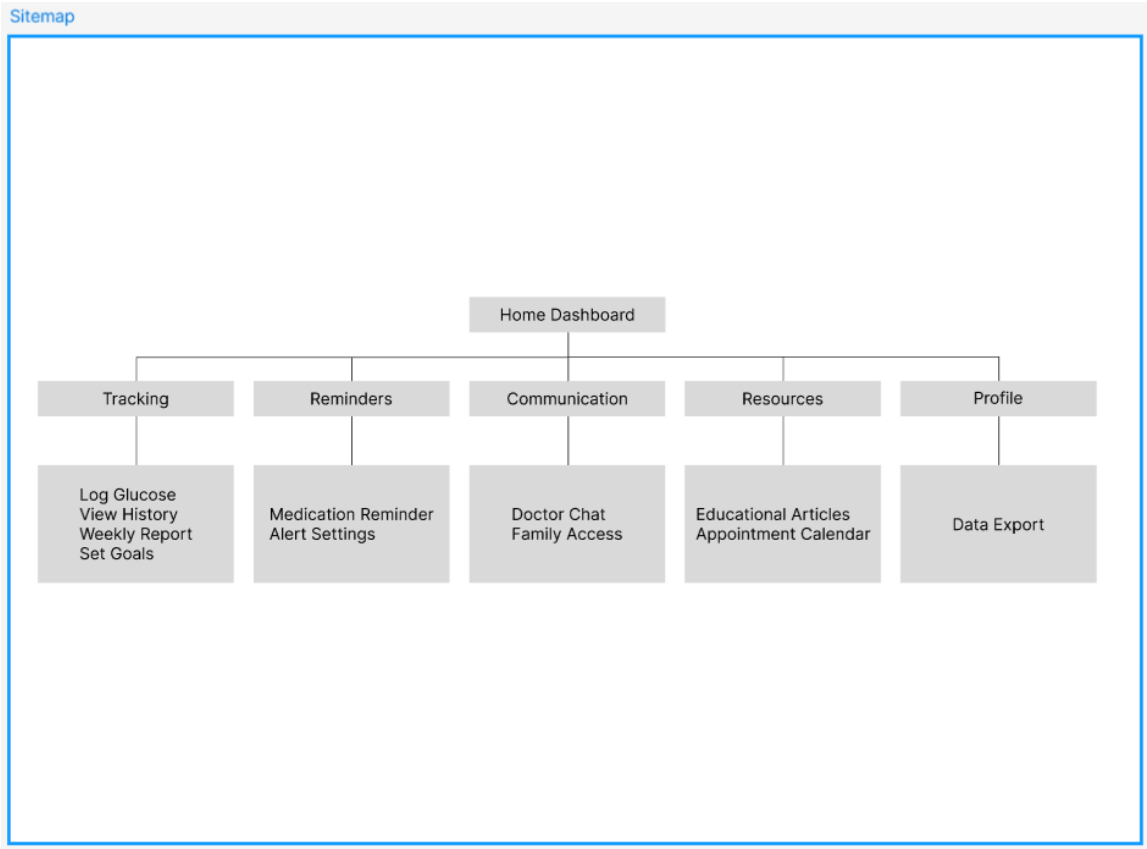
- HTA visual hierarchy diagram



- Digital card sorting layout



- High-level sitemap structure



Task 2

Description: Digital Government Services Portal
User Goal: "As a citizen, I want to apply for a new passport, upload my documents, pay the fee, and track the application status without visiting an office."

1. Perform a Hierarchical Task Analysis (HTA): Decompose the main goal into at least 4 sub-tasks and 10 specific actions. Present your analysis in a visual hierarchy diagram.
2. Digital Card Sorting: You are organizing the portal's service menu. Sort the following 15 items into intuitive categories (e.g., "Applications," "Payments," "Help") and label each group.
Items:

- New Passport
- Status Check
- Fee Payment
- Document Upload
- Download Form
- Find Office
- Schedule Appointment
- Change Address
- Grievance

- FAQs
- Chat Support
- Check Eligibility
- Track History
- Notifications
- User Guide

3. Create a Sitemap: Based on your card sorting results, create a sitemap in Figma that structures the portal's main services and sub-pages for citizen access.

Prerequisites: Figma

Process:

1. Hierarchical Task Analysis (HTA)

Main Goal: Apply for New Passport

Sub-Tasks and Actions:

1. Check Eligibility
- 1.1 Access portal
- 1.2 Select Passport Service
- 1.3 Click “Check Eligibility”
- 1.4 Review criteria

2. Complete Application Form
- 2.1 Enter personal information
- 2.2 Enter address details
- 2.3 Submit form

3. Upload Documents
- 3.1 Select document type
- 3.2 Upload required files
- 3.3 Confirm upload

4. Pay Application Fee
- 4.1 Select payment method
- 4.2 Enter payment details
- 4.3 Confirm transaction

5. Track Application Status
- 5.1 Access dashboard
- 5.2 Select “Track Status”
- 5.3 View progress indicator

The HTA was visually structured in Figma using hierarchical blocks.

2. Digital Card Sorting

The following items were grouped into logical service categories:

Applications
- New Passport
- Change Address
- Download Form
- Check Eligibility

Tracking & Payments
- Status Check
- Track History
- Fee Payment
- Notifications

Support & Help

- FAQs
- Chat Support
- Grievance
- User Guide

Services & Appointments

- Document Upload
- Schedule Appointment
- Find Office

These categories were organized in Figma to represent structured portal navigation.

3. Sitemap Creation

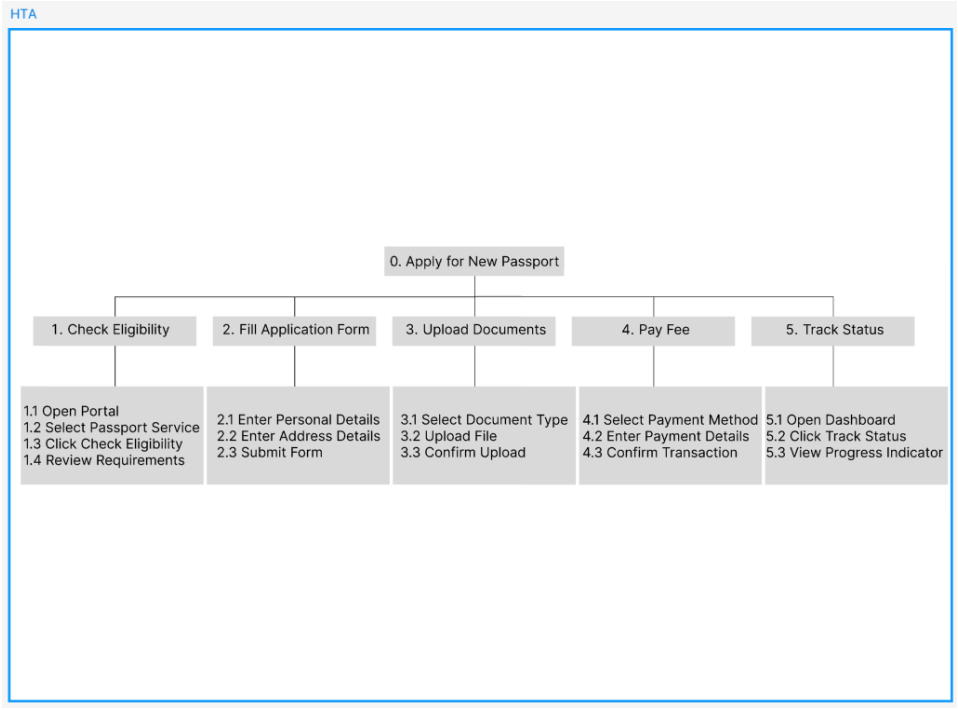
Based on the card sorting:

- Home
    - Applications
        - New Passport
        - Change Address
        - Download Form
        - Check Eligibility
    - Tracking & Payments
        - Status Check
        - Track History
        - Fee Payment
        - Notifications
    - Services
        - Document Upload
        - Schedule Appointment
        - Find Office
    - Help
        - FAQs
        - Chat Support
        - Grievance
        - User Guide

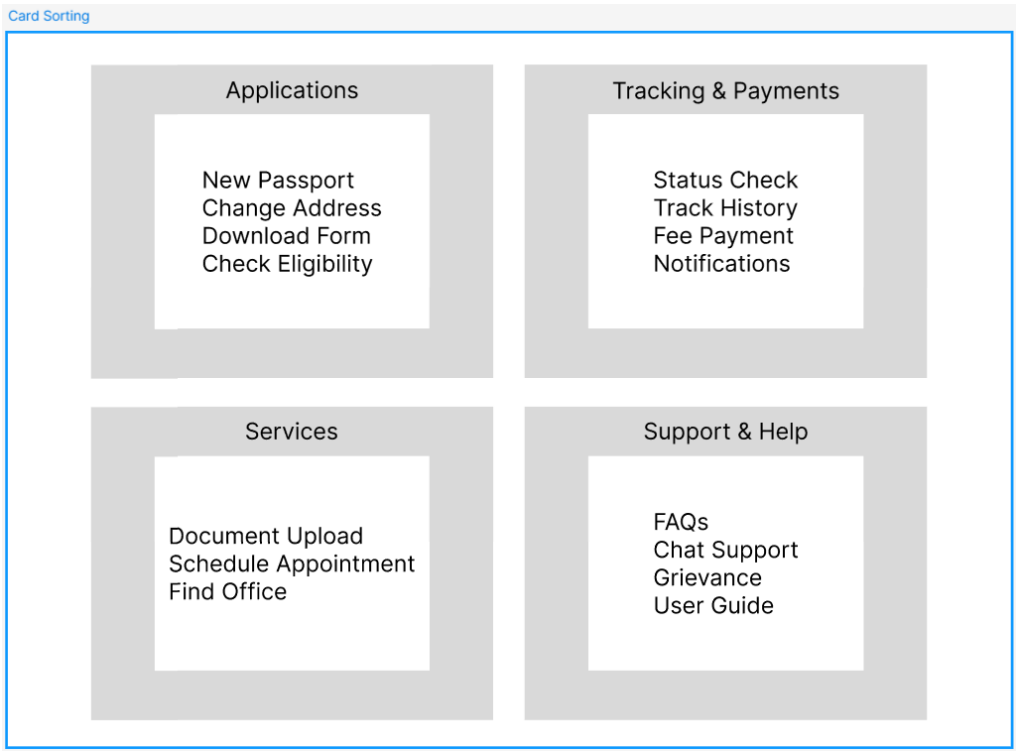
The sitemap was created as a structured diagram in Figma.

Output:

- HTA visual diagram



- Card sorting layout



- Structured sitemap diagram