# Project Report

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| **Product Name** | Advanced Certificate in Web Development |
| **Qualification Name (ITSF)** | NICF-Advanced Certificate in Infocomm Technology (Software & Applications) |
| **Product Name** | NICF-UI Frameworks |
| **Module Name (ITSF)** | NICF-UI Frameworks |

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| --- | --- | --- | --- |
| **Student name** | | **Assessor name** | |
|  | |  | |
| **Date issued** | **Completion date** | | **Submitted on** |
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| **Project title** |  | | |

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| **Learner Declaration** |
| I certify that the work submitted for this assignment is my own and research sources are fully acknowledged.  Student signature: Date: |

**Content**

1. Project background
2. Project Objectives
3. Tools and Platform
4. Business Process & Solution Architecture
5. Task 1
6. Task 2
7. Task 3
8. Task 4
9. Task 5
10. Task 6
11. Task 7
12. Task 8
13. Task 9
14. Appendix A: Detail UX Testing Report
15. Appendix B: References
16. Project Background

//explain the problem def (can follow project brief )

2.Project Objective

**3.Tools & platform. (Give screen captures of these tools)**

**1. Axure RP tool**

**2. Word**

**3. MX Excel (Usability test)**

**4. Web browsers (Research purpose)**

4.Business Process & Solution Architecture

Scenario Name:- Registration ,Log in, Forget Password, Update Profile, Search (wireframe for all scenarios)

Process:-

Wireframe :-

Specification table:- Note no/Name/Note details

Flow Chart for the solution Architecture

5.Task 1 (A1, K1)

Task Statement:

1. Briefly explain techniques and methods for gathering and analyzing user feedback.

Qualitative-Interview /Observation and Quantitative Research- Google survey /Questionnaire

Evidence needs to be there to justify your work.

Copy the interview questions created in assignment-1 (1 sample with 1 persona)

|  |  |  |
| --- | --- | --- |
| No | Questions | Answers |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

//add persona details (table)

1. Find at least 2 websites which are like ecommerce website and visit and use them and record your experiences.

Solution:

2 websites:- 1.

2. Task 2 (A2, K2)

Task Statement:

1. Discuss, study and analyze the user experience based on the observations done in Task 1.
2. Study the experience for 2 to 3 scenarios

Solution: (Pls describe it with screen captures)

Scenario-1 Registration

Linkdln :-

Xing :-

1. Task 3 (A3)

Task Statement:

1. Identify the performance levels and gaps between user experience in the study & desired user experience.
2. Document it as part of Project Report

Solution:

Amazon

|  |  |  |  |
| --- | --- | --- | --- |
| Scenario | Expected Completion Time | Actual completion Time | Performance Gap (Actual- Expected) |
| Registration | 30 s | 35 | 35-30=5 |
| Log in | 15 | 10 | -5 |

Shopee

|  |  |  |  |
| --- | --- | --- | --- |
| Scenario | Expected Completion Time | Actual completion Time | Performance Gap (Actual- Expected) |
| Registration | 30 s | 35 | 35-30=5 |
| Log in | 15 | 10 | -5 |

1. Task 4 (A4)

Task Statement

1. Develop & document 3 metrics to measure the user experience.
2. TSR
3. TOT
4. UER
5. NPS
6. CSAT

Solution

1. Task 5 (K3, K4)

Task Statement

1. Create the steps in User Interaction process for various scenario.
2. Create a flow chart for user interaction.

Solution

Scenario Name- Registration

1. Steps to complete that scenario
2. Draw flowchart for each scenario
3. Task 6 (A5)

Task Statement:

1. In the Websites study’s get the general user response from one other user.

Solution

LinkedIn

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Scenarios | TOT | TSR | UER | Feedback |
| Registration | 110 s | 1-SUCCESS | 0 |  |
| Log in |  |  |  |  |
| Search |  |  |  |  |

You may come up with few general questions regarding the overall experience and can record it here

1. Task 7 (A6)

Task Statement

1. Create a Prototype for the proposed system, with at least 5 screens
2. Get the user response and classify them to various types. <- this is optional as it is the same as task 9>
3. Screen capture the prototype and include it as part of Project Presentation

Solution

Start from home page-

1. Prototype name-
2. Screen capture of it
3. Specification table: - Note No/Name/Interactions/ Note description
4. Task 8 (A7)

Task Statement

1. Demonstrate and let the users give feedback on prototype and document them
2. Make suggestions to improve the user experience and implement them in the prototype

Solution

1. Task 9 (K5, K6, A8)

Task Statement

1. Create 3 Usability tests and execute the usability tests with a user
2. Get the users use the modified prototype
3. Gather feedback and measure its technical viability and effectiveness

Solution:

1. Appendix A: Detail UX Testing Report
2. Appendix B: References