

BSc (Hons) in Information Technology Software Engineering – Year 3 Lab sheet 05

IT3050 – User Experience engineering

Semester 2, 2021

Identify fail-points/blockings in the key-user flow(s)

During this lab, you are going to Identify fail-points/blockings in the key-user flow(s). Follow the steps below.

- Analyze your user research data (Lab sheet 02).
- Re-visit the user flow diagrams (Lab sheet 01).
- Individually identify 02 (at least) main fail-points/blockings in the key-user flow(s)
- If you are unable to identify enough number of main fail-points/blockings,
 conduct the user research again with different users/using different
 script.

2021S2_REG_WD_06

IT19123196	K.H.T.N Dewangi	
IT19159072	A.N.S Thenuwara	
IT19129518	R.M.D.M Rathnayake	
IT19161884	B. S. L. Fernando	



BSc (Hons) in Information Technology

Software Engineering – Year 3 Lab sheet 05

IT3050 – User Experience engineering

Semester 2, 2021

Identify fail-points/blockings in the key-user flow(s)

IT19123196 K.H.T.N Dewangi	01 Fail-points/blocking	02 Fail-points/blocking
Fail-points/blocking	There are 4 pages to one task (same like that interface)it divided in to 4 tasks related hospital type .it is not user friendly	Header navigation bar always highlight in Covid vaccination tab then user can't recognize which interface in there
Evidence	Private Hospitals Private Hospitals Description Any Table SEANCH	COMPARENT LINE SPACEMIZEATION OF ICENSES OF SECTION CONTRACTOR SECTION IN CONTRACTOR ON POLICOMINA PREPARE HOSPITALIS
Video timeline	5:00 - 6:00	6:00 – 6:25

IT19159072 A.N.S.Thenuwara	01 Fail-points/blocking	02 Fail-points/blocking
Fail-points/blocking	Get more time to load the process	User can not view The form properly in UI.
Evidence	Loading Heater wall	THE STREET PLANTS OF THE STREET STREE
Video timeline	2:34 – 3:00	3:00 – 3:30

IT19129518 R.M.D.M Rathnayake	01 Fail- points/blocking	02 Fail-points/blocking
Fail-points/blocking	Difficult to find hospital for driver's license medical certificate because there is no any search field.	 Some pages are not good user experience.(difficult to understand details)
Evidence	eChannelling Companyelling	eChannelling
	A - DRIVING LICENCE MEDICAL CORIVING LICENCE CI National Transport Medical Institute (Medical for Oriving License)-Puttation - Puttalarin Political Transport Medical Institute Ampara - Ampara National Transport Medical Institute	Category - DRIVING LICENCE MEDICAL Subject DRIVING LICENCE Arrival Time Sholl for Your time 10x42 for (approximately) App Date 35-08-2021 App No. 37 Bisioch Name Mr Ccc NICEPassport 80/00 1200e
	Anutadhapura Anutadhapura National Transport Medical Institute Badulla - Badulla National Transport Medical Institute Battiralisa - Battiralisa	Contact No. 0710682555 Total Fee: 859,00 (kill SYRÖGEED
	National Transport Medical Institute- Galle- Galle 6:40 - 7:20	7:45 – 8:00
Video timeline	0.10 7.20	7.12 0.00

IT19161884 B. S. L. Fernando	01 Fail-points/blocking	02 Fail-points/blocking
Fail-points/blocking	In registering, the application does not focus for getting necessary details from the user to identify the user/patient.	• To view channel history, Always user should search by entering details.(no option to view latest appointments details)
Evidence	Channelling Chann	Channel History - Search Appointment Option 1 Option 2 To obtain a prize copy of your appointment receipt. Nac No Not No Ref No Ref No Medium you obtain appointment: Channelling (Web) Channelling (225/Agent)
	< ○ □	4 0 0
Video timeline	10:25 – 10:40	10:45 – 11:30