

# 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.

1



# 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)

|  |  |  |
| --- | --- | --- |
| *IT19951836* | 01  Fail-points/blocking | 02  Fail-points/blocking |
| Fail-points/blocking | Buttons are not placed in right places. | All buttons are too wide and covers the whole screen. |
| Evidence  <<Screenshots>>  <<Video timeline>> | 00:01:13 – 00:01:12 | 00:01:13 – 00:03:33 |

|  |  |  |
| --- | --- | --- |
| *IT19951386* | 01  Fail-points/blocking | 02  Fail-points/blocking |
| Fail-points/blocking | In home screen there are too many navigation bars. | It's difficult to find navigation paths since there are too many text filed. |
| Evidence  <<Screenshots>>  <<Video timeline>> | Graphical user interface, website  Description automatically generated  00:04:13 – 00:05:12 | A picture containing graphical user interface  Description automatically generated  00:09:07 – 00:10:55 |

|  |  |  |
| --- | --- | --- |
| *IT19986722* | 01  Fail-points/blocking | 02  Fail-points/blocking |
| Fail-points/blocking | There is a function to manage reminders that doesn't work properly. | Can't see the calendar correctly in the reminder section. |
| Evidence  <<Screenshots>>  <<Video timeline>> | Graphical user interface, website  Description automatically generated  00:05:15 – 00:08:38 | Graphical user interface, application  Description automatically generated  00:08:59 – 00:09:04 |

|  |  |  |
| --- | --- | --- |
| *IT19140162* | 01  Fail-points/blocking | 02  Fail-points/blocking |
| Fail-points/blocking | In the utility bill there are too small buttons . | When navigating, there are too many unnecessary screens. |
| Evidence  <<Screenshots>>  <<Video timeline>> | 00:12:03 – 00:13:55 | 00:13:59 – 00:14:04 |