* Contextual analysis (Project Activity 2)
  + **Do your post-visit data analysis as described in Chapter 4 of the book.**
  + **Synthesize work activity notes from the raw data.**
  + Build a work activity affinity diagram (WAAD) from work activity notes.
  + Identify the major work roles (personas) and machine roles (e.g., central database) in the work domain.
  + Make an initial flow model, a “big picture” diagram of work domain. Show interconnections among components of the work domain. Show workflow and information flow among the components.

**How to Do It (Suggested Directions)**

1. As with Project 1, this deliverable will probably have a broader view of the system than you will actually develop in subsequent stages of the project. You will begin here with an understanding of the entire work or play practice and probably reduce the scope in subsequent project assignments.
2. Use Chapter 3 of the book as a general guide to the process for contextual inquiry. Note that a visit to your client's site is *required* for this deliverable; a phone or email interview is not enough. Be a detective! Dig out what you need. You will need more than one meeting with your client to do all this.
3. Use Chapter 4 as a general guide for contextual analysis. Tailor the scope of these activities as you deem appropriate for your own project. Justify your approach in the writeup.

**Project Activity 2 Deliverables (Suggested)**

One good way to organize all of the project artifacts is to use a binder (you can also do this electronically). Inside the binder, create a "tabbed" section labeled "Project 2". Add this section to the *front* of your team binder. This way, your binder becomes a cumulative record of your whole project, with the most recent parts first. This section should start with its own separate cover page with (mostly the same as on the front of the binder):

* "Project 2: Contextual inquiry and contextual analysis"
* Project name
* Name of client organization
* One-line description of this project assignment
* Team member names

Contents of Project Activity 2 section:

* Begin with a tab for this section.
* Then include a Table of Contents for this particular deliverable (not the whole folder).
* Then follow with these items; please number and label your items per this list:
  1. To make this report a stand-alone document, repeat the latest version of your system concept statement, as a synopsis of your project.
  2. Describe how you made decisions to tailor the scope of this assignment for your own project and give justification where appropriate.
  3. Describe the process of preparation for interviewing and observation in your contextual inquiry.
  4. How many client representatives and/or users did you interview in total and how did you decide that? List their names, job titles, responsibilities, and anything else that would help describe their role in the enterprise.
  5. Include a copy here of the initial questions you prepared for the interviews.
  6. Describe briefly how the meeting went with your initial contacts.
  7. Describe how you collected raw contextual data and what kind you collected.
  8. Show photos or scans of any work artifacts you collected.
  9. Show a representative selection of photos you took.
  10. Show scans of any sketches you made in the field.
  11. Give samples of task data and other data you collected.
  12. Show samples ( a dozen or so) of your raw data notes and the corresponding work activity notes you extracted.
  13. Describe your process of building the WAAD.
  14. Include a few photos of your team at work, if appropriate.
  15. Include a few photos of your WAAD.
  16. List and describe each of the major work roles, sub-roles, and machine roles.
  17. Show your initial flow model diagram. This should be described from a broad view, not just the flow addressed by your system.
  18. Show major work roles and machine roles as nodes.
  19. Show information and work flow as labeled arrows (arcs).
  20. Include information flow outside your system (e.g., direct conversations, telephone, etc.) and, where appropriate, label with the channel used (e.g., phone) for each flow.
  21. If helpful, draw a "before" and "after" flow model diagram to show the effect of your proposed system on the work practice (e.g., replace manual information organize now done by office staff and filing cabinets with your system and database).