Task descriptions

- Scenarios
  - an informal narrative story, simple, 'natural', personal, not generalisable
- Use cases
  - assume interaction with a system
  - assume detailed understanding of the interaction
- Essential use cases
  - abstract away from the details
  - does not have the same assumptions as use cases
- Task models
  - Detailed breakdowns of steps involved
  - Should avoid committing to implementation details

Scenarios

- Scenarios are stories for design: rich stories of interaction.
    - communicate with others
    - validate other models
    - understand dynamics
- Can be short "user intends to press *save*, but accidentally presses *quit*, and loses his work".
- Can focus on describing a situation, or detailed context.

Scenarios

- Include:
  - Actors
  - Background information about actors
  - Assumptions about their environment
  - Goals and objectives
  - Sequences of actions and events.
- Shared among stakeholders in system design.
- Useful if circumstances are novel.

Linearity

Scenarios – one linear path through system

Pros:
- – life and time are linear
- – easy to understand (stories and narrative are natural)
- – concrete (errors less likely)

Cons:
- – no choice,no branches,no special conditions
- – miss the unintended

So:
- – use several scenarios
- – use several methods

Explore the scenario

- ## What will users want to do?
- ## Step-by-step walkthrough
  - what can they see (sketches, screen shots)
  - what do they do (keyboard, mouse etc.)
  - what are they thinking?
- ## Explore interaction
  - what happens when
- ## Explore cognition
  - what are the users thinking
- ## Explore architecture
  - what is happening inside

Scenario

- Andy needs a doctor's appointment for his young daughter Kirsty in the next week or so. The appointment needs to be outside school-time and Andy's core working hours, and ideally with Dr Fox, who is the children's specialist. Andy uses a PC and the internet at work, so has no difficulty in accessing the appointments booking system. He logs in and from a series of drop down boxes, chooses to have free times for Dr Fox displayed for the next two weeks….[continued scenario would describe how Andy books the appointment and receives confirmation].

Scenario – from usability.gov

- Mr. and Mrs. Macomb are retired schoolteachers who are now in their 70s. Their Social Security checks are an important part of their income. They've just sold their big house and moved to a small apartment. They know that one of the many chores they need to do now is tell the Social Security Administration that they have moved. They don't know where the nearest Social Security office is and it's getting harder for them to do a lot of walking or driving. If it is easy and safe enough, they would like to use the computer to notify the Social Security Administration of their move. However, they are somewhat nervous about doing a task like this by computer. They never used computers in their jobs. However, their son, Steve, gave them a computer last year, set it up for them, and showed them how to use email and go to websites. They have never been to the Social Security Administration's website, so they don't know how it is organized. Also, they are reluctant to give out personal information online, so they want to know how safe it is to tell the agency about their new address this way.