Human Factors Scenario – Davy Nolan – 17330208

A meeting booking system with a mobile phone interface.
- The system should support arranging appointments and meetings, and dealing with conflicts.
- Some meetings will be urgent. Some will be regular.
- Develop a scenario for a commercial organisation.

Sergio works in the software development department of IBM Dublin. He needs to arrange an urgent group meeting with five other colleagues for Tuesday morning at 9am. Sergio will require a suitable meeting room booked for an hour so that he can hold this meeting. He uses his smartphone with the Wi-Fi network provided in IBM to easily access the meeting booking application. Sergio opens the application and goes to create a new meeting at 9am on Tuesday. The application clearly displays which meeting rooms are available at this time and expanding on each meeting room, Sergio can see the facilities of each room such as whether or not it has a projector, white board etc. He adds the emails of each of the attendees for the meeting so they will all be notified. Before he gets to confirm the meeting, Sergio is notified by the application that he already has another meeting to attend at this same time, however this meeting is not urgent. Since this is only a regular meeting, the application gives Sergio the option to reschedule the meeting to 10am in the same meeting room so he goes ahead and does this. Each of the attendees for this meeting are notified by email for this rescheduling. Now, after using this application, Sergio has an urgent meeting booked for Tuesday at 9am and his other meeting was easily rescheduled to 10am. Sergio is sent a confirmation for these meetings by email. Soon after the meeting is confirmed, the attendees respond to the meeting request by selecting if they will be attending or not. Sergio can clearly see on the meeting page who will be attending.

For future reference, Sergio can view all of his planned meetings in the meeting calendar page. This page displays which days he has meetings and expanding on each day shows all the meeting times and locations.