**MIS 311 Week 5 Assignment**

*Setup for the Assignment: This week’s reading is drawing your focus on how to refine your user story telling skills and then how to start thinking about how to use UI wireframes to begin converting those user stories into wireframes and protypes designed to make sure the user needs are being addressed. Using the terms and tools defined in this week’s reading provide ‘complete’ answers to each part of each question showing below. Present enough of a narrative for each section to show what you did and why you did it. These questions come from the Problems and Exercises found at the end of Chapter 4. Two sites that allow you to create wireframes for free are* [*Lucid Charts for free*](https://www.lucidchart.com/pages/usecase/education) *and* [*Visual Paradigm*](https://online.visual-paradigm.com/diagrams/templates/ux-design/)*.*

**PE 4-3.** Consider the following user story in the context of service that connects individual customers and individual service providers that complete household service tasks, such as picking up goods from a physical store, delivering prepared meals, monitoring a family’s house during a vacation, and so forth:

*As a service provider, I want to identify tasks that fit my interests and available time so that I can offer my services in a meaningful and profitable way*.

1. Identify at least three acceptance criteria that could be associated with this user story.
2. Illustrate the user story with a UI mock-up/mock-ups, including navigation guidance, if necessary.

**PE 4-9.** Consider the following narrative (initially introduced in PE 2-9):

A financial services training provider, Finance for You and Me (FFYAM), offers thousands of two-to-six-day-long courses around North America. The courses take place mostly at hotels but sometimes also at conference centers or university campuses. In addition, FFYAM has an increasing number of online programs available. It is essential for FFYAM to understand and serve its customers’ needs as effectively as possible. Therefore, it is very important for the company to offer a smooth registration process, maintain a good quality-control system, and frequently reach out to its customers to understand what their training needs are.

Each of the courses has up to thirty students. (FFYAM wants to keep the numbers small to be able to offer a high-end alternative to low-cost online providers.) Currently, participants can sign up for a course online, but if they have any special requests, such as dietary restrictions, they need to call the company using its 1-800 number. A participant’s requests will need to be stored not only for the purposes of a particular course but also as part of the participant’s history with the company, to be used in the context of future courses. At times, an administrative assistant registers several participants from a company to the same course. In the case of more than ten participants in the same course, a company will get a volume discount.

After a course has been completed, the instructor will use the system to specify which participants completed the course successfully. Furthermore, FFYAM will invite each participant to respond to a quality-assurance survey. One follow-up invitation is also sent. Once the answer period has ended, a research analyst evaluates the data and creates a summary that will go to the instructor and FFYAM VP of Quality. In the case of particularly poor results, the VP will start an investigation.

1. Using the Word yellow highlighter, Identify all personas and user stories in the PE 4-9 case above. Write out at least one of the user stories you identified above.
2. Pick one of the user stories you identified and develop a wireframe that illustrates the key elements of the process the user will follow to achieve her/his goal(s) within the context of the user story. In addition to the wireframe, provide a narrative describing your reasoning for your choice of design.
3. Explain what you would do to this wireframe you created above to expand it to a mock-up by including the key controls and sample data. You can create a second drawing or just explain your process in words.

**PE 4-6.** Consider the following narrative:

*We Keep You On Time (WKYOT) is a small chain of about twenty watch-repair shops located in major metropolitan areas in the eastern part of the United States. WKYOT stores repair and restore both mechanical and electronic watches (excluding smart watches). WKYOT serves primarily individuals but it also has some commercial customers, and the company is interested in differentiating between these two types of customers. In most cases, a customer brings an item or a set of items to the shop for either a specific repair or a more comprehensive restoration.*

*During an initial conversation with a customer, a WKYOT expert evaluates the watch to be repaired and provides the customer with an estimate (separately for each item if there are multiple items). The expert also provides an estimated repair schedule. When a job is completed, a repair technician presents the watch for review by a store manager. If everything is OK, the manager sends a text message to the customer, letting him know that he can pick up the watch. The customer comes to the store to get the watch and pays for the work. A WKYOT expert asks the customer to review the results of the repair, and if the customer has comments, WKYOT wants to keep track of them. If the customer is not satisfied and the problem cannot be fixed immediately, WKYOT will have to initiate an emergency repair process*.

Identify and write at least one user story for each of the following personas in the context of this narrative:

1. Individual customer
2. WKYOT expert
3. Repair technician
4. Store manager
5. Pick two user stories, develop wireframes that illustrate the key elements of the process the user will follow to achieve her/his goal(s) within the context of the user story. Illustrate the key navigation options between the wireframes.
6. Select one wireframe that you have done in this assignment and expand it to a mock-up by including the key controls and sample data. Feel free to make up some data if the one you choose doesn’t enough information.
7. Based on what you learned through the process of developing the user stories and UI models, describe what changes you would recommend to the business process you developed in PE 2-6.