Part 1: Modified HTA

It is projected that by 2030 robots may have replaced check-in processes. Some airports have been experimenting with the idea of using automated/robotic checkChecking -in staff. This could be an interesting solution to maintaining physical distancing in a typical airport, check-in scenario.

To assess how incorporating automation might change the task of checking in travellers in an airport:

· Create an HTA for an airport (check-in) scenario assuming no automation. This HTA should have plans but does **not** need to have annotations identifying possible HF issues.

· Then create a modified HTA that includes an automated/robotic check-in staff. This modified HTA should include plans **and** annotations identifying possible HF issues.

Some assumption to assist with your task analysis:

· There are three people (customers) waiting on the line to be attended to by the check-in staff.

· Focus on the task associated with the check-in staff only.

· All three customers want to check in.

· Dropping and paying for their bag(s) is part of the task analysis.

· Make any other needed assumptions.

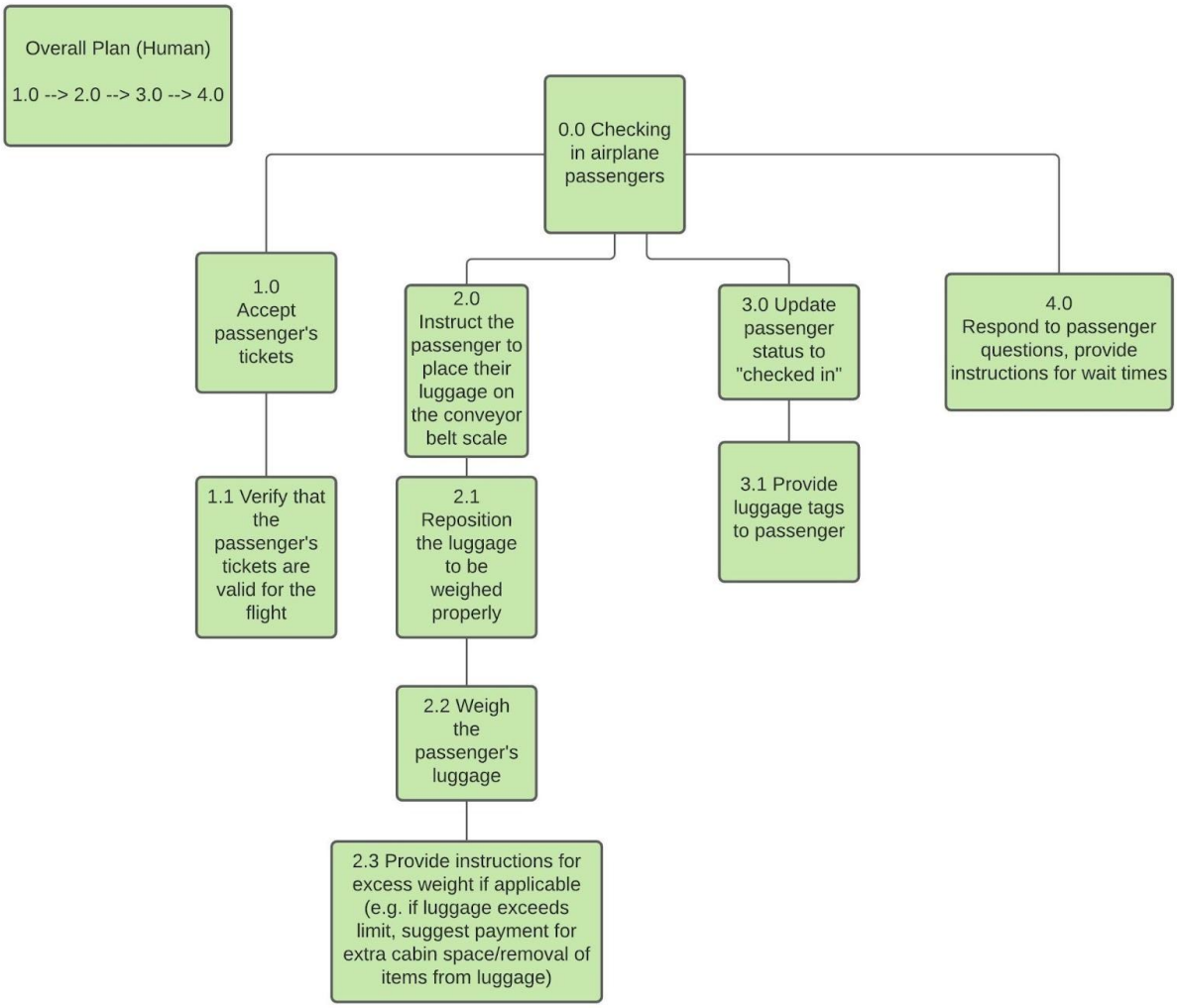
· Include tasks performed by the check-in staff and the customers. This is necessary to show the interactions between the robotic check-in staff and the customers (human users).

Additional Assumptions:

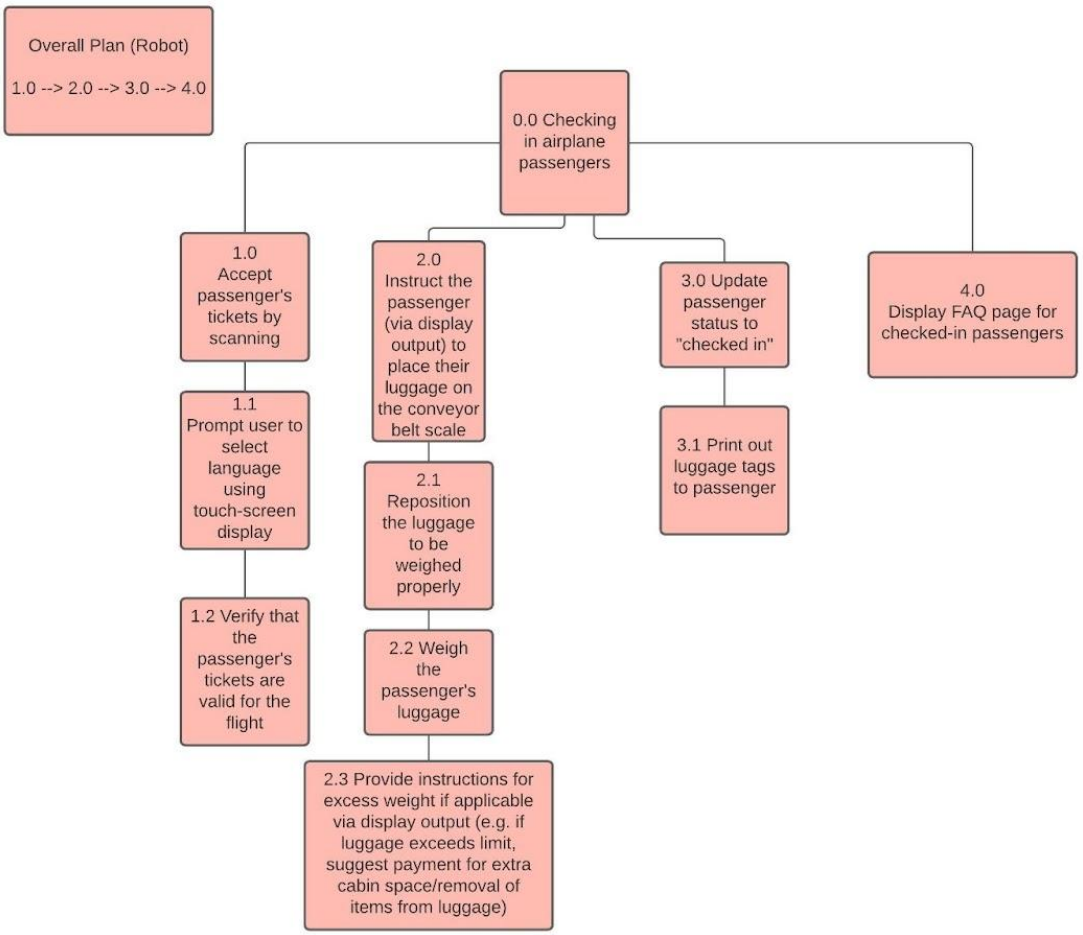
- The passengers have proceeded to the correct gate

Note*: List as needed in a bulleted list (as above). This can be left blank if no additional assumptions were needed.*

HTA (with no automation):



Modified HTA (i.e., with automation):



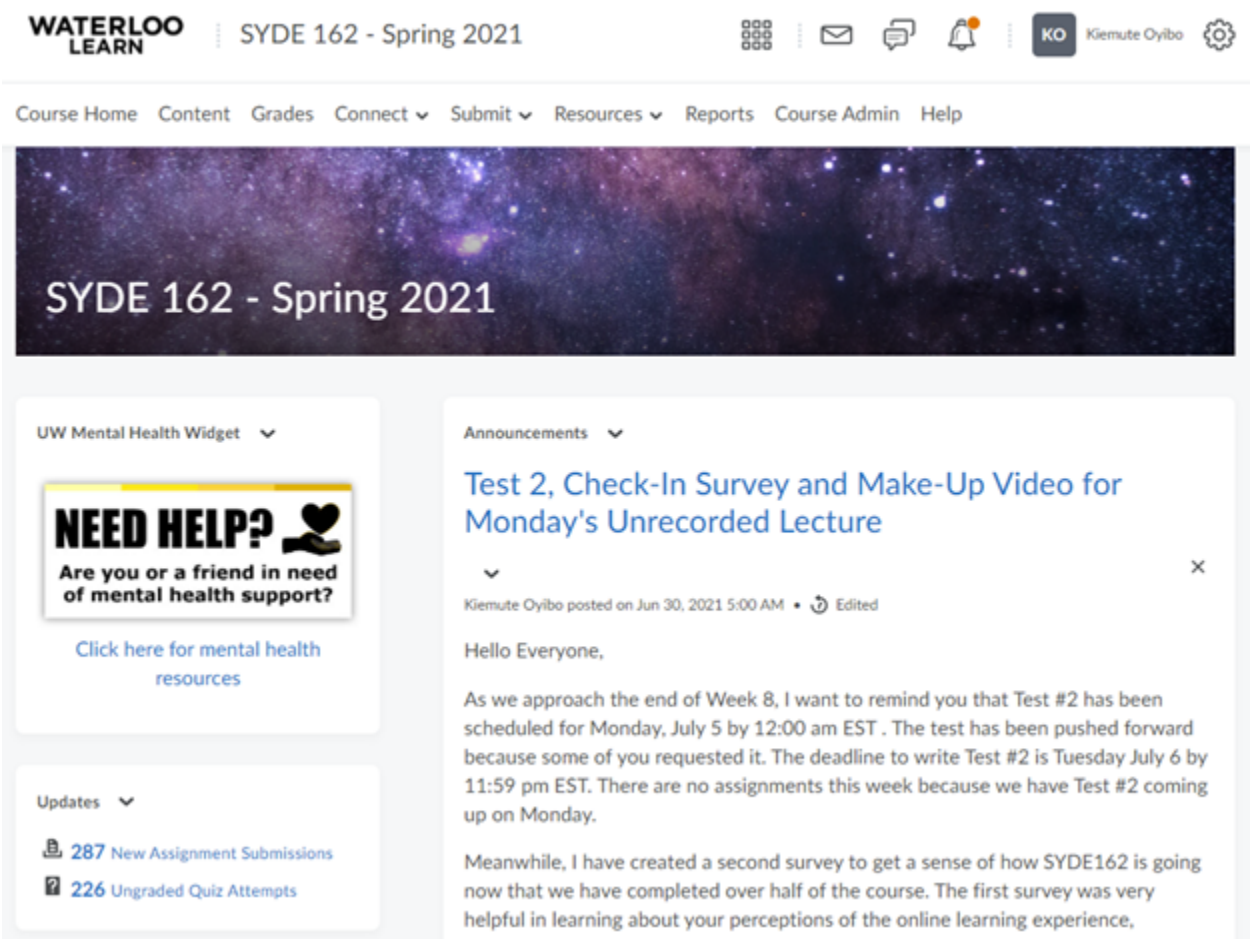
HF #1: Miscommunications are minimized since the touch screen dsplay allows for the user to select a language, therefore time is saved.

HF #2: FAQ page allows for passengers to access information post check-in without having to ask questions, therefore time is saved through minimization of misunderstandings.

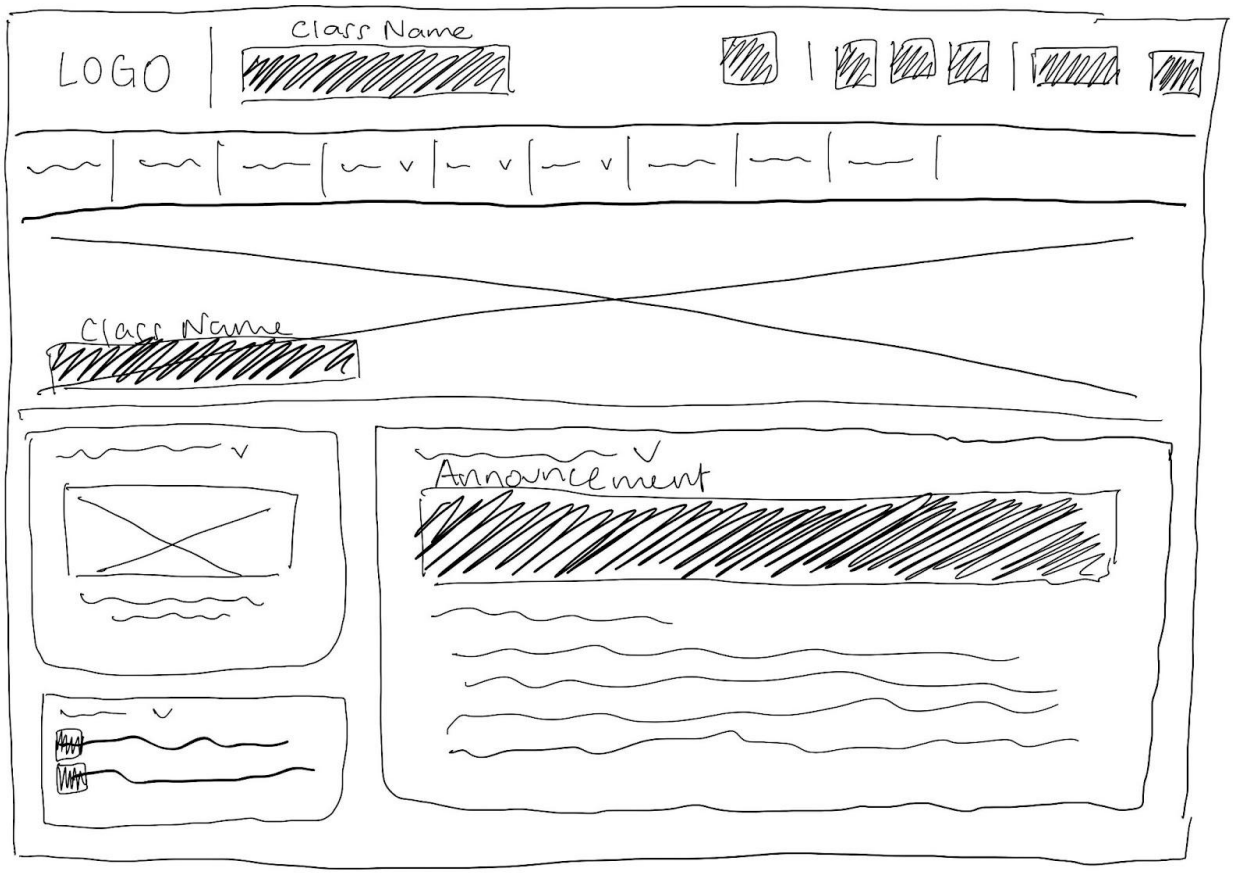
HF #3: Automated robots can be used 24/7, so time that would be used for shift changes between employees and breaks is saved.

Part 2: Wireframing

Normally, wireframing is used as a prototyping tool for a new user interface design that you are developing. However, in this assignment, you will create a wireframe based off a finalized user interface design (reverse engineering). The interface is shown below. Your wireframe will be both low and medium fidelity. You can use a pen and paper sketch or the free, open-source Pencil software for the low-fidelity wireframe. For the medium-fidelity wireframe, you can use any software tool of your choice. Your choice of tool will not affect your grade.



Low Fidelity Wireframe:



Medium Fidelity Wireframe: