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| **Assignment Title** |  | |
| **Module Code** |  | |
| **Due Date** |  | |
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| **Tutor Name** |  | |
| **Student Name/s & ID/s (please print clearly)** | **Name** | **ID** |

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|  | **Centre for Business, Information Technology and Enterprise**  **Assignment Cover Sheet**  Assessment 1 Part 1 Understand Users, Identify Needs, and Establish  Requirements  INFO709  7/09/2018  Ayesha Hakim  Hine Te Maro 16438704  Jai Bhatia 16443507  **Important**  *Submission of work which is not your own is treated as academic misconduct and may result in exclusion from Waikato Institute of Technology. Penalties are identified in the Institute’s Academic Regulations (a*  *copy is available at the Library).*  **I certify that this is all my own work, except for those parts identified for which references have been made.**  **Student Signature:** |  |
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**Understanding Users**

In order to understand our users better, we firstly needed to establish the requirements necessary for the application.

We were fortunate enough to have the client inform us of the issues in which the business faced on a daily basis. Through this, along with a project proposal given to us, a greater understanding of the needs was recognized.

Having a look at the project proposal as well as having a face to face meeting with our client.

Some of the user’s needs were as follows:

* Having a fully functional booking system.
* List of prices of services offered and a gallery of the images of the various hairstyles.
* Having a section in the website where potential hairdressers can submit their CVs.
* Including the social media links on their website.
* Making an advertisement video of the shop and upload it on the website.
* Would like to have new business card and logos for a new theme.

After researching a few relevant websites and interviewing potential users who would use the website when its fully functional it was found that most of the needs could actually be classified as website requirements. However, making an advertisement video can be classified as a need and having new business cards and logos as well.

**Interaction Type**

Interaction Type of a website is defined by the user experience which is supported by the HCI design. As we know there are 4 types of Interaction types which through which a user can interact with the website:

* Instructing (Command based)
* Conversing (dialogue-based)
* Manipulating (static interaction with the environment) e.g.: Animation
* Exploring (dynamic interaction with the environment) e.g.: VR

According to the website requirements and the scope of the website. Instructing is the best suited interaction type for the user. It’s a command based interaction type in which instructions can be issued in various ways like pressing buttons, giving commands, selecting options etc. It’s also the most common Interaction Type. Since the main function of the website being built is to manage bookings and create new ones its best to use the instructing interaction type as it gives user the freedom to do what they want and select what they want to do with the webpage.

**Establish Requirements**

A requirement is a statement that define what a product/app should do and how it should perform.

According to the project proposal given by the client and interviewing various users the key requirements were as follows:

* **Functional Requirements**: Web app should allow a user to book an appointment, Let the admin manage bookings, Allow the user to select their preferred times,
* **Non-Functional Requirements**: Web App should allow the user to select their preferred barber, it should allow the user to cancel the booking, let them access previously made bookings, Allow the user to select their preferred times.
* **Data Requirements:** Data collected from the Facebook page of the business and inspired from various other relevant websites.
* **Environmental Requirements:** Quiet surroundings, No noise, So that user can focus on what they are doing.
* **User Requirements:** A user should be able to easily navigate through the app without taking too much of time. It shouldn’t be too technical for the user to understand or remember the process.
* **Usability Requirements:** It should be easy and efficient to use. Be aesthetically pleasing

**USER PROFILES**

A user profile is defined as the collection of attributes for a typical user.

According to the usability requirements we have 2 user profiles.

* A causal user who will be visiting the site to make bookings and will navigate through the site trying to make up his/her mind in order to decide what bookings to make or not. The causal users can also be classified into another type which is when these users are a bit inexperienced and usually require more instructions. However, the other type of users is quite flexible with using the website.
* A user at the back end of the website who could be a staff or an admin. That user will get to see a different view of the website and will interact with the website differently as compared to the normal/casual users. It will allow them to see and manage all the bookings and get a view of the number of visitors who visit the website.

**Tasks**

The scenario given for this application required the use of the client’s project proposal as it gave us a brief history of how and why the system was needed. Through this we were able to gain an insight into the issues that the user has at present in the daily running of the business. Data gathered from this gave us better knowledge of the essential factors needed for this application.

The functional requirements for this application specifies how a booking system would be of the utmost importance. This will help the users to arrange appointments in a simple and efficient way, along with the staff keeping account of the bookings made.

The user diagram below describes how the system for the barber shop will interact with the customer and how the employee will be involved with this.

<<business>>

**Barber Shop**

**Customer**

**Employee**

Administrator of the system will have all rights to create, read, update and delete where appropriate.

# References

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