# Context of Use Model for STM

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| Type of Factor | Details |
| 1. User    1. Age    2. Knowledge    3. Skills    4. Experiences    5. Mental/Physical Attributes    6. Attention | 5+  Basic knowledge about STM  User should know how to interact with a GUI and can read English or French  It would be helpful for the user if he/she has interacted with a similar kind of transportation  User should be mentally present and stable to interact the STM. The user who is even on wheelchair or whether he/she is blind can still operate STM  Complete |
| 1. User Role    1. Registered    2. Non-Registered    3. Administrator | Registered User can a STM Opus Charged Card to travel from one place to another without having to buy a ticket  Non-Registered User can also use the STM by buying the ticket from the STM TVM and then can travel. He has many options of selecting different kinds of passes depending on his priority.  Administrator can include network engineers who make sure it is 24/7 available and connected to the network, security engineers to make sure the security of the STM and the maintenance team for maintaining the STM TVM |
| 1. User Task    1. Task-Specific Goal    2. Critically of Task    3. Frequency of Use    4. Dependency on Use    5. Duration of Use | To complete the transaction for which the user is using the TVM like printing the ticket, printing the receipt  High importance because the user has to catch up with the transport to reach the destination in time  Users can buy the tickets as many times as he want, he/she is not restricted on the number of use per day  TVM should be connected with constant power supply and the TVM database  If the user is idle for more than 5 minutes, he would have to restart from the beginning |
| 1. User Goal    1. Overall Goal of Software System Use    2. Critically of Goal | Customer should complete the transaction of buying the ticket in an efficient manner  High |
| 1. User Activity    1. Standing    2. Sitting | STM is used in a standing position  User can be physically impaired(on a wheelchair) |
| 1. Spatiotemporal    1. Time Zone    2. Current Time    3. Location | Every transaction carried out have to be saved on the server database in standard time (For e.g. GMT)  Ticket is bought according to the local time  Available nearly at every STM station |
| 1. Natural    1. Light | Light should be adjustable |
| 1. Technical Environment    1. Hardware       1. Screen Type       2. Keyboard Type    2. Network       1. Connectivity       2. Stability    3. System Software       1. System Software       2. Server    4. Reliability | CPU interface with buttons on the side to select any option  Keys should be of appropriate size and material because of number of different users. Also OK, CANCEL and CLEAR should have the color GREEN, RED and Yellow on the keypad  It should be connected to the server 24/7 to keep the track of every ticket being printed  Should be stable enough to print many ticket in different places at the same time  A small-sized Operating Software for example Windows or any other preferable OS  Server should be working 24/7 using debit/credit cards and accepts cash as well. Every transaction should be recorded in the database  Downtime should be minimal as possible. Maintenance Team should supervise the STM and should fix it as soon as possible |
| 1. Social Environment    1. Ethical Standards    2. Legal Constraints | Should follow the Standard rules by Canadian Security and Safety Authority  Abide by rules and regulations by Transport Canada |