Human-Computer Interaction - Part 4: Human task analysis and modelling

Exercise 1: HTA

The first task model has been proposed in the late sixties. It is called: HTA (Hierarchical Task Analysis). The global representation is the following (hierarchical structure of goals, sub-goals, operations and plans):
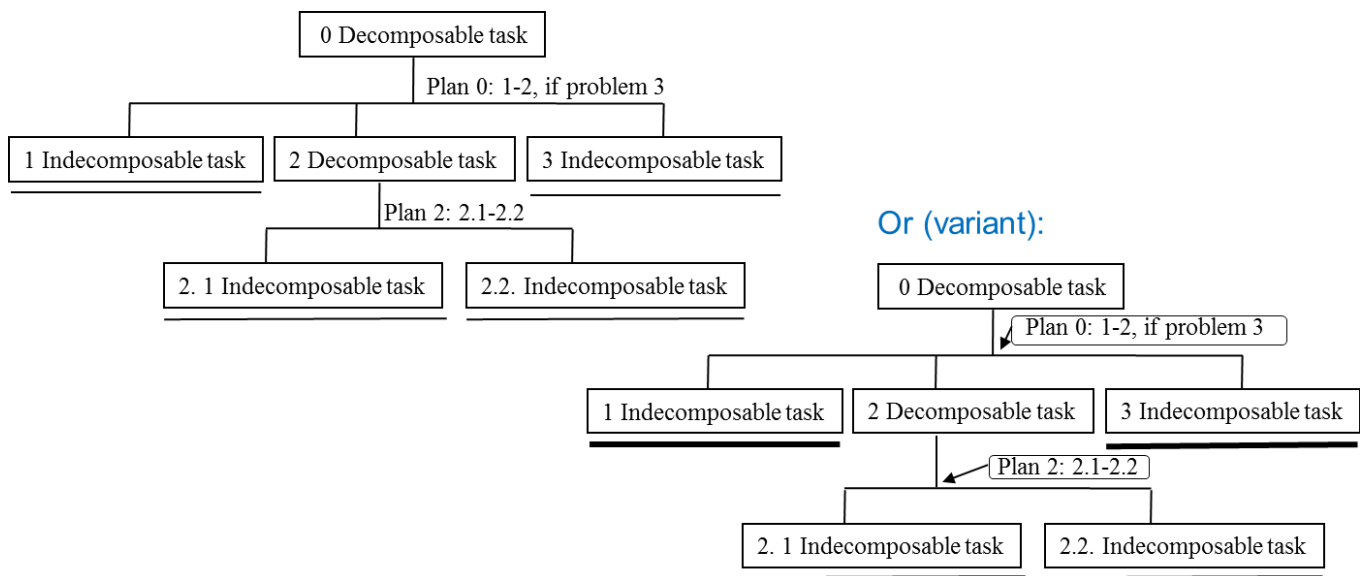
You are asked to model the following scenario (explanations expressed by an expert):

« One has first to regulate the flow of M3-85 at 200 plus or minus 5. How to operate? One has to first set Reg/3 on On, then to adjust the pump 3 on 0.5, an set Reg/3 on Off. But pay attention, in case of any flow speed problem, the only one solution is to warn the upstream human operators. How to adjust the pump 3 on 0.5? One must actuate T6 on 5, then actuate P6 on about 5, and you must finally ask the rounds man for a refining. »

Exercise 2: CTT

You have to use the CTT method. The scenario is the following (explanations expressed by an expert):

« You have first to insert your personal card. This one gives access to the possibilities offered by the interactive terminal (kiosk). At the end of the task or at each instant (whatever you were doing), it must be possible to quit. In this case, the personal card is restored to you.
During the identification stage, you must type several digits and validate the code. It is checked automatically by the system.
Concerning the movie selection, it is possible by category or by alphabetical search.
I propose to describe only the search by category (because the principle is globally the same for both modes): you select « by category », and then it is possible to select the movie. The selection is stopped as soon as you ask for a return ».
In this mode, the system displays the list of categories. You have to select one (in the current version, please consider only three possible choices: comedy, thriller, science-fiction). As soon as the selection is done, the system displays the list of movies. The user can do his or her selection. The system displays the sheet of the selected movie (for instance, the sheet of the « Dune » movie). After reading, the user can confirm his or her selection. In this case, the system stores automatically the exit date and time. Afterwards the system debits the concerned payment. »