Practical Assignment -1

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User Experience and User Interface – INFO8890

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# **Business Scenario**

Over the past 30 years Best Occasion is standing out has a best event planning company for their full service provided to the customers. For maintaining all the documents, the company is using SharePoint Site and facing some issue such as disorganized pages, finding the information is very hard. So, the company now decided to recreate the SharePoint site. I Have been assigned the learning and development company scenario for IT department .

# **Business Requirement**

**Functional Requirement:**

The first functional requirement for this subsite is to have a separate page in order to submit the request for the new equipment’s.

The second functional requirement for this subsite is to have ticketing application where user raise and track a ticket if something is not working in the company.

**Operational Requirement:**

The first operational requirement for this subsite is to have calendar with all the dates when maintenance is going take place in company , so that employees will know the time when system will be down.

The second operational requirement for this subsite is to make sure system is available to the users 365/24/7 to keep the product functioning over a period.

**Technical Requirement:**

The first technical requirement for this subsite is to have an application to keep the technical team and employees to interact and resolve the issues

The second technical requirement for this subsite to have the organized page to get the updates about the changes in the process.

**Transitional Requirement:**

The first transitional requirement for this subsite to have the status of the issue being displayed or notified to the employee at each transition .

The second transitional requirement for this subsite all the documents which contains information about solving the issue should be kept in protected zone while upgrading to new version or process

**Usability Requirement:**

The first usability requirement for this subsite is there should be an undo option available to users so that they can go back to previous activity if any mistake is made.

The second usability requirement for this subsite is there should be certain where users do not get disturbed with unwanted pop items in the site.

# **Stakeholder Mapping**

Stakeholder #1: Siri Chandana(CEO)

Level of interest: Low

Level of Power: High

Conclusion: Keep satisfied

Stakeholder #2: Akshay Varma(VP ,IT)

Level of interest: High

Level of Power: High

Conclusion: Key Player

Stakeholder #3: Hemomsu Subodh( Manager ,Technical Services)

Level of interest: High

Level of Power: Low

Conclusion: Keep Informed

Stakeholder #4: Tarun Reddy ( Manager ,IT application development)

Level of interest: High

Level of Power: Low

Conclusion: keep informed

Stakeholder #5: Lokesh Kumar( Manager ,IT services and support)

Level of interest: High

Level of Power: Low

Conclusion: keep informed

# **Main User Persona**

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**Name:** Virat Kohli

**Age:** 30

**Location:** Delhi, India

**Occupation:** IT Manager

**Biography:** Virat Kohli is cool minded person with creative thinking .His Dedication and commitment helped in delivering smiles on the users faces. Dealing with stakeholders got him lot of appreciation.

**Education Level:** Master’s in computer science

**Salary Range:** $125,000/year

**Personal Quote: “**Work Hard, Have Fun , Make History”

**Offline Activities:** Like to play cricket during free time ,listening to music

**Mobile Comfort Level:** Adaptable to mobile devices**.**