

ITIS 6400/8400 Principles of Human-Computer Interaction
Spring 2018

Project Activity –Task Analysis and Scenarios

GROUP 12

Today you will consider what you have learned so far during your data gathering activities, start to organize your information, and write two scenarios regarding typical and problematic activities for your project topic.

Task Analysis (~10 minutes) Brainstorm the types of tasks or activities that users currently perform that relate to your project topic. You may have one overall activity, but several sub-tasks that people do as part of that activity. Or you may have a number of different kinds of activities or tasks that people do. For each activity, consider:

- Are you gathering enough data about that activity? If not, what can you do this next week?
- How can you describe this activity? Text, scenario, HTA, something else?
- What does this knowledge tell you about what you could design?

TASK ANALYSIS:

TASK 1:

User: People who are in need of food.

High-level activity/task for the above user: Searching for food.

Subtasks:

- People searching out nearby restaurants or food service provider to get food.
- Requesting the restaurant owner to provide with food assistance.
- If there is the availability of the food, the user gets the food, he may take back and have it.
- If there is no availability of the food, the user moves to find other way to get the food. Either arrange some money and buy it.
- Searching out nearby vending machines in order to get food in a cheaper way.

TASK 2:

User: People who want to give away the food.

High-level activity/task for the above user: Giving away the excess food.

Subtasks:

- Search if there are people nearby such as homeless and NGO's nearby to give away the food.
- Simply, throw out the excess food leading to considering it as a waste of food.

- Call for volunteers or workers to take away the excess food and hand over to people in need on the way.

Scenario brainstorming (~10 minutes) Brainstorm the types of scenarios that you could create to describe users' current activities and tasks. Start with a typical, successful activity. Then brainstorm one that highlights issues or problems with the current way activities are performed. (Hint: You will likely want at least one scenario in your needfinding report.)

SCENARIOS FOR ABOVE TASKS:

- TASK-1
- The scenario which describes what consumers are doing to get food when they are in need.
- We create a separate scenario for each type of consumer such as -
 1. A student who is running on a budget, this will describe a story of students who would not have enough money to buy the food and then it also states what he/she will do in that situation.
 2. A scenario on a homeless man - this scenario describes how a homeless man managing his/her need of food at present. This describes current situation of homeless man, what they are doing for the food and what involves for them to get the food.
- TASK - 2
- The type of scenario which describes what is the current activities of people who have extra food and wants to give away.
 1. The first scenario in this category describes what a restaurant/ food outlet does when they have extra food. What they are doing in the current situation, and also how they manage to successfully give the food away.
 2. second scenario in this category describes the current situation of a restaurant/ food outlet who doesn't have any way to give the food away for the required users and end up in wasting the food.

LIST OF ACTIVITY STEPS FOR THE SCENARIOS:

Pick one successful and one "problematic" scenario to develop. For each, list out the activity steps and the context you want to include in the scenario (~10 minutes)

Successful scenario activity steps: Possible activity list of a student who is hungry and searching for food.

1. A student, who has run out of his monthly budget, is feeling hungry.
2. He shares this problem with his friends and/or seniors.
3. He asks their advice.
4. Seniors/friends suggest him to check the nearby restaurants.
5. They give him the list of restaurants he can check.

6. They loan out some money to the student.
7. Student thanks his seniors and friends for helping him out
8. The student walks to all the restaurants.
9. One of the restaurants is offering food at a discounted rate. The student decides to go to that restaurant.
10. He chooses the item which has the maximum discount and which also fits in the loan amount given by his friends and seniors.
11. He asks the restaurant for the availability of the item.
12. If the item is available, he asks the restaurant to pack it for him.
13. He pays the bill and exits out of the restaurant.
14. He eats the food after reaching home and is contented for the day.

Problematic Scenario: Possible activity list for a homeless man searching for food.

1. A homeless man, sitting at a traffic junction, begging for money throughout the day.
2. People passing coins or bills to him.
3. At the end of the day, he collects it all and counts it.
4. Since he has been hungry throughout the day, he walks to a nearby food vendor.
5. He sees the choices available to him.
6. Unfortunately, all the choices do not fit his budget.
7. Since he is feeling very weak, he decides not to go further to search for any other restaurant.
8. He goes back to the place where he tries to sleep for the night on an empty stomach.

PARAGRAPH STORIES FOR ABOVE SCENARIOS:

Write each scenario as a paragraph (~10 minutes).

Scenario for a successful use case:

Alice is a student studying currently in UNCC, Charlotte. Alice is having a low budget income where in he has to manager all his stuff within it for the month. It's the third week of the month and he is running out of his budget due to excessive expense early during the month. Today he is hungry and wants to grab some food quickly and at the same time don't want to spend much on his grocery. Therefore, he thinks to call one of his friends and take some minor loan amount in order to satisfy his month expense. Provided with the money, Alice walks out in a happy mood to search any restaurant where he can get food in cheap amount. On the way, Alice saw one Mexican restaurant where there is a board saying "discount 50%". Alice smiles and walks towards the restaurant thinking he could get a good amount of food in cheaper rates. He checks the items which he likes and also keeping mind the amount which is there in his pocket, decides the item needs to be purchased. At the same time, the food was ready and available to purchase with the discounted rates. The restaurant worker with a welcome smile provides the food to the hungry man and makes his day. Alice, with a full happy mood runs to the apartment and has his food.

Scenario for a unsuccessful use case:

There is a restaurant A inside the campus of UNC Charlotte, A closes at 7pm on weekdays (Monday to Friday) and closes at 5:30 on weekends. The opening time of the restaurant is 8am in the morning, they start preparing the food from 8:30am. They have two separate menus, one is pre-cooked food that usually cooked between 8:30am and 9:30 am and the second type is on demand which will be cooked as and when the order comes. Usually, they pre-cook the food for around 500 - 700 people every day. On some good days, they run out of precooked food between 4pm - 5pm. However, twice or thrice in a week, they have pre-cooked food left over for around 20- 50 people. Now, the issue is with. The restaurant supervisor doesn't want to throw away the food because they are still eatable at least till 10pm/11pm on the same day. The problem is they can't give this food for free to customers because it is against the policy of the store. So they have to throw it away by the time restaurant closes. The reason given by the supervisor is they don't know what to do.

This scenario describes how a restaurant's end up in wasting the food and they are in need of a system which takes care of this problem.