Interação Pessoa-Máquina
2019/20

<u>Final project</u>

Stage 2: User and task analysis

In this stage, it is intended to examine and understand the problem space. Who are the main users of the system? What tasks users want to perform with the system? What functionalities should be made available by the system? How is the work environment?

Objective: Identification and characterization of the target users, tasks and scenarios.

Description
This stage should include:
- User analysis: Identify the characteristics of the target user population. Multiple user classes may exist, identify each one of them.
- Task analysis: Determine the tasks that should be allowed by your system and analyse their characteristics. You should find and analyse 3-6 high-level tasks. Each of these high-level tasks should have a goal and subtasks.
- Scenario design: Create 3 different scenarios (a concrete example of tasks performed in a hypothetical interface) that include the tasks considered in the task analysis.

You should interview at least 3 representative users (at least 1 for each user class, if you have multiple user classes). If possible, observe them dealing with the problem in the real environment. You just have to present your conclusions and justify them with references to your observations whenever possible (do not provide extensive narratives of the interview sessions).

The report should include (max. 6 pages):

- **Project title**
- **Problem:** Brief description of the problem.
- **Users:** Description of each user class.
- **Tasks:** Description of the 3-6 (or more) identified tasks. Every task should have an objective, pre-conditions, sub-tasks and exceptions (what can go wrong). You should also point out other characteristics, such as time constraints, frequency of use.
- **Task scenarios:** Description of scenarios involving at least the 3 most relevant high-level tasks. While task descriptions are abstract (ex: buy grocery), scenarios are concrete (ex: Mr. Jones went to the supermarket, in his way home, to buy bread, milk, …). These scenarios will be used later to evaluate the system.

Deadline:
- Discussion (in class) September 30/October 2.
- Delivery (in class) October 7/9.