

The Human Factor: Case Study

1 Introduction

Edinburgh has a public transportation system that allows people to travel around the city. The company that provides the transportation services offers a mobile application. In the application, the users have access to information related to stops, routes, schedules and news. The users can leverage the application to plan a route from one point of the city to another. The mobile application offers several options to accomplish this task. The option selected by a user might be based on her knowledge of the city and her expertise with the application.

2 Method

3 Results

4 Discussion

References