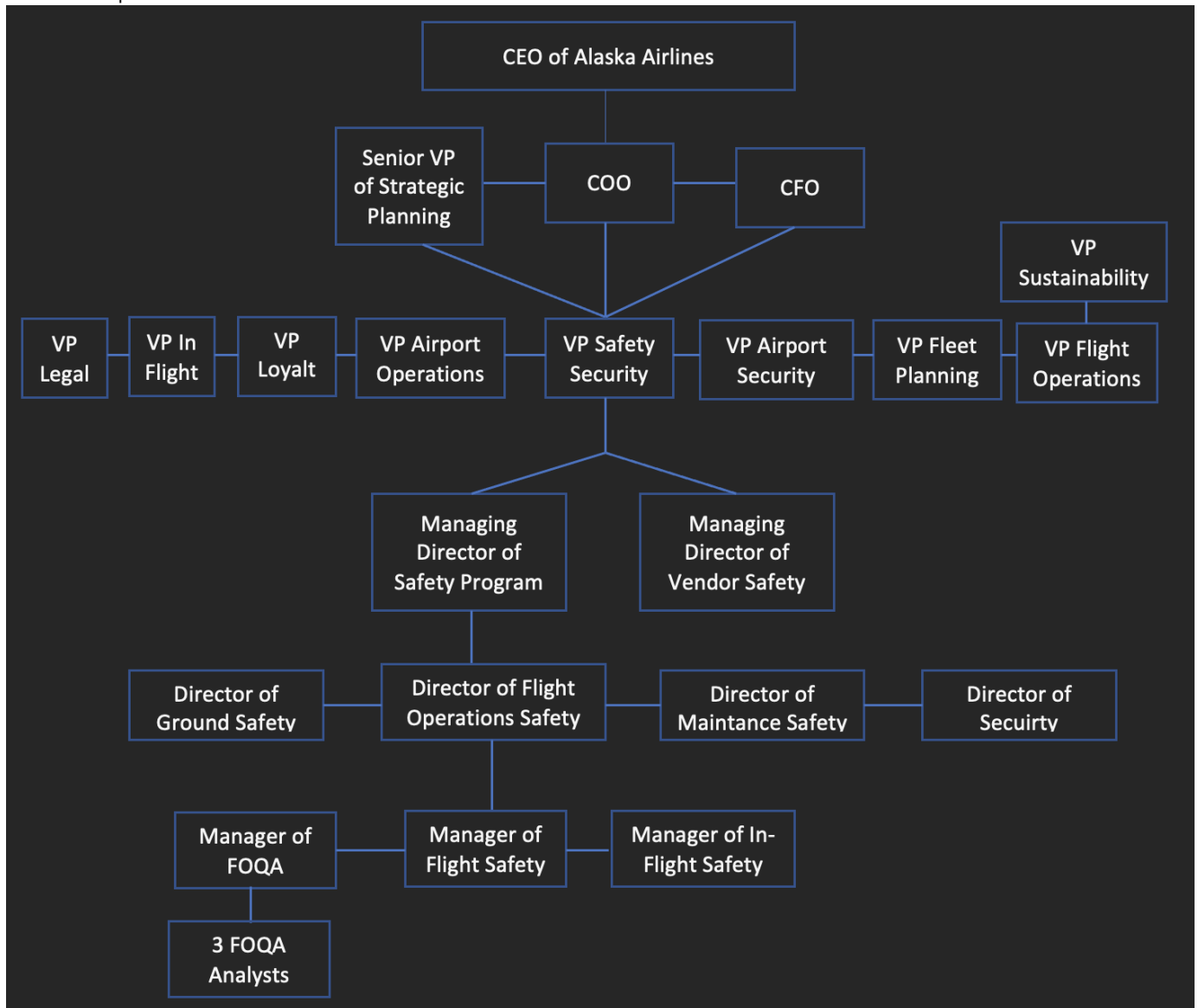


User Characteristics

Stakeholders

- Federal Aviation Administration Certificate Management Office
- Air Line Pilots Association - Pilot union
- Association of Flight Attendants - Flight Attendant Union
- Transportation Workers Union
- CEO of Alaska Airlines - Ben Minicucci
- Pilots at Alaska Airlines
- Flight Attendants at Alaska Airlines
- Software Engineers developing scheduling program
- Programmers involved in project
- Safety Department at Alaska Airlines
- Scheduling Department at Alaska Airlines
- IT Department at Alaska Airlines



User Characteristics

- Pilots -
 - High school or college graduate
 - Employee of Alaska Airlines
 - Experienced in using scheduling software

- Technical expertise may vary
- Flight Attendants -
 - High school or college graduate
 - Employee of Alaska Airlines
 - Experienced in using scheduling software
 - Technical expertise may vary
- Scheduling team -
 - College graduate
 - Employee of Alaska Airlines
 - Expert in using scheduling software
 - High technical expertise

Elicitation Plan

- Interviews of major stakeholder
 - What problems are you trying to solve?
 - What's the motivation for solving the problem?
 - What's a successful solution worth?
 - Which activities should be included in the scope?
 - Could there be any unintended consequences of the new system?
 - What policies must you conform to?
 - What goals could this product help you achieve?
 - What problems do you expect this product to solve?
 - What aspects are the most important to you?
 - What qualities are critical for the specific parts of the product?
 - How would you judge the product as a success?
 - Is there anything else I should be asking you?
- Prototypes
 - An evolutionary dynamic prototype will be made using visual studio
 - Will facilitate the early buyer-developer agreement on the design approach
 - Allows dynamic behavior of the product to be better understood
 - Gives client and users opportunity to make changes to product they did not know they wanted
- User stories
 - Identify each user and give them a persona
 - Identify situations that the personas will be put in
 - For each situation identify what jobs need to be done
 - Define the success metric for each situation
 - Users will be interviewed about how they want the product to function
 - Observation of users utilizing current software will take place
 - Users wants and needs will be documented
 - Each user story will be documented in Jira
- Observations
 - Observe pilots using current scheduling software
 - Observe flight attendants using current scheduling software
 - Observe schedulers using current scheduling software