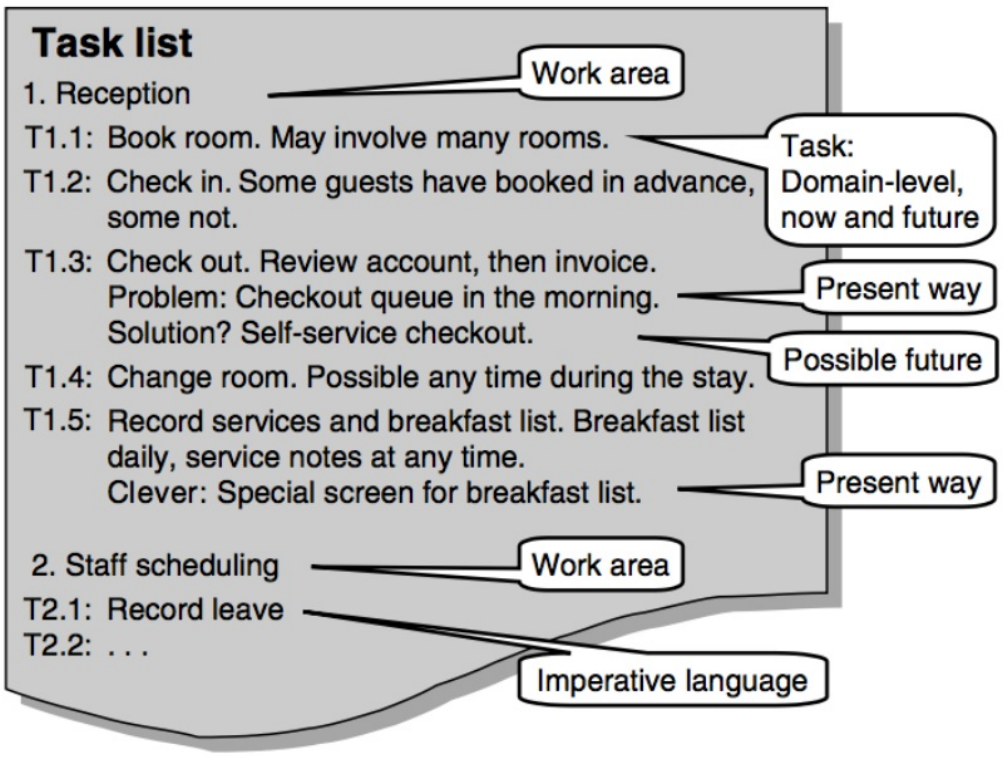
# Templates

## Annotated Task list




Task list

**[num]. Text Here**

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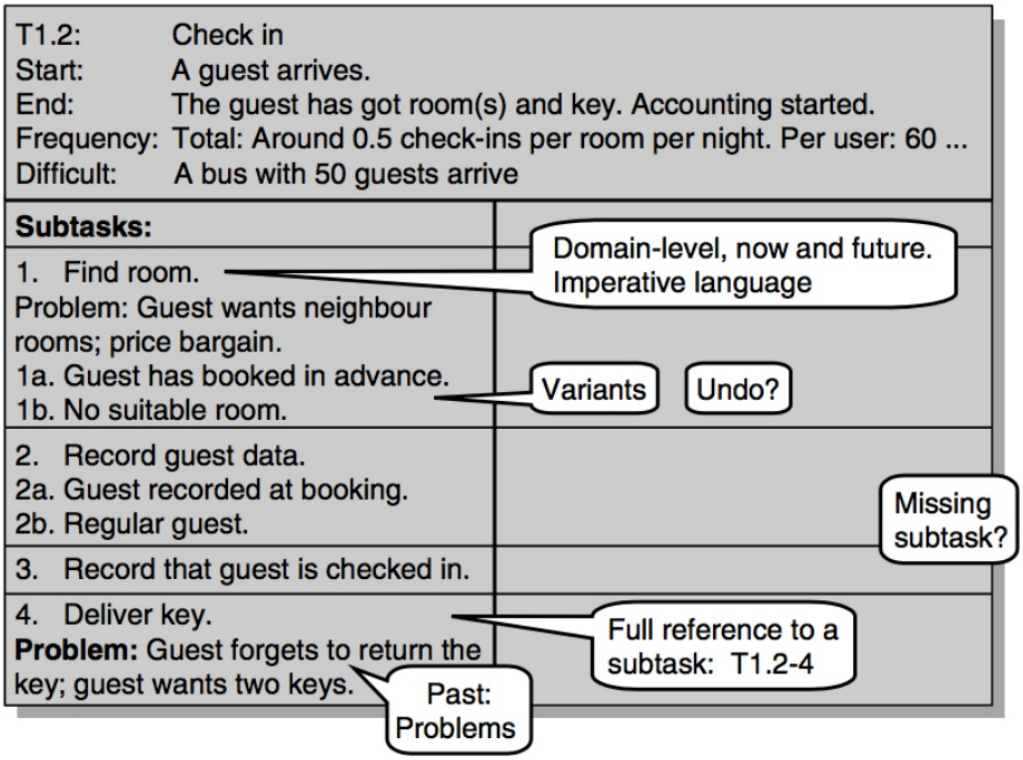
**T[num].[num]** Text here Text Here

## Task Description

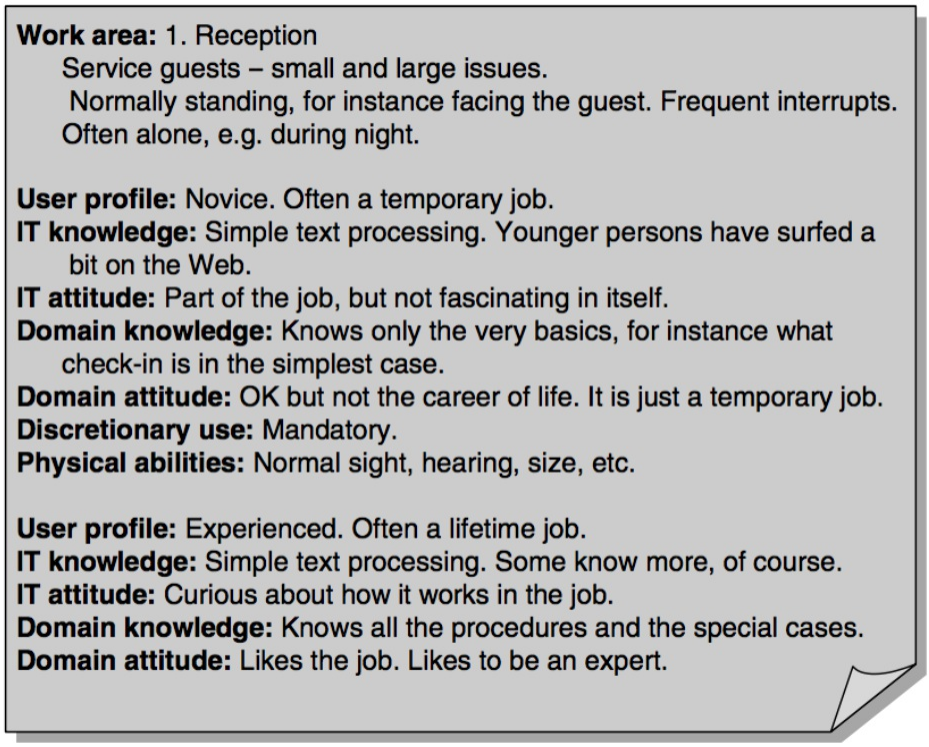



Task descriptions

| **T[num]** | Text here |
|---|---|
| **Start:** | Text here |
| **End:** | Text here |
| **Frequency:** | Text here |
| **Difficult:** | Text here |
| **Subtasks:** | |

**[num].** Text here (optional)
**Problem:** Text Here
**Solution?:** Text Here
**Smart:** Text Here
**[num]a.** Text Here
**[num]b.** Text Here

# Work area and user profile




[WORK AREA NAME]

| User profile | IT Knowledge | IT Attitude | Domain knowledge | Domain attitude | Physical abilities |
|---|---|---|---|---|---|
| Text here | Text here | Text here | Text here | Text here | Text here |

# Design Defects

**Design defects**

D100. Understanding Breakfast window vs. Stay window?

D101. Check credit card or get deposit.

D102. Understanding guest address across stays?

D103. Long stays, or with many rooms.

(evergrowing list of defects)

Design Defects

**D100.** Text here

# Subtasks vs Visible data vs Virtual Windows

| T1.2: Check-in<br>Start: A guest arrives . . . | | |
|---|---|---|
| Subtasks: | Visible data: | Virtual windows: |
| 1. Find room.<br>Problem: neighbour rooms. | Free rooms of type x, price. Map. | Rooms.<br>Crit : type, period.<br>Map? |
| 1a. Guest booked in advance.<br>Problem: Fuzzy guest ID | Guest and stay details. | FindGuest, Stay.<br>Crit: soundex, ... |
| 1b. No suitable room. | All free rooms, price, discount. | Rooms.<br>Crit: period. |
| 2. Record guest data. | Guest detail. | Stay. |
| 2a. Guest recorded at booking. | Guest detail. | FindGuest, Stay.<br>Crit: soundex, ... |
| 2b. Regular customer. | Guest detail. | FindGuest, ... |
| 3. Record that guest is checked in. | Guest and stay details. | Stay. |
| 4. Deliver key. | Room numbers. | Stay. |

Relation between subtasks, visible data and virtual windows

| **T[num]** | Text here | |
|---|---|---|
| **Start:** | Text here | |
| **End:** | Text here | |
| **Frequency:** | Text here | |
| **Difficult:** | Text here | |
| **Subtasks:** | **Visible data:** | **Virtual windows:** |

**1.** Text here
**Problem:** Text Here
**Solution?:** Text Here
**Smart:** Text Here
**1a.** Text Here
**1b.** Text Here

# Use cases

| Task | User action | System-action & Feedback |
|---|---|---|
| 1.1 Booking | | |
| 1. Find rooms | Enters search criteria in vwRooms.<br>Clicks Find Rooms.<br>Selects a room(ChooseRoom). | <br>Shows free rooms.<br>Shows selection. |
| 1a. No suitable room | Enters new search criteria.<br>Clicks FindRoms.<br>Selects a room. | <br>Shows free rooms.<br>Shows selection. |
| 2. Record guest | Clicks NewStay.<br>Enters guest data in Stay window. | Shows new, empty Stay window. |
| 2a. Regular guest | Enters search criteria in vwFindGuest.<br>Clicks FindGuest.<br>Looks down the list for the right person.<br>Selects the guest if one matches.<br>Clicks NewStay.<br><br>Edits guest data in Stay window. | <br>Shows guests that match.<br>Shows more details for each guest.<br><br>Shows new Stay window.<br>Fills it with data about selected guest or data from the search criteria. |
| 3. Record booking | Clicks Book. | Records guest data, stay data, room states.<br>Updates vwRooms and vwStay.<br>Visible feedback to user in vwStay? |
| 3a. More rooms | Uses vwRooms as in subtask 1 or 1a.<br>Clicks Book. | <br>Records additional room states.<br>Updates vwRooms. |
| 4. Confirm (option) | Clicks PrintConfirm | Prints confirmation letter. |

use cases

| Task: | User Action: | System-action: |
|---|---|---|
| **[Num] Text here** | | |
| 1. Text here | Text Here. | Text Here |

# CREDO

CREDO = Create, Read, Edit, Delete, Overview

Data model versus virtual windows:

| Virt. window \ Entity | Guest | Stay | Room | RoomState | ServiceRec. | ServiceType | Missing window data |
|---|---|---|---|---|---|---|---|
| Stay | CRE | CRED | r | re O | CREDO | R | |
| Rooms | | | CREDO | re O | | | |
| Breakfast | | | r | | CReDO | R | roomID |
| Service charges | | | | | | CREDO | |
| Missing fncts | DO | O | | (C) D | | | |

Notes: RoomState: personCount editable through Stay, all states through Rooms.
Breakfast: roomID . . .

Data model versus tasks:

| Task \ Entity | Guest | Stay | Room | RoomState | ServiceRec. | ServiceType | Missing task data |
|---|---|---|---|---|---|---|---|
| Book | CRE O | C | O | Re O | | | neighbour |
| CheckinBooked | RE | E O | O | Re | | | |
| CheckinNonbkd | CRE O | C | O | Re O | | | neighbour |
| Checkout | RE | E O | R | e | R | | |
| ChangeRoom | | R | O | Re O | | | |
| RecordService | | | O | | C O | R | |
| PriceChange | | | C EDO | | | CREDO | statistics |
| Missing tasks | D | D | | (C) e D | ED | | |

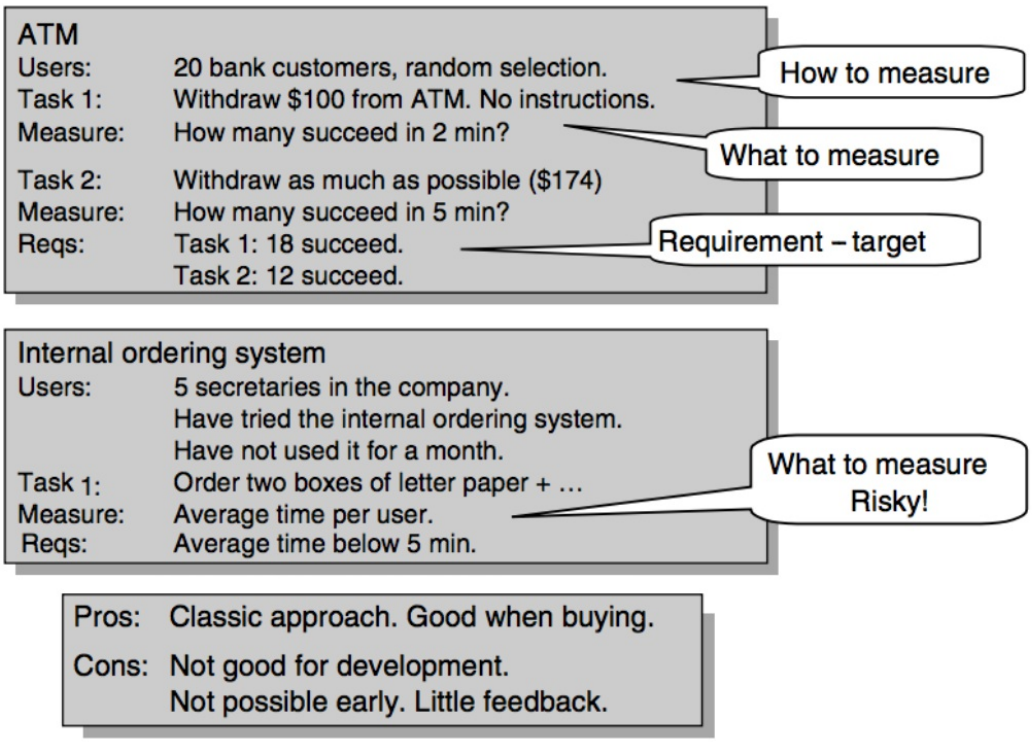
Data model versus virtual windows

| **Entity:** | Entity1 | Entity2 | Entity3 | Entity4 |
|---|---|---|---|---|
| **Virt. window:** | | | | |
| Room1 | CREDO | CREDO | CREDO | CREDO |

Data model versus tasks

| **Entity:** | Entity1 | Entity2 | Entity3 | Entity4 |
|---|---|---|---|---|
| **Task:** | | | | |
| Task1 | CREDO | CREDO | CREDO | CREDO |

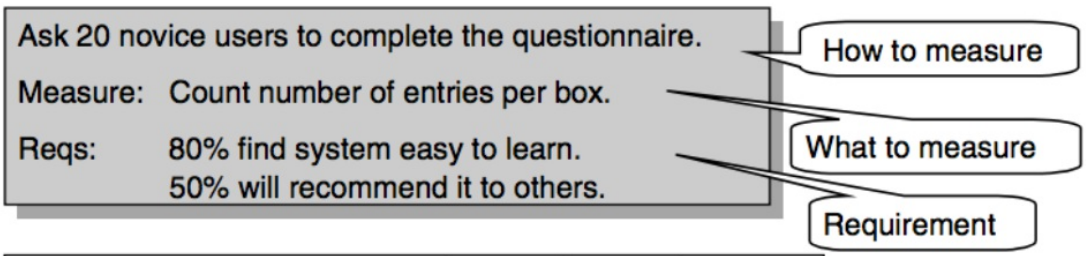
# Measuring Task Time




Task time

| **[SYSTEM NAME]** | |
|---|---|
| **Users:** | Text here |
| **Task 1:** | Text here |
| **Measure:** | Text here? |
| **Requirements:** | Task 1: [num] succeed<br>Task [n]: [num] out of [num] must succeed within ___ min. |

# Measuring with Opinion Polls




| Questionnaire | agree | neutral | disagree |
|---|---|---|---|
| The system was easy to learn | | | |
| The system is easy to use | | | |
| The system helps me … | | | |
| It is fun to use | | | |
| I will recommend it to others | | | |

Pros: Widely used.
You may ask for any usability factor.

Cons: Doesn't match objective evidence.
Only indications during development.
Little feedback to developers.

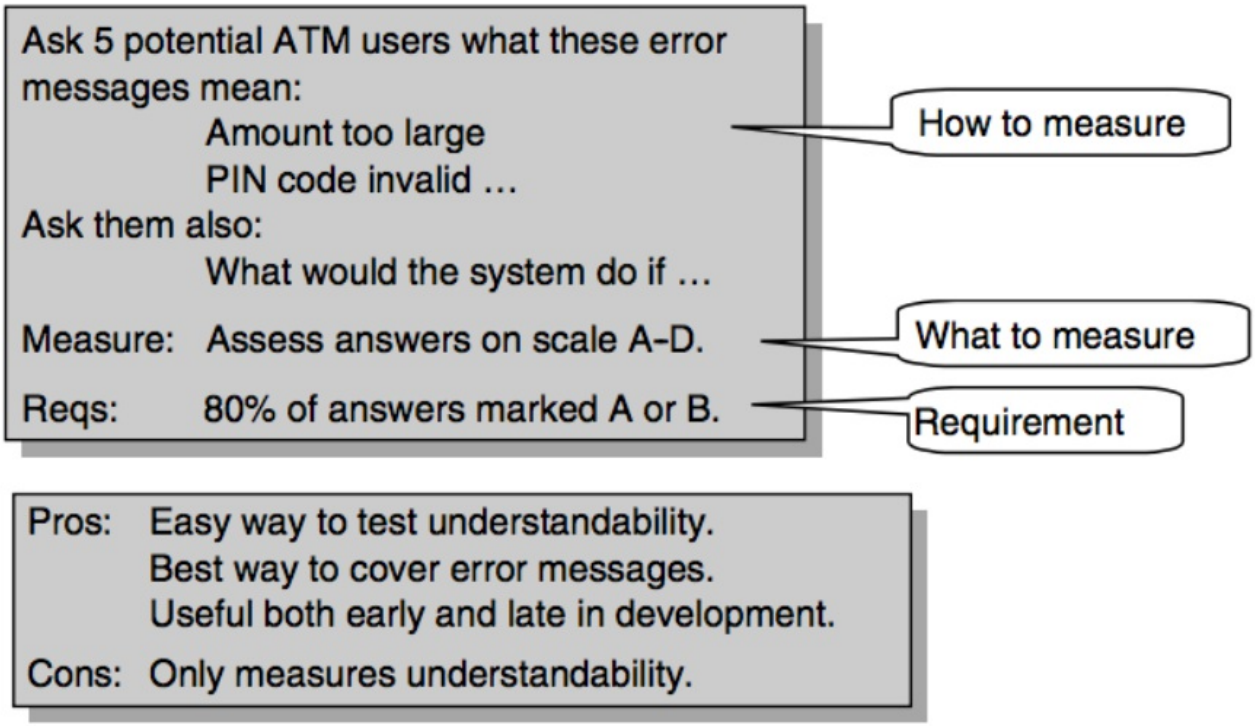
Ask [num] users to complete the questionnaire

| | |
|---|---|
| **Measure:** | Text here |
| **Requirements:** | [num]% Text here<br>[num]% Text here |

Questionnaire

| | Agree | Neutral | Disagree |
|---|---|---|---|
| The system was easy to learn | | | |
| The system is easy to use | | | |
| The system helps me [TEXT HERE] | | | |
| It is fun to use | | | |
| I will recommend it to others | | | |

# Measuring with Score for understanding




Ask [num] [SYSTEM NAME] users what these error messages mean:
[ERROR NAME 1]
[ERROR NAME 2]
Ask them also:
*[QUESTION]*

**Measure:** Assess answers on scale A-D

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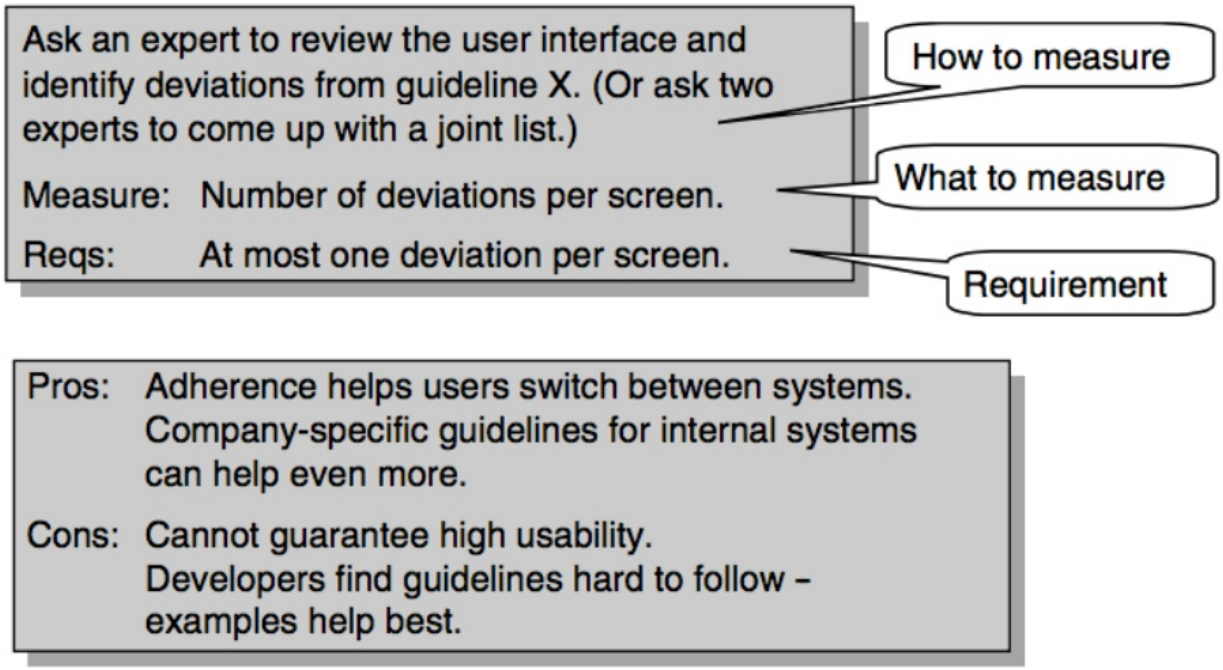
**Requirements:** [num]% of answers marked A or B

# Measuring with Guideline adherence




Ask an expert to review the UI and identify deviations from [GUIDELINE NAME HERE].

**Measure:** Number of deviations per sreen.

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**Requirements:** At most [NUM] deviations per screen.