

Exercise F: Contextual Design and user needs capture Gruppe 3.124, sem3, CSTBL, 2010

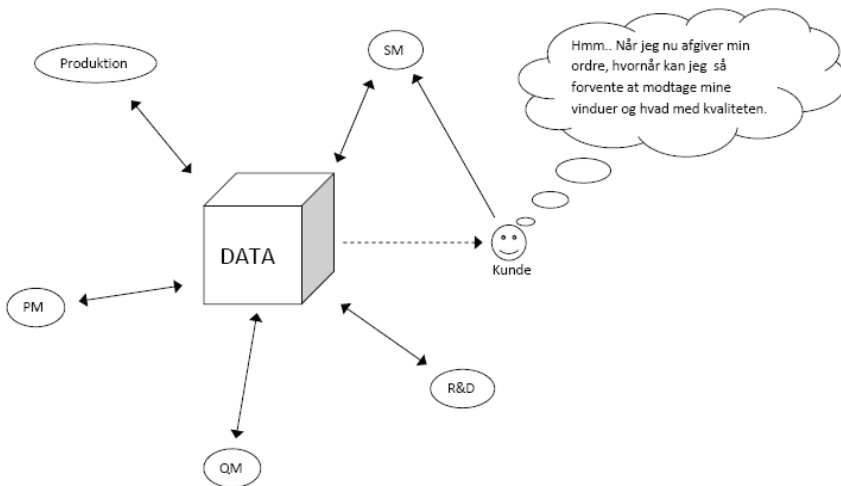
1: Write a few lines describing the Goals with USE:

Målet med USE systemet er at kvalitetssikre produktet og give kunden indsigt i processen. Dette skabes ved at danne et helhedsbillede for både den interne sagsbehandling og kunden. Hermed opstår muligheden for at overvåge en ordre fra ordreafgivning og videre gennem produktets levetid.

2: Describe the focus system user groups

Kunderne får mulighed for at følge deres ordre-/r via delvis adgang til systemet. Medarbejdere kan følge processen og tilføje data til ordren. Ledelsen samt S&M(Sales/Marketing), PM (Production management), QM (Quality management) og R&D(Research & Development) får indblik i kundegrupper, processflow og data til evaluering.

3: Draw rich pictures of USE. Formulate a Vision (.. how will USE change our knowledge management)



Vision: Skabe en ongoing kvalitets- og brugeroplevelse, der sikrer Krone vinduer en ledende plads i det fremtidige marked.

4: Compose the Work Modelling team.

Projektgruppe:

Projektleder (R&D)
Programmerer

Styregruppe:

Ansvarlig fra hver enkelt afd.
Direktionsrepræsentant

Testgruppe:

End Users

5: Capture and list user needs (during the contextual inquiry).

Kunder: info vedr. ordren (hvor langt er ordren?), status fra produktion

S&M: Kundeinfo, data fra tidligere ordre, produktionstider, levetider, lagerstatus

QM: spild, levetid, kontrol, evalueringer (kundetilfredshed, materialer, bygbarhed mv.)

R&D: data fra tidligere ordre, evalueringer (kundetilfredshed, materialer, bygbarhed mv.), kundedata

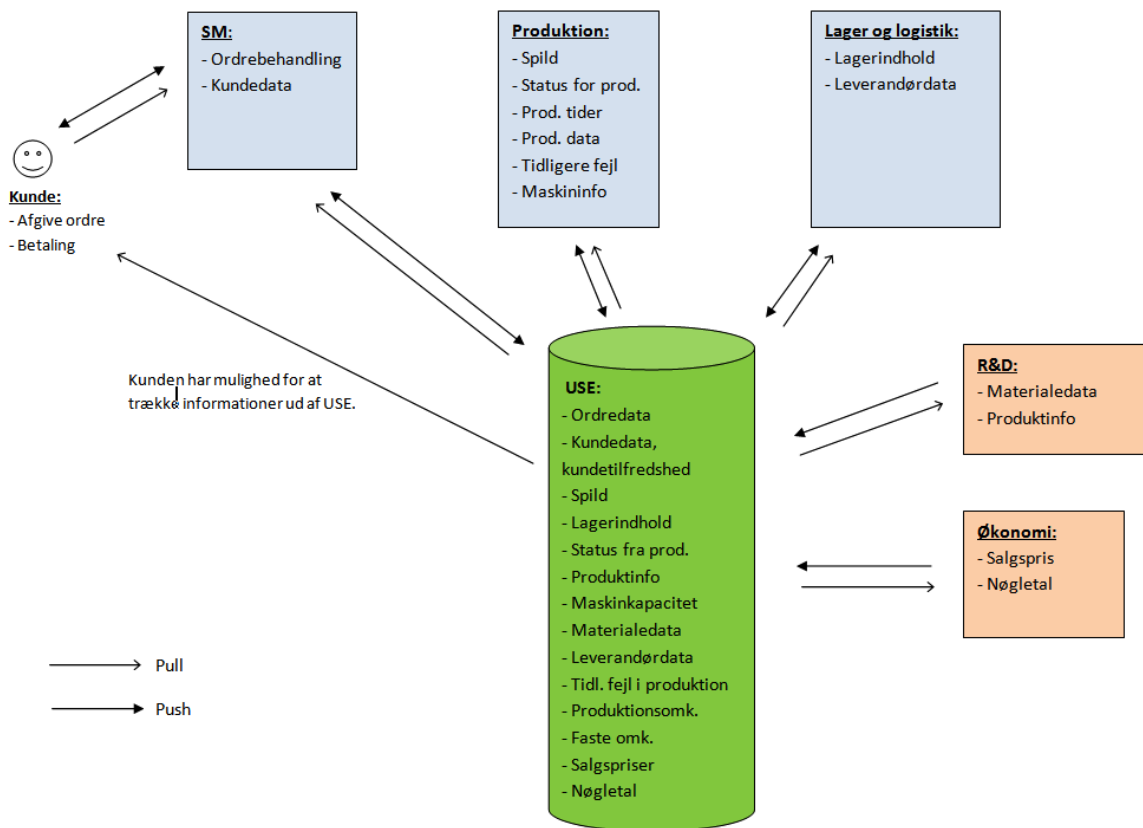
Produktion: data fra igangværende ordre (deadlines, materialetyper mv., tegningsmateriale), status fra produktion, tidligere fejl, lagerindhold, produktspecifikationer

Lager: info fra leverandører, igangværende ordre, kommende ordre

Økonomi: kapacitet, produktionsomkostninger, faste omkostninger, lagerplads

6: Draw simplified work flow models showing users/roles and in the proposed environment. Describe formal and informal communication, as well information containers (existing and new)

Workflow model



7: Draw sequence models (corresponding to the work flows) showing the works steps to achieve desired goals/intents.

8: Describe in the cultural model the constraints on the system caused by organizational culture.

9: Describe some of the artifacts/tools that will support the use of USE.

10: Consolidate the Work Models

11: Update the vision.

12: Make a storyboard for the studied use case. Get feed-back from the users on the sketched solution.

13: Outline the functional structure (User Environment - UE - 'the floor plan') of USE, to describe the USE functions and their relations (inspiration on page 307,308 in Beyer Holtzblatt [[education/reports/cd_1.pdf](#)]). [Each storyboard contains implications for place, functions, and links in the User Environment].

14: Outline physical (distributed) environment where USE will be used.

15: Sketch on a possible user environment system interface

16: goto 5 (or goto the next step in the system development if you have enough user-needs/system-requirements formulated)