KL♛

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INTERACTION DESIGN INFORMATION ARCHITECHTURE STORYBOARDS WIREFRAME UX UI IA PROJECT

Prepared for:

Client

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Requirements: Design & Research

In order to establish the user and design requirements for this project and scenarios, I also created a persona for Katherine Valient, the hotel manager.

Katherine Valient

Occupation: Hotel Manager, Vandenberg Hotel
Age: 34
Marital Status: Married
Hobbies: Reading, Movies, Fitness, Technology

Daily Tasks

▸ Define and set objectives

▸ Organize work to be completed

▸ Communicate and motivate staff

▸ Measure progress of staff and tasks

▸ Develop Staff Skills

Motivators

▸ Wants maximum productivity

▸ Wants maximum efficiency

▸ Wants to be appreciated

Behaviors

▸ Uses a computer for creating a lot of reports

▸ Uses smartphone or tablet when not at desk

▸ Okay with technology but likes things as they are

Triggers

▸ Email confirmation / alarm from smart phone

▸ Phone call

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Scenario 01

Katherine is the main hotel manager and needs to make certain that the Vandenberg Hotel is on track for the 5 Diamond inspection certification. She wants to raise the hotel's rating to five diamonds certification. Two weeks ago she requested that a consulting firm analyze the hotel and see if the hotel can achieve the five diamonds certification.

Katherine received an email with the **access code** for the web based interactive report. Katherine is very nervous to see the results, she logs onto the web site / platform and sees that the hotel didn't pass the requirements for five diamonds certification.

"The hotel didn't pass the requirements for five diamond certification status. Here is what you can do to solve the issues / problems:"

The consulting firm doesn't just shows the issues, categories and severity with the HOTELRATE web application. After reviewing the repsrt and issues / problems Katherine can outline what needs to be done to solve the issues / problems. Katherine is disappointed that the hotel did not pass, but she is also encouraged by the platform and how thorough it is. Now, she looks at the issues that are present at the hotel so she can address the issues and organize the staff to address and fix the issues / problems as quickly as possible.

The main reasons that Katherine visits the website platform is that she needs to see wat issues / problems the hotel has and what must be done to pass the five diamond certification.

It is known that 20% of a system feature gives 80% of results, but the experience can be enhanced through secondary features that support tasks that can make the work more productive.

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Scenario 02

Secondary scenarios can be created around task oriented scenarios that can be features that connect with the user goals.

Task Based Scenarios

▶ Access report data

▶ Print data to be examined

▶ Assign work to appropriate departments and staff

▶ Send update reports directly to email

▶ Create / Export schedule for work

▶ Print reports

▶ Check on what issues were solved / completed

▶ Check what is the current status of the work that must be completed

In order to make the requirements clear, a MoSCoW analysis was conducted. These are the main requirements that the user needs. Other requirements can be added, like an Excel spreadsheet file export option.

MoSCoW technique for requirements identification

Requirements	Must (M)	Should (S)	Could (C)	Won't (W)
▶ See the report results	✓			
▶ See what tasks must be completed	✓			
▶ Analyze the data through different data visualization styles		✓		
▶ Ability to login	✓			
▶ Assign work through email			✓	

Mo**SC**o**W** technique for requirements identification (Continued)

Requirements	Must (M)	Should (S)	Could (C)	Won't (W)
▶ Send reports			✔	
▶ Print reports		✔		
▶ Confirm what tasks have been completed			✔	
▶ Create / Share schedule			✔	
▶ Give access to other departments and managers			✔	
▶ Responsive website application	✔			

Use Case Storyboards

The flow and alternatives flows of events are the most significant part of the use case.

Brief Description:

This Use Case takes place when the manager have the access code and he wants to see the results. Basic Flow Use case: The manager sees the report results.

Basic Flow:

1. Enters email address and access code
2. Fail - Wrong access code with feedback
3. Success - confirm successful authentication
4. See the results of the analysis
5. Leave the website application

Use Case Storyboards

The flow and alternatives flows of events are the most significant part of the use case.

Alternate Flows:

Use case: The manager let other managers to see the report.

1. Give access to other departments and managers

    1. Give access to other departments and managers
    2. Filter the issues
    3. Checkmark the whole or part of a category
    4. Presses "Give Access"
    5. A pop up screen appears with email, subject and message fields
    6. Clicks "Send" the issues
    7. Success - confirmation successful

Use case: The manager wants to analyze the report data in more depth.

2. Analyze report data

    1. Selects different styles of data visualization
    2. Views the results
    3. Leaves the website application

Use case: The manager wants to send the report to the CEO, subordinate managers or other people for presentation, scheduling or collaboration purposes.

3. Send report

    1. The manager selects "Send Report" button
    2. The manager types / enters the email addresses
    3. The manager types / enters the message subject
    4. The manager types / enters a message
    5. The manager sends the report
    6. 6. A confirmation pop up appears

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Alternate Flows - Continued:

Use case: The manager wants to see the issues / problems and in which department they occured and what if any rules were infringed.

4. View all of the hotels issues / problems

1. The manager scrolls to issues
2. Choose between two styles to view: Categories or Visualization

    a. Choose Categories
    b. Filter the columns
    c. View what the manager needs to see

Use case: The manager wants to see the progress of solved issues / problems.

5. See tasks completed

1. The manager selects the "Solved Issues" button
2. The manager sees what issues were solved
3. The manager clicks appreciate for managers, subordinates, staff with a confirmation

Use case: The manager wants to assign work from the platform to subordinate managers.

6. Assign work / tasks

1. The manager chooses "Categories" view for issues
2. The manager filters the issues / problems
3. The manager can checkmark the whole or part of category
4. The manager presses "Send To"
5. A pop up screen appears with email, subject and message fields
6. The manager clicks "Send" the issues

Alternate Flows - Continued:

Use case: The manager wants to have the report in physical format, because they don't have time to stay at the computer.

7. Print report

1. The manager presses "Print"- with icon - button
2. Selects PDF or Printer
3. Sets the number of copies
4. Sets the size
5. Presses "Print"

Use case: The subordinate managers want to checkmark the issues that were solved in their own departments. This way they give feedback to the principal manager.

8. Checkmark solved issues

1. Choose Categories view or Visualization view
2. Search for the issues
3. Press "Solved" button
4. Both the principle manager and subordinate managers receive confirmation of Solved issues / problems

Use case: The manager wants to create a schedule for the issues that need to be completed.

9. Create schedule

1. The manager presses "Schedule" button in menu
2. Clicks "Create Schedule" button
3. Sets name of the schedule
4. Sets the timeframe
5. Clicks "OK"
6. Adds different times in the schedule

Alternate Flows - Continued:

Use case: The manager wants to see to whom he assigned different issues to be solved.

10. See work assigned

1. Clicks "Assigned Work" button
2. See when, to whom, and progress of assigned work
3. Clicks an item from Assigned Work page
4. Sees all issues associated with that task assignment

Overall Objectives

1. How good / bad is my hotel? - "How prepared am I for the '5 diamond' inspection?

The report showed that there are a lot of issues and that the Vandeberg Hotel is not ready for the 5 Diamond inspection certification.

Steps should be taken from the report imformation to assign issues and work to the appropriate departments and staff.

The hotel manager, Katherine Valient and other assistant and subordinate managers can check on work assigned and progress in the web application.

2. What should I do in this last month to prepare for the official rating inspection? - "I obviously can't fix everything, what should I do?!"

The issues with the most severity, 5 (Business Threatening) and 4 (Major) in the categories, Health Issue and Legal Issue should be fixed first. Then the less severe issues should be taken care of in order of importance.

Prexisting conditions

The manager must have the access code to access the web-based application.

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I created wireframes for a simplistic, and easily navigable interface for users to interact with to get any and all information they were seeking as well as options to save report information to PDF and XLSX file types, print report information and share report information by email.

Basic Wireframe Application Flow

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Basic Wireframe Application Flow Continued

Basic Flow Continued:

3. Success - confirm successful authentication
4. See the results of the analysis
5. Leave / Logoff the website application

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