

Scenarios

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Definition

- **Scenario:** "a narrative or story that describes the activities of one or more persons, including information about goals, expectations, actions, and reactions" (Rosson & Carroll)
- "A **scenario** is a description of users and stakeholders using artifacts within environments carrying out tasks or activities" (class notes)

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Writing Problem Scenarios

- Create actors
- Analyze the results of fieldwork
- Write the scenarios using the stakeholders as actors

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Possible Actors

- The actors may be chosen from the stakeholders, and may include:
 - The senior who will use the product
 - Medical personnel
 - Doctor, nurse, pharmacist
 - Friends/Family
 - Service people
 - Food service, taxi driver, telephone operator
 - Others

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Analyze the Fieldwork

- Look at the tasks, artifacts and themes found in the observations to identify the common elements

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Write the Scenarios

- Does not have to be an actual event, but a "story" based on the tasks, artifacts and themes found in the fieldwork
- Show how actors interact
- Use extra details
- Be creative!

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Sample Scenario

An automated blood-testing and reporting device

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Product

- Many seniors have diabetes. They currently use a small device that tests their blood-sugar level. This device will:
 - Alert the senior when to test their blood
 - Test a senior's blood-sugar level
 - Send the results to the doctor's office, where the computer analyzes them and the doctor is alerted if there are any problems

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Possible Stakeholders?

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Stakeholders

- Senior
 - Elderly, poor memory and eyesight, scared of technology, not very mobile
- Doctor
 - Comfortable with technology, very busy
- Caretaker of senior
 - May not always be available, comfortable with technology

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Possible Artifacts or Tasks?

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Artifacts & Tasks

- A sample artifact would be the device the senior currently uses. It is likely a small machine which takes a blood sample, and the senior may then read their blood sugar level.
- A sample task would be the senior checking his or her blood. They take the sample, read the results, and take any appropriate actions.

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Possible Themes?

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Themes

- The senior has a bad memory, and sometimes forgets to check their blood-sugar level.
- The senior also has deteriorating eyesight, and finds it difficult to read the test results.

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Actors

- Sally the senior
 - Sally is a senior with diabetes. Her eyesight and memory are starting to deteriorate, but she still tries to live an active life - playing cards with friends and going to bingo. She lives with her daughter Liz and her family, but the family is usually gone all day.

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Actors

- Dr. Matthews
 - Dr. Matthews has a fairly large practice, including many seniors. He is usually very busy with appointments, but is always worried that he doesn't spend enough time with his senior patients. The seniors always call him for small problems, but he doesn't want to discourage it in case they become scared to call for a serious problem.

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Actors

- Liz – Sally's Daughter
 - Sally used to care for herself while Liz was at work, but Liz finds that lately she has to call to remind Sally to check her blood-sugar. Even so, Sally still misses the tests because she isn't always home. And, Liz is also annoyed that Sally keeps calling to ask Liz what the results mean, or saying she can't see the results and making Liz come home to check. Liz's job is flexible, so she can leave if she has to, but it means going back to work and staying later than usual. Liz's daughter, son, and husband also live in the house.

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Scenario

- Sally is going to a friends to play cards. She remembers to take her blood-sugar tester with her, but she gets so into the card game, she forgets to check it. When Liz picks her up, Liz asks her how she is feeling. Sally checks her blood immediately, and although it is only a little bit high, she wants to call Dr. Matthews to let him know. Dr. Matthews has to interrupt an appointment to answer the phone. He tells Sally not to worry, and keeps his patient waiting while he spends a few extra minutes reassuring Sally it's OK for her blood-sugar level to vary a bit.

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Scenario

- Liz calls Sally at home, and tells her to check her blood. Sally does so, but has misplaced her reading glasses, and cannot read the results on the small display. She calls Liz at work, but Liz is in a meeting and cannot leave. When Liz's daughter gets home from school, she reads the display for Sally, but Sally forgets what the regular value is. Sally tries Liz again, but she is still in the meeting, so she calls the doctor, who has to get up from his lunch break to answer the call.

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Review

- Understanding users/lifestyles will be done by interviews or questionnaires
- Tasks, artifacts and stakeholders are identified by observing the senior
- Themes are identified by analyzing the tasks, artifacts and lifestyle details
- Scenarios are created by combining information from all three areas

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Questions?

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