Class Presentations – start NEXT WED
15% of your Project Part 1 grade

• Can we understand who the users are, their tasks, their environment, and tools, without needing to ask additional questions?
• Are your descriptions clear, coherent, and efficiently present your findings, as evidenced by presentation style, proper grammar, and spelling?

*Use whatever media and presentation formats best convey this information*

Have you gained an in-depth understanding of the users, their tasks, needs, work environment, constraints, and their existing tools?
Do you have data to ground your presentation?
Have you included all work models?
Do you have each of the required sections in your report?
From Spring 2017: Part 1 Presentation – NOT LEGIBLE!

Computer Diagnostics Center Ticketing System

Introduction
The Computer Diagnostics Center (CDC), located in Morgan Library, handles a large number of tickets a day, and have been using the same ticketing system for all tickets created. They handle campus-wide classroom issues, walk-in computer issues, and give over the phone support. A ticket is electronic form for recording IT issues.

Motivation: The ticketing system used by the CDC, allows for the creation of different types of tickets, but has outdated options on it that either cause confusion or are not used at all. The ticketing system also has features that give the user the chance to type something into the ticket or delete important information of the ticket without any kind of warning or error checking.

Objectives: (1) Create a ticketing system that leads to less errors
(2) The ticketing system should be easy to use and has continuity

Users: Their Tasks and Goals
- **Users:** Student employees of the Computer Diagnostic Center.
- **Tasks:** Assist in the support of classroom related tech issues, over the phone IT support, and walk in customers with computer issues. Our users also are tasked with creating tickets to track all issues and steps to resolve said issues on a customer’s computer or in the classrooms.
- **Goals:** Give customers top class customer service in computer support, at a competitive price, in a quick and timely manner.

Current Process
- A ticket is created for a walk in, email or phone customer and contains information about the customer and their issue.
- The ticket is entered into the system and accessed by different users throughout the customer's experience.
- Tickets are processed and are either resolved or escalated to a higher level of support.
- If a ticket is escalated it is recategorized to the proper Level 2 support group (UNIX, Windows, Middleware)
- If the customer's issue is resolved the users make a note and then change the ticket status to closed.
- "On average a ticket goes between 3-4 users" - User

Limitations/Breakdowns
- Only one ticket can be open at a time.
- Users currently share login information.
- Tickets can only be edited by one user at a time
  - Users can force the system to allow them to open the same ticket, this can lead to conflicts if the users save simultaneous edits.
- Notes on tickets are untraceable.
- Tickets are allowed to be created with critical information sections left blank.
- Users cannot customize the system.

Constraints
- Security constraints concerning student's, and other customer's, personal information is kept secure in the system.
- Must be a ticket system that is available on all operating systems on the CSU repair network.
- Keeping track of what users have ownership and who created the ticket.
- Support CSU EID integration for customer data.
- Support automatic ticket creation from emails.
- Support “quick ticket” creation for walk in, and over the phone customers.

Conclusion
- The current system has many limitations and design flaws, that inhibit a user from effectively completing their task in ticket creation and customer support.
- With the information we have collected, and the breakdowns we have identified we can create a more modern, customizable, and cohesive system while conforming to the constraints of the existing system.
Users: Members of the Blue Ocean Inc. IT team

U1: Service Desk Technician & Physical Security Specialist
   - Record the addition of a new asset
U2: Project Manager
   - Export information related to the assets
U3: Network Administrator II
   - Gather and utilize asset information in some way
U4: Director of IT
   - Record the addition of software license information
U5: Network Administrator I & Physical Repair Specialist
   - Restore broken asset to working order
U6: Service Desk Technician I
   - Ensure an asset is located and used by the assigned user

Limitations
- Forgetting their passwords
- Not being able to mass upload photos
- Cannot preview large export lists
- Lenovo site is slow
- Constant interruptions by walk in appointments

Constraints
- Export data to csv files
- Transfer of ‘ownership’
- More mobile client
- Recording physical location
From Spring 2017: Part 1 Presentation – text legible but MODELS NOT LEGIBLE

The Daily Functions of Geologists

Our Users:
- Role and Title: Geology students at CSU
- Other information: Students currently participating geology classes and labs at CSU

Specific tasks and goals of the task:
- Calculate Modal Abundance
  - Goal: Estimate grain density of rock samples
- Analyze rock sample composition
  - Goal: Test knowledge of sample analysis techniques
- Analyze maps of faults
  - Goal: Create cross section graphs
  - Goal: Determine relative age and lockup angle of faults
- Analyze rock formation
  - Goal: Identify how rocks formed

Current methods of performing this task:
- Use tools for physical observations
  - E.g.: microscopes, hand lenses
- Eyeball measurements
- Link observations to outside resources
  - E.g.: modal abundance chart

Any constraints system must honor:
- Easy to carry around
- Affordable to department/students
- Small enough to fit in crowded place

Limitations in their current toolset:
- Breakdowns
  - Interruptions from classmates
    - "Can I use your sample?"
    - "I'm feeling sassy today!"
    - "5 minutes left!"
  - Insufficient equipment
    - Scope hard to read
    - Hard to locate information
    - Confusing adjustment of microscope
    - Need partner’s section of map
    - Switch between microscope and paper
    - Constant adjusting of microscope
  - Eyeball measurements
    - "This part is just guess and check."
    - "We have to eyeball all of this"
  - Environmental noises (distractions)
  - Crowded room
  - Identified issues
    - Have to annotate pictures which is hard
    - Eyeballing measurements

Sequence model
Repeated Tasks:
- Observing a sample under a microscope slide
- Discussion with other students on the nature of a rock
- Write down physical observations
- Draw diagrams and sketches

Repeated Strategies:
- Go between looking in microscope and writing down observations
- Sketch a drawing rather than take a picture, use everyday objects for scale
- Visit rock outcropping to get contextual data

Triggers and Intent:
- Rock samples given for observation
- Observe rock samples and create conclusions
## The Daily Functions of Geology Students

### Our Users:
- Geology students at CSU currently in lectures/labs

### Specific Tasks & Goals:
- Analyze rock sample composition
  - Goal: Calculate grain density
- Analyze maps of faults
  - Goal: Determine relative age and lookup angle of faults
- Analyze rock formation
  - Goal: Identify how rocks formed
- Common Goals:
  - Record observations and measurements

### Proposed Design:
- Electronic notebook
- Consolidation tool

### Final Design

### Evaluation Results:
- Expert Evaluations:
  - Process to take measurements confusing
  - Button for sketches unclear
- User Evaluations:
  - "This would make taking notes in the field easier."
  - Confusion about some button functionality
  - "Can I group the note pages?"
  - Wanted to be able to edit measurements and sketches
- Overall Results
  - Same time to make observations
  - Decreased number of tools used

### Remaining Issues:
- Use of hand lens
- Interruptions from classmates
  - "Can I use your sample?"
  - "I'm feeling sassy today!"
- Environmental noise (distractions)