



MIS 3506

# Digital Design and Innovation Studio

10: CREATING A PERSONA, STORY +  
PROTOTYPING

Amy Lavin

Photo: Installation by Jenny Holzer, US Pavillion, Venice Biennale 1990

# Final Project DELIVERABLES:

## **ELECTRONIC SUBMISSIONS** via shared OWLbox folder

- Your scope document
- The working JIM prototype (VP File)
- The scenarios that your prototype represents (in VP File)
- Data masters or variables for all data fields on the prototype (in VP File)
- Business rules documented in a separate Word document
- Use Cases that your prototype represents in a separate Word document
- JIM Report as a Word Document
- Powerpoint Presentation

## **HARDCOPY SUBMISSIONS**

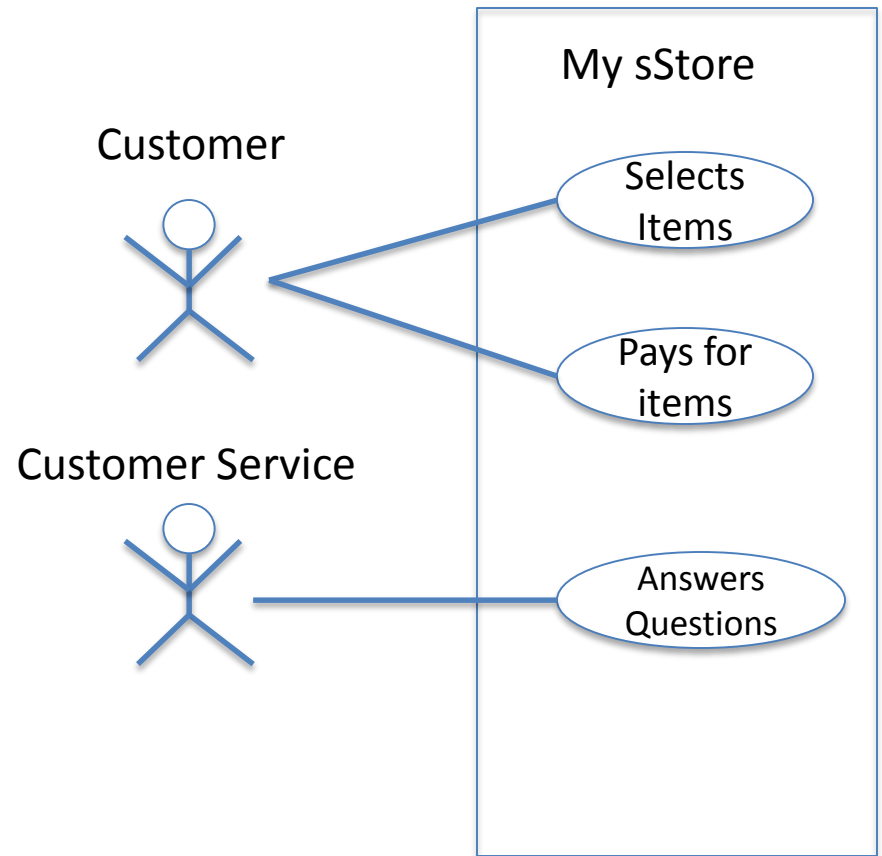
- Your scope document
- JIM report on your prototype with all options turned on
- Your Powerpoint presentation ( 4 Hardcopies – 3 slides per sheet for each submitted the day of your presentation to distribute to reviewers)

# Questions for the CLIENT



What  
actions will  
your users  
perform  
using your  
solution?

## The Use Case Diagram



What is a PERSONA



## **PERSONAS are:**

- 1. Archetypal people involved with a product or service**
- 2. More than just a “USER” – specific people**
- 3. Devised from OBSERVING and TALKING to people**
- 4. A composite of many people**

**From SAFFER: Designing for Interaction**

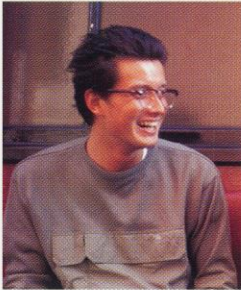
Personas:

**TOOLS** for understanding  
and communicating

**USER** behaviors, needs,  
desires, contexts



[Chris]



*"I wouldn't be caught dead using moisturiser"*

*"I never buy after shave...I get it for Christmas"*

*"I read men's magazines sometimes, but I'd never buy one"*

*"I only really take vitamin C when I've got a cold"*

*"keeping fit isn't that important to me"*

Ask

Watch

Learn

Try

## Character Profiles

**HOW:** Based on observations of real people, develop character profiles to represent archetypes and the details of their behavior or lifestyles.

**WHY:** This is a useful way to bring a typical customer to life and to communicate the value of different concepts to various target groups.

In order to understand different types of customers and how to target them, IDEO developed four characters for a pharmacy wanting to reach the male beauty-product market.

IDEO

[www.ideo.com](http://www.ideo.com)



# CREATING PERSONAS:

1. OBSERVE and TALK to people
2. Find a common set of behaviors or motivations to use as a basis
3. Give the persona a name/picture/basic demographic data

4. Then make them **REAL**

Age  
Occupation  
Location  
Marital status  
Children  
Income  
Education  
Hobbies  
Defining characteristics  
A quote



# LUKE SAMAJ

age: 31 years old  
occupation: watch vendor  
subway & bus  
The system is his store.  
location: North Philly

- 5:00 AM. wake up
- 5:45 AM. leave house & walks to bus stop  
20 minute bus ride
- 6:15 A.M. arrive + go to subway
- 6:25 A.M. subway arrives  
10 minute subway ride
- 6:35 A.M. arrives at Suburban  
set up booth
- 7:00 A.M. opens his watch shop



# MAP



WAKE UP  
5:00 am

very tired!!!

Leaves out  
at 5:35 am

taking  
the bus

the 3  
bus stop  
5:45

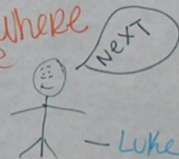
waiting  
for  
bus

Sub-way  
6:25 it  
arrives  
10 min Ride

20min  
bus ride  
6:05  
exit to enter  
the sub-way

Now at City Hall  
he sets up  
work shop 6:35 to 7:00

He sets up where  
the most people  
are gathered



What is a SCENARIO





Ask

Watch

**Learn**

Try

## Scenarios

**HOW:** Illustrate a character-rich story line describing the context of use for a product or service.

**WHY:** This process helps to communicate the essence of the product idea within a probable context of use.

Designing a community website, the IDEO team drew up scenarios to highlight the ways particular design ideas served different user needs.



# Use Cases & Scenarios

First, you brainstormed some **ideas** about how to solve your problem.

Next, you drew a **Use Case Diagram** that summarized the interactions of your solution.

Then you specified what some of those interactions looked like (**Use Cases**).

Now it's time to tell your solution's **story** to the world .

**Your Scenarios are the plot of your story.**

**Your Personas are your protagonists.**

# POTENTIAL STORYBOARD



Meet Joe Smith!

He is unemployed & never went to college.



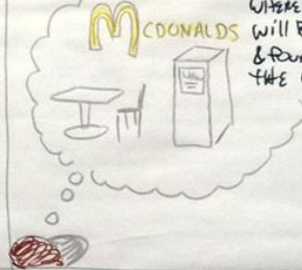
He lives in North Philly with his wife and two kids.



At church his pastor explains about system - INVITES MEMBERS DOWNSTAIRS TO SIGN UP & RESUME WORKSHOP



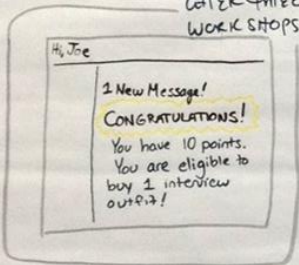
Joe signs up & IS WALKED THRU ACCESSING THE PORTAL ONLINE



MEMBER EXPLAINS WHERE JOBS WILL BE LOCATED & FOUND AROUND THE CITY

How to Write a Resumé...

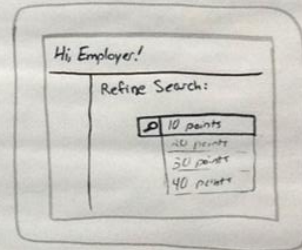
Joe attends RESUME WORKSHOP



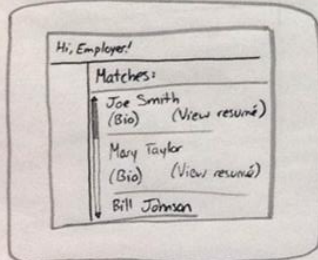
AFTER THREE WORKSHOPS...



EMPLOYER RECEIVES EMAIL ABOUT OPPORTUNITY & RECOGNIZES TAX BREAK INCENTIVE & REWARDS NEW BUS BODY



10 POINTS



Employer interviews Joe, who has a new resumé & impressive interview clothes.



Joe gets the job!

IMAGINE

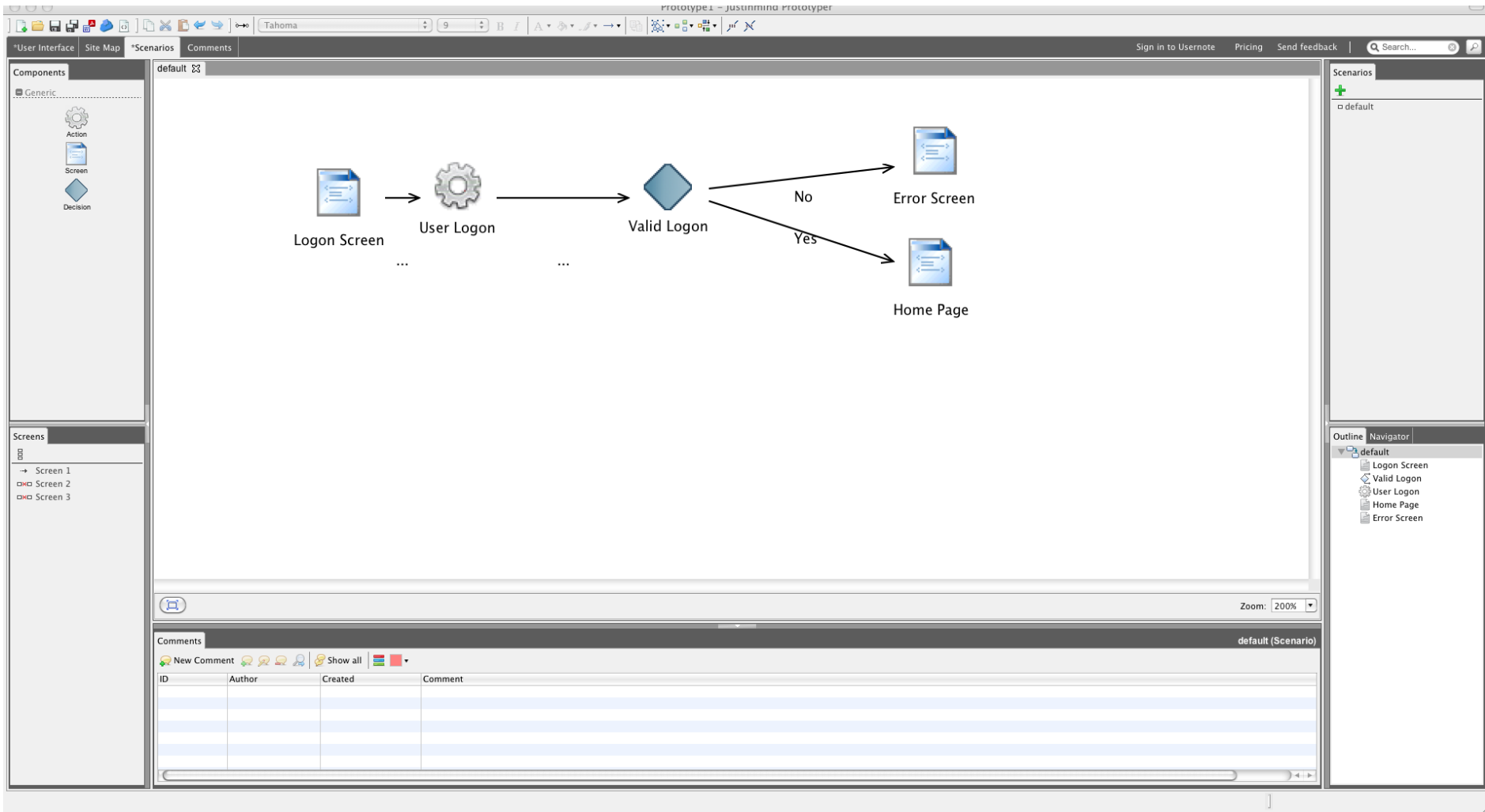
your design concepts

IN USE



DOCUMENT your SCENARIO  
in JustinMind

# Justinmind Scenarios



# A well done scenario

## Comments

By: Marcelo Blaz at: 14/06/12 15:51

A success alert message alert should pop-up to the user.

By: Marcelo Blaz at: 14/06/12 15:51

After user inputted all valid information and click the save button, system must persist all new user information on a database.

By: Marcelo Blaz at: 14/06/12 15:50

System must show editable fields of all data inserted before by the user and validate any new information typed.

By: Marcelo Blaz at: 14/06/12 15:40

System must validate if user login info is valid. If it is, system should open the view/edit subscriber data information page.

By: Marcelo Blaz at: 14/06/12 15:39

If the user clicks on Subscriber Login, a new page containing a Email and Password field must open and the system must validate the entered data.

By: Marcelo Blaz at: 14/06/12 15:39

A success alert message alert should pop-up to the user.

By: Marcelo Blaz at: 14/06/12 15:37

After user inputted all valid information and click the save button, system must persist user information on a database and use persisted data to collect actual mailing list and statistics.

By: Marcelo Blaz at: 14/06/12 15:35

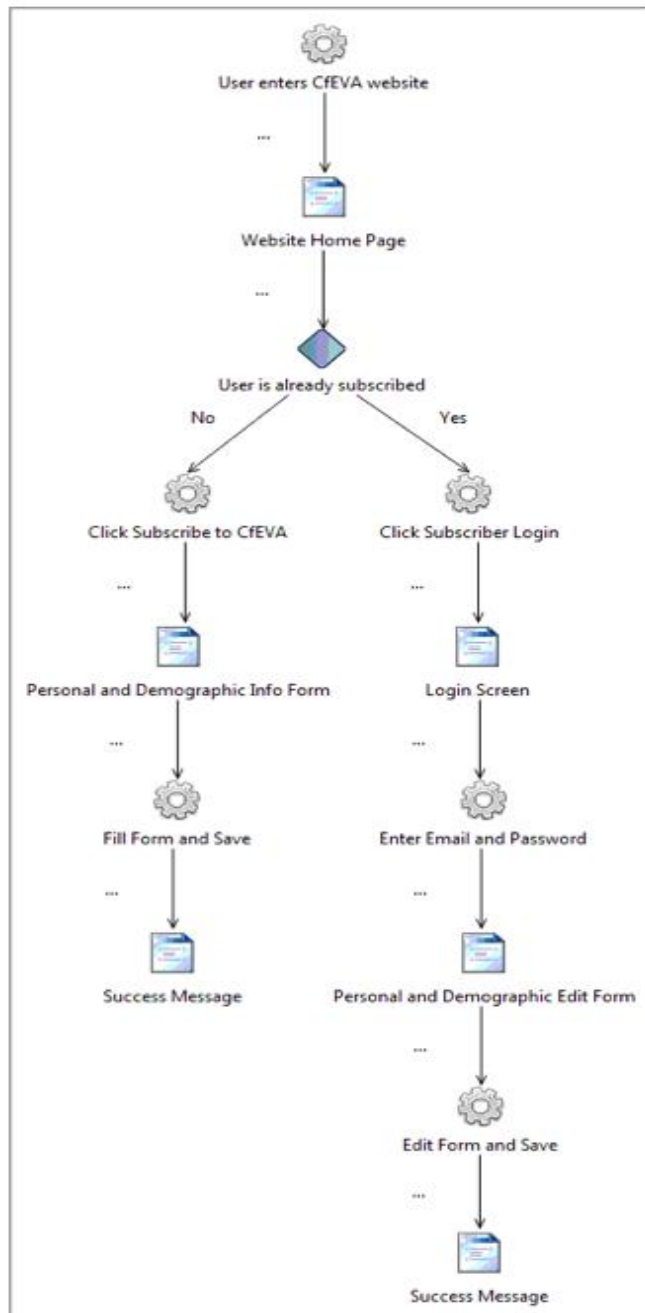
User must be able to fill all information related to personal data, interests and demographic information and the system must validate required fields.

By: Marcelo Blaz at: 14/06/12 15:30

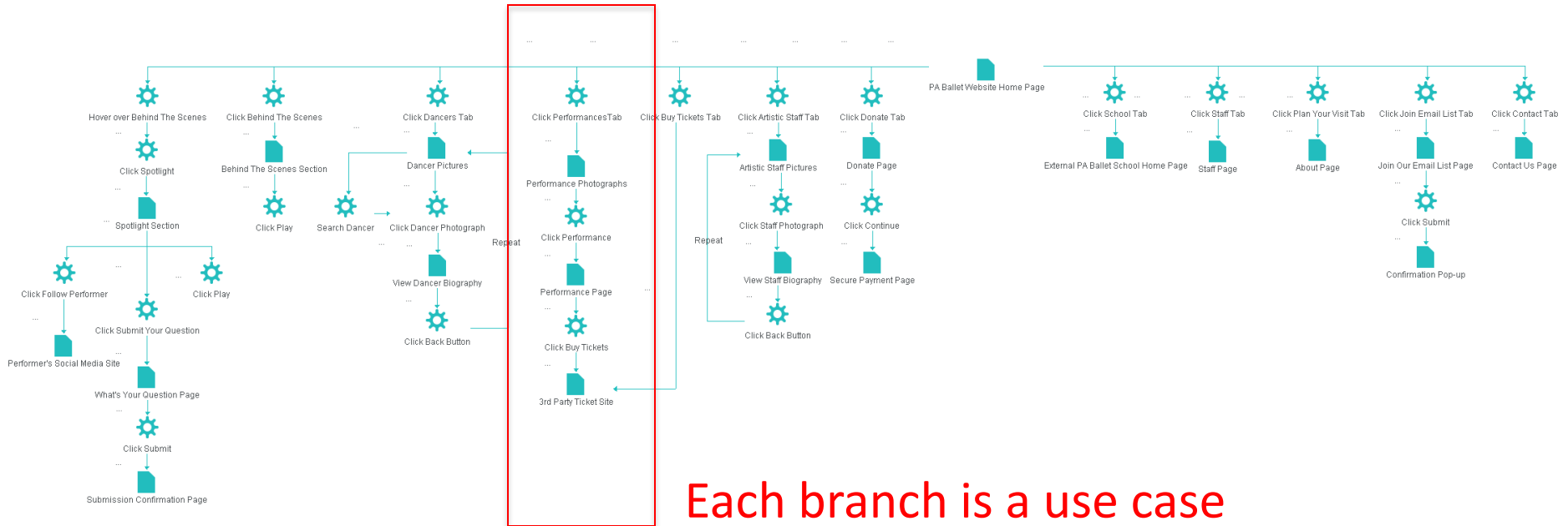
If user selects to subscribe to CfeVA, a new page containing the fields for personal and demographic information must open.

By: Marcelo Blaz at: 14/06/12 15:02

User must be able to select, on CfeVA website home page, if he wants to subscribe to CfeVA or Login (in case he already has a subscription)

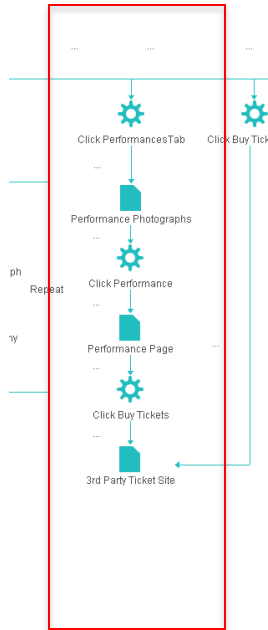


# Understanding a scenario and use cases



Each branch is a use case

# Understanding a scenario and use cases



## 1 View Performance Information

<b>Use Case ID:</b>	UC-1
<b>Use Case Name:</b>	View Performance Information
<b>Actors:</b>	<b>Primary:</b> Ballet Enthusiast   <b>Secondary:</b> Ticket Buyer
<b>Description:</b>	Allows actors to view performance artistic information, description, and photographs for the current season. Allows actors to view photographs of performances in past seasons. This page will allow the actor to know more about a performance.
<b>Trigger:</b>	Actor desires to know more about a season's performance(s) or desires to look at past seasons' photographs.
<b>Preconditions:</b>	1. Performance information and photographs are available on the website.
<b>Postconditions:</b>	1. Actor can view the performance information and photographs of the current season and photographs of past seasons.
<b>Normal Flow:</b>	<ol style="list-style-type: none"> <li>1. Actor clicks "Performances" tab on the menu bar.</li> <li>2. Actor hovers over a photograph to see performance name.</li> <li>3. Actor clicks on performance photograph.</li> <li>4. Actor is taken to the performance page with performance information.</li> </ol>
<b>Variations:</b> [Alternative Flow 1 – Not in Network]	<p><b>Alternative Flow 1</b></p> <ol style="list-style-type: none"> <li>3. Actor clicks on performance photograph from a past season.</li> <li>4. Actor is taken to a gallery of photographs taken from the performance.</li> </ol> <p><b>Alternative Flow 2</b></p> <ol style="list-style-type: none"> <li>2. Actor types search item in the search bar.</li> <li>3. Actor clicks "Go."</li> <li>4. Actor clicks on performance photograph.</li> <li>5. Actor is taken to performance page with performance information or, for past performances, is taken to a photograph gallery.</li> </ol>
<b>Exceptions:</b>	<ol style="list-style-type: none"> <li>3a. If a performance information and/or photographs are not uploaded             <ol style="list-style-type: none"> <li>1. Actor will see a "Coming Soon" on the performance page.</li> </ol> </li> <li>4a. If actor a past season's performance photographs or a current season's photograph is broken             <ol style="list-style-type: none"> <li>1. Actor will see a broken image sign instead of the photograph.</li> </ol> </li> </ol>

# Thursday, bring:

1. Your scenario in Justinmind
2. Your persona
3. Your prototype

# Use Case Template

**Project Name:**

**Project ID:**

**Executive Sponsor:**

**Project Manager:**

**Business Analyst:**



# 1 Feature Name (Example: ATM Transaction)

## 1.1 Use Case(s)



<b>Use Case ID:</b>	Enter a unique numeric identifier for the Use Case. e.g. UC-1.2.1		
<b>Use Case Name:</b>	Enter a short name for the Use Case using an active verb phrase. e.g. Withdraw Cash		
<b>Created By:</b>		<b>Last Updated By:</b>	
<b>Date Created:</b>		<b>Last Revision Date:</b>	
<b>Actors:</b>	[An actor is a person or other entity external to the software system being specified who interacts with the system and performs use cases to accomplish tasks. Different actors often correspond to different user classes, or roles, identified from the customer community that will use the product. Name the actor that will be initiating this use case (primary) and any other actors who will participate in completing the use case (secondary).]		
<b>Description:</b>	[Provide a brief description of the reason for and outcome of this use case.]		
<b>Trigger:</b>	[Identify the event that initiates the use case. This could be an external business event or system event that causes the use case to begin, or it could be the first step in the normal flow.]		
<b>Preconditions:</b>	[List any activities that must take place, or any conditions that must be true, before the use case can be started. Number each pre-condition. e.g.  1. Customer has active deposit account with ATM privileges 2. Customer has an activated ATM card.]		
<b>Postconditions:</b>	[Describe the state of the system at the conclusion of the use case execution. Should include both <i>minimal guarantees</i> (what must happen even if the actor's goal is not achieved) and the <i>success guarantees</i> (what happens when the actor's goal is achieved. Number each post-condition. e.g.  1. Customer receives cash 2. Customer account balance is reduced by the amount of the withdrawal and transaction fees]		

**Normal Flow:**

[Provide a detailed description of the user actions and system responses that will take place during execution of the use case under **normal, expected** conditions. This dialog sequence will ultimately lead to accomplishing the goal stated in the use case name and description.

1. Customer inserts ATM card
2. Customer enters PIN
3. System prompts customer to enter language performance English or Spanish
4. System validates if customer is in the bank network
5. System prompts user to select transaction type
6. Customer selects Withdrawal From Checking
7. System prompts user to enter withdrawal amount
8. ...
9. System ejects ATM card]

**Variations:**  
**[Alternative Flow 1 – Not in Network]**

[Document **legitimate** branches from the main flow to handle special conditions (also known as extensions). For each alternative flow reference the branching step number of the normal flow and the condition which must be true in order for this extension to be executed. e.g. Alternative flows in the *Withdraw Cash* transaction:

- 4a. In step 4 of the normal flow, if the customer is not in the bank network

1. System will prompt customer to accept network fee
2. Customer accepts
3. Use Case resumes on step 5
  
- 4b. In step 4 of the normal flow, if the customer is not in the bank network
  1. System will prompt customer to accept network fee
  2. Customer declines
  3. Transaction is terminated
  4. Use Case resumes on step 9 of normal flow

Note: Insert a new row for each distinctive alternative flow. ]

**Exceptions:**

[Describe any anticipated **error conditions** that could occur during execution of the use case, and define how the system is to respond to those conditions. e.g. Exceptions to the Withdraw Case transaction

- 2a. In step 2 of the normal flow, if the customer enters and invalid PIN
  1. Transaction is disapproved
  2. Message to customer to re-enter PIN
  3. Customer enters correct PIN
  4. Use Case resumes on step 3 of normal flow]

Team **work session**

# Process

1. What **IDEAS** did you propose during Brainstorming?
2. Who are your affected stakeholders?  
**Create a PERSONA**
3. How will they USE your solution  
**Create a SCENARIO**
4. SHOW US HOW IT WORKS  
**MAKE A PROTOTYPE**

# Persona Definition



“A quote...”

Defining characteristics

Hobbies

Age  
Occupation  
Location  
Marital status  
Children  
Income  
Education

Step 1:  
**AS A TEAM use  
powerpoint to quickly  
develop a PERSONA of  
your user.**

**15 MINUTES**

Step 2:

**AS A TEAM write/draw your  
SCENARIOS**

**WHAT is your persona DOING?**

Use your use cases or add new ones

WHEN/WHERE/HOW is your solution being used

**20 MINUTES**



# Constructive Feedback

- Use our four evaluation criteria
- Ask open-ended questions and follow-up on the answers
- Ask why, what, when, where, who and how
- Set a positive, helpful tone
- Identify weaknesses, discuss them and then suggest improvements
- Identify strengths, discuss them, and then offer extensions
- Use all your time

In class **Use**  
**Case/Prototype/Scenario**  
**review**

# Evaluation **DIMENSIONS**

1 How well does it solve the client's problem?

a ....?

b ....?

c ....?

2 How complete is it?

a ....?

3 How correct is it?

a ....?

4 How appropriate is it?

a ....?

Your questions should generate constructive criticism and suggestions for improvement.

The number of questions for each dimension is up to each team and should represent relevant information needed.

**This week focus your heuristic review on their Use Cases, Scenario and prototype**

# Next Week, Bring:

1. Your data in JIM's Data Masters function
2. Your second working prototype