

**EXAM**

<b>Course code:</b>	IS-104
<b>Course name:</b>	<b>Brukergrensesnitt, utvikling (User Interface Design)</b>
Date:	23. November 2011
Duration:	09:00 – 13:00
Number of pages incl. front page	2
Resources allowed:	Dictionaries. Drawing/writing devices (pen, pencil, ruler)
Notes:	All parts have to be answered. You can answer in Norwegian or/and English.

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Project description:

Cool Medical (CM) is an established medical services center, offering basic medical services for local customers. CM staff consists of 6 medical doctors, 5 nurses, and two secretaries.

Currently their **appointment scheduling** is done manually, with the secretaries being the scheduling persons. The secretaries ask the doctors individually what visit times they want to make available (and when they are not available, for example when they are on holiday). Then the secretaries answer customer phone calls and assign the customers to available appointment times.

The management of the center has come to a conclusion that the current way of dealing with appointments does not work anymore. The current system is too dependent on the secretary work. The management thinks that an internet-based solution would be better. The secretary work would then be freed to serve those customers who do not want to use the internet service. Doctors should be able to put their available times to the new system. Customers should be able to browse available times, and book an appointment. The customers should receive a confirmation message when the booking has been successful, and change an existing booking in the system. The management should be able to get monthly and annual appointment reports.

The internet-based appointment scheduling will be one service among many that will be implemented on the company web site. Other services on the website are news, staff information, company history, contact information, and price list.

CM would like the internet appointment scheduling service to be very user-friendly. You are recruited to the development project as a usability expert. Your responsibility in the project is the **customer** interface, which of course has to be developed in coordination with other parts of the web site.

**Question 1 (15%)**

Create a **use case scenario** for the system.

**Question 2 (15%)**

Create a **content diagram** which structures the customer website into three hierarchic levels.

**Question 3 (20%)**

Create three **mock-ups** (low level prototypes), one for each level in Question 2.

**Question 4 (20%)**

The book describes five principles of usability: Effective, Efficient, Engaging, Easy to Learn, and Error tolerant. Use these as a starting point to **identify usability requirements** in appointment scheduling. Set a goal and a measure to each of these five elements.

**Question 5 (15%)**

Describe how you would organize **usability evaluation** of the customer web site after the system has been taken into use. Describe what will be evaluated, how, where and when. Who should participate? How many participants are needed?

**Question 6 (15%)**

This final question is not related with the project description. Instead, here you need to shortly describe these three concepts. Use 1-3 sentences for each concept. You can also draw the answer if that fits better.

- A) Gestalt laws (or principles)
- B) Affordance
- C) Human-action cycle