

Role Models and Task Models

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User Roles

- Many \leftrightarrow many
 - *One person may play many roles*
 - ~ *Type text, proof it, layout, print it, distribute it*
 - *One role could be played by many people*
 - ~ *Typing text – speedy text input, creative writing, language editing*
- Abstract collection of
 - *Needs, interests, expectations, behaviours, and responsibilities*
 - *Characterising a relationship between a kind of users and a system*
 - *Lockwood and Constantine (page 79)*
- Abstraction
 - *Not a real person or a group of people, job title, position, function*

Role Modelling

- Brainstorm about user roles
 - *Use personas and scenarios visualised to guide you*
- Describe as a “thing-doer”
 - *Avoid job titles*
 - ~ *So not “office secretary”,*
but “accounts-statement-preparer” + “appointment-fixer”
- Explore “adjective-thing-doer” roles if it adds valuable information
 - ~ *“Late-bus-commuter”*
 - ~ *“Disorganised-accounts-planner”*
 - ~ *“Late-travel insurance-taker”*
 - ~ *“Lost-IVR-navigator”*

Online Teacher – Brainstorming

- *Teaching strategist*
- *Lesson planner*
- *Video content creator*
- *Faltu joke teller*
- *Interest builder*
- *Content uploader*
- *Content maintainer*
- *Fee collector*
- *Student enroller*
- *Receipt provider*
- *Student account creator*
- *Class organiser*
- *Assignments giver*
- *Assignments evaluator*
- *Feedback giver*
- *Exam paper setter*
- *Exam paper evaluator*

Role Modelling

- Brainstorm about user roles
- Describe as “thing-doer”
- Explore “adjective-thing-doer” roles
- Review and refine roles
 - *See how you can differentiate one role from another*
 - *Merge duplicates*
 - *Keep the adjective-thing-doer format*
 - *Improve clarity of role labels*
- Put back user goals and context in roles
 - *Note 1-2 lines of goals for each role*
 - ~ *What does a fee collector actually do?*
 - *Note relevant context*

Role Modelling

- Brainstorm about user roles
- Describe as “thing-doer”
- Explore “adjective-thing-doer” roles
- Review and refine roles
- Put back user goals and context in roles
- Organise roles – create an affinity of roles
 - *Hierarchy*
 - ~ *Security-keeper = key-issuer + thief-watcher*
 - *Specialisations*
 - ~ *Day-security-keeper, night-security-keeper*
 - *Important roles, un-important roles*
 - *Role timeline*
- Identify focal roles

Online Teacher – Organise Roles, Merge Duplicates

- Teaching strategist
 - *Lesson planner*
 - *Online interaction strategy planner*
 - *Assignment strategy planner*
 - *Exam paper strategy planner*
- Content creator
 - *Video content creator*
 - *Assignments ~~giver~~ creator*
 - *Exam questions creator*
 - ~~*Faltu joke teller, interest builder*~~
- Official support provider
 - *Fee collector*
 - *Student enroller*
 - *Receipt provider*
- Technical support provider
 - *Content ~~uploader~~ maintainer*
 - *Student account ~~creator~~ maintainer*
- Day-to-day class runner
 - *Class organiser*
 - *Assignments evaluator*
 - *Feedback giver*
 - *Exam questions selector*
 - *Exam paper evaluator*

Online Teacher – Identify Focal Roles

- Teaching strategist

- Lesson planner
- Online interaction strategy planner
- Assignment strategy planner
- Exam paper strategy planner

- Content creator

- Video content creator
- Assignments ~~giver~~ creator
- Exam questions creator
- ~~Faltu~~ joke teller, interest builder

- Official support provider

- Fee collector
- Student enroller
- Receipt provider

- Technical support provider

- Content ~~uploader~~ maintainer
- Student account ~~creator~~ maintainer

- Day-to-day class runner

- Class organiser
- Assignments evaluator
- Feedback giver
- Exam questions selector
- Exam paper evaluator



Needs
no special
tools



Uses
current
tools

Online Teacher – Identify Goals for Each Role

- Official support provider
 - *Fee collector*
 - ~ *Ensure that accounts are correct*
 - *Student enroller*
 - ~ *Ensure that students are enrolled according to rules*
 - *Receipt provider*
 - ~ *Ensure that receipts are given in time*
 - ~ *Support esoteric demands*
- Technical support provider
 - *Content maintainer*
 - ~ *Upload and maintain latest content*
 - ~ *Ensure that the site is up and running at all times*
 - *Student account creator*
 - ~ *Ensure that each student pays for what he / she gets*
 - ~ *Ensure that each student gets what is due*

Online Teacher – Identify Goals for Each Role

- Day-to-day class runner
 - *Class organiser*
 - ~ *Prepare the infrastructure in time*
 - ~ *Ensure participants are engaged*
 - *Assignments evaluator*
 - ~ *Give timely assignments*
 - *Feedback giver*
 - ~ *Ensure that everyone is following the concepts discussed in class*
 - ~ *Help the weaker students catch up*
 - *Exam questions selector*
 - ~ *Ensure all important areas are covered by the exam*
 - ~ *Ensure that those who are good excel*
 - ~ *Ensure that only those who are good enough pass*
 - *Exam paper evaluator*
 - ~ *Do a fair evaluation*

Task Modelling

- Brainstorm about tasks of important roles
 - *Derive from scenarios*
 - *At similar level of granularity*
 - ~ *“Verify key permission”, “issue keys”*
 - ~ *“Report symptom”, “understand prescription”*
 - *Connect to user goals, not computer tasks*
 - ~ *So not “login and enter password”*
- Review, prioritise, and organise tasks
 - *Identify importance, frequency, urgency, other environmental factors that matter*
- Organise tasks – create an affinity of tasks
 - *By roles, sequence, place, goals, hierarchy, specialisation*
 - *Build task clusters*

Task Modelling

- Brainstorm about tasks of important roles
- Review, prioritise, and organise tasks
- Organise tasks – create an affinity of tasks
- Name task clusters create interaction contexts
 - ~ *“boil tea” + “make breakfast” + “read newspaper” = “kitchen”*
 - ~ *“preview movies” + “select movies” + “buy movies” = “box office”*
 - ~ *“play movies” + “adjust movie settings” = “remote control”*
 - ~ *“organise movies” + “set parental controls” = “movie cabinet”*
- *Modules of the product, parts of the conceptual model*