

Requirements

EPIC 1: Searching/Booking Hotels, Restaurants, Events Near and Inside the Skydeck

User Story #1	Title: Book a Ticket to Skydeck As a user, I want to buy tickets online so that I do not have to stand in line. Priority: Essential
User Story #2	Title: Search for a Hotel Near Skydeck Using a Map As a user, I want to search for a hotel using a map so that I can book a hotel close to the Skydeck. Priority: Essential
User Story #3	Title: Search a Restaurant Near Skydeck Using a Map As a user, I need to look for restaurants around Skydeck in a map so that I can plan my eating arrangements. Priority: Essential
User Story #4	Title: Check for Events in Chicago As a user, I need a list of all the events in Chicago so that I can organize my trip accordingly. Priority: Essential
User Story #5	Title: Book a Hotel As a user, I want to book a hotel near the Skydeck based on my budget and preferences so that I can book a hotel that meets my criteria. Priority: Useful
User Story #6	Title: Book a Restaurant Near Skydeck As user, I want to book a restaurant in advance to ensure that I have a table reserved. Priority: Useful
User Story #7	Title: Read the Reviews About the Skydeck As a user, I want to read the reviews about the Skydeck experience so that I know exactly what to expect from the place. Priority: Optional

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User Story #8	<p>Title: Filter Chicago Events List</p> <p>As a power user, I need to filter out all events based on the type, date, and time so that I can just choose what is most suitable for me.</p> <p>Priority: Optional</p>
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User Story #9	<p>Title: Discount Tickets to the Skydeck</p> <p>As a visitor, I want to see if there are any discounts or coupons available for the Skydeck visit and other places in the city so that I can get cheaper and better deals.</p> <p>Priority: Optional</p>
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EPIC 2: The Journey to the Skydeck

User Story #1	<p>Title: Directions to the Skydeck</p> <p>As a user, I need to have a map that indicates directions to the Skydeck so that I can arrive there without any difficulty.</p> <p>Priority: Essential</p>
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User Story #2	<p>Title: Notifications</p> <p>As a user, I would like to get automatic notifications when I pass a major sight or building in Chicago so that I can acknowledge and appreciate them.</p> <p>Priority: Essential</p>
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User Story #3	<p>Title: Check the Wait Time to the Skydeck</p> <p>As a user, I want to check the length of the lines and wait time so that I will not need to stand in line for long and plan my trip accordingly.</p> <p>Priority: Essential</p>
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User Story #4	<p>Title: E-tickets through Application</p> <p>As a user, I would like to show my Skydeck tickets on my cellphone at the counter instead of a printed ticket so it is more convenient for me.</p> <p>Priority: Useful</p>
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EPIC 3: Learning and Engaging in Activities Inside the Skydeck

User Story #1	<p>Title: Playing Games</p> <p>As a child user, I want to play interactive games related to the Skydeck so I can be more engaged and entertained.</p> <p>Priority: Essential</p>
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User Story #2	<p>Title: Skydeck Animated Movie</p> <p>As a child user, I want to see a short animated movie that explains the story of the Skydeck in a simple manner so I can comprehend the information better and in a more enjoyable way.</p> <p>Priority: Essential</p>
User Story #3	<p>Title: Virtual Tour-Guide in Chicago</p> <p>As a user, I need to have a virtual tour-guide so that I can learn about Chicago's history and architecture from the Skydeck.</p> <p>Priority: Essential</p>
User Story #4	<p>Title: Interactive Street View of Chicago from the Skydeck</p> <p>As a user, I want a 3D view of the streets with the zooming functionality so that I can virtually see the streets, places, and historical monuments in Chicago from the Skydeck.</p> <p>Priority: Essential</p>
EPIC 4: Taking Photos, Organizing Photos and Sharing Them	
User Story #1	<p>Title: Pictures Taking of Skydeck and Chicago</p> <p>As a user, I want to take photos from the BirdEyeChicago application as I go sightseeing on my trip so that I can capture the moments of my travel.</p> <p>Priority: Essential</p>
User Story #2	<p>Title: Editing and Auto-Enhancing Photos</p> <p>As a user, I want the ability to enhance my blurred and dark pictured from the glare inside the Skydeck so that I can improve the quality of my photos.</p> <p>Priority: Essential</p>
User Story #3	<p>Title: Organizing Photos on the Application</p> <p>As a user, I want to organize the photos taken during my trip based on filters such as date, place or time so that I can manage my photos easily.</p> <p>Priority: Useful</p>
User Story #4	<p>Title: Share Pictures on Social Networking Sites</p> <p>As a user, I want to share my experience and photos on social networking sites like Facebook, Twitter, and Instagram etc.</p> <p>Priority: Useful</p>
User Story #5	<p>Title: Purchase Souvenirs with Pictures Taken</p> <p>As a new visitor, I want to buy key chains, shirts, picture frames or magnets with pictures taken from my trip on it so that I can have them as souvenirs.</p> <p>Priority: Optional</p>

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Personas

Persona # 1

Name	Andrew Johnson
Tagline	"I want to become more knowledgeable about my surroundings and I want to do it without much effort or money."
Background	
Age	22 years
User Role	Current Chicago resident
Education	Master's in Information Systems

Level of Computer Expertise	<ul style="list-style-type: none"> • 15 years using technology via phones, desktop, and laptops • Has 38 applications on his phone that he uses actively
Goals/Motivations	<ul style="list-style-type: none"> • Wants to buy tickets online so he doesn't have to stand in line • Wants to learn about the geography and the architectural history of the city extensively • Wants to see if there are any discounts or coupons available for the Skydeck visit and other places in the city
Frustrations and Pain Points	<ul style="list-style-type: none"> • Easily becomes impatient and dislikes waiting in long lines • He dislikes searching for information, as it is time consuming to find reliable and relevant sources on the web. • He is living on a tight budget as he is a full-time student

Narrative

Andrew moved to Chicago six months ago for school and has yet to visit the Skydeck. He wishes he knew more about the history, architecture, and geography of the city so he can make the best out of his stay here. Hence, he thinks it's time to finally visit the Skydeck since it's one of Chicago's most popular sights. Nonetheless, he is hesitant to pay an admission ticket to just see an aerial view, as he is on a tight budget.

"I am a college student and I cannot afford paying for extra expenses like tickets to events or observatories- particularly for a guided tour to teach me about the city even though I would absolutely enjoy that."

He uses technology on the regular basis since has a laptop that he uses for school and personal reasons, an iPad that he carries around when he travels, and an iPhone that he always has handy with over 30 applications downloaded. He dislikes seeking for information that is not easily presented in front him, as he does not consider himself a good researcher, especially when traveling. For that reason, he prefers using phone applications that allow him to do and obtain whatever he wants as soon as he opens them up.

"I love using technology and I'm a fast learner with applications so I would greatly appreciate a single simple application that can improve and expand my learning capabilities about this great city of Chicago at no expense."

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Persona # 2

Name	Rebecca Howard
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Tagline	“I hate being surrounded by gadgets unless it is extremely necessary.”
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Background

Age	55 years
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User Role	Frequent traveler and nature lover
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Education	Masters’ in Environmental Engineering
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Level of Computer Expertise	<ul style="list-style-type: none"> • Has limited understanding of technology • Only uses computer for work • Mostly uses phone for basic features and it has 12 apps in total
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Goals/Motivations	<ul style="list-style-type: none"> • Likes to travel a lot and gather as much information as she can about the place she visits • Likes to keep track of her experience
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Frustrations and Pain Points	<ul style="list-style-type: none"> • She is not tech-savvy but rather “old school” • Losing valuable time while accessing different web sources to do various traveling tasks • Becomes frustrated easily if the device or application is not straightforward and simple to use
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Narrative

Rebecca is an older woman who enjoys traveling, but does not do so as much as she wishes. She enjoys learning by reading books, watching documentaries, and through her personal life experiences. Her favorite transportation method is driving, since she gets to experience more along the way and is in full control. However, she wishes she would be more interested in tourist attractions but find no educational component to them. Instead she tends to focus her time on museums and similar activities.

“I love road trips, but I’ve been told I’m boring since I’m more interested in learning about history rather than the “in” sites and taking pictures.”

Her next trip will be to Chicago in just a couple of weeks and her children have added the Skydeck on her to-do list. To date, she still likes to use printed maps, but often resorts to Google Maps for faster directions. Thus, even though she likes the basic things in life, she acknowledges that technology can simplify and improve her life. She still needs to reserve a hotel room and dinner reservations, look up upcoming events in the city, and purchase a ticket to the Skydeck. She confessed that her old and conservative tactics for planning a trip are getting irritating as she wastes plenty of time making phone calls and especially when she gets stuck with answering systems rather than real people.

“Most of the world is so wrapped up in gadgets and devices so I refuse to own more than an iPhone and a desktop [...] I don’t want to become one more zombie that’s on her devices for hours instead of appreciating what’s in front of her. Nonetheless, I would appreciate one sole application that is straightforward and provides me with the services and relevant insightful

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information that I seek for when I travel ... all in a easily, effective, and immediate manner. I guess that would really save me a lot of time and phone calls."

Persona # 3

Name	Nicholas Levy
Tagline	"I love learning and technology because they're soooo much fun!"
Background	
Age	7 years
User Role	Curious and energetic child
Education	Second grader
Level of Computer Expertise	<ul style="list-style-type: none"> • 3 years playing games on phones and tablet/iPad • Owns three Leapfrog learning devices

Goals/Motivations	<ul style="list-style-type: none"> • Wants to always be entertained and amused when traveling • Wants to play fun and interactive games on phones that are related to the Skydeck • Wants to always win in games he plays • Wants to see anything that is "cool" and new to him
Frustrations and Pain Points	<ul style="list-style-type: none"> • Becomes easily bored and irritated without technology • Has difficulty reading as he is still learning in school • Cannot fully grasp the concept of traveling to different cities and the significance of historical sights and landmarks

Narrative

Nick is always excited when his parents take him on any kind of trips. He loves spending time with them and unique and interesting sights easily mesmerize him. He uses his parents' phones and iPad as well as his own Leapfrog devices frequently throughout the day- whether it is to play games for fun or for educational purposes. Hence, he is already very attached to technology as such young age.

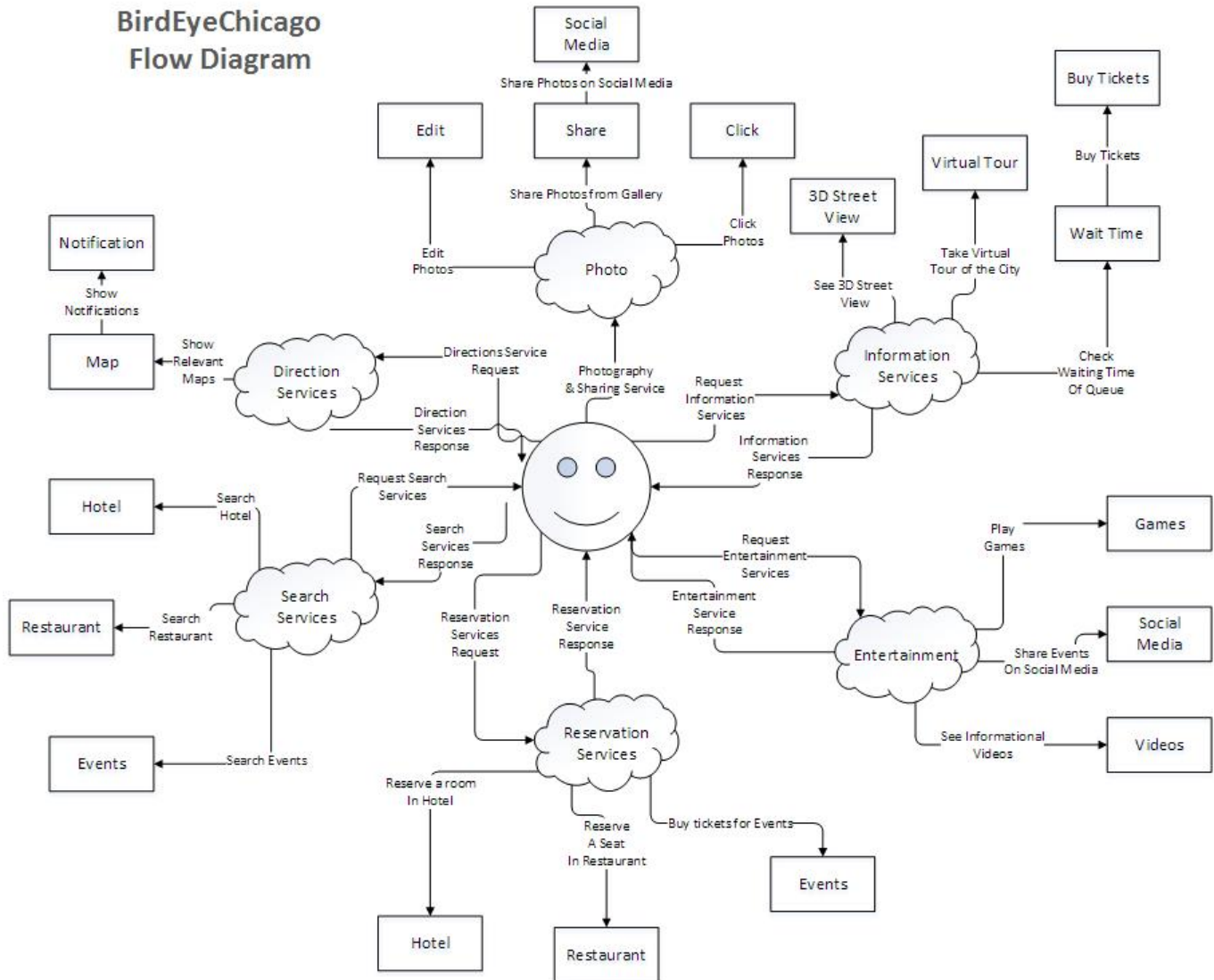
"I would be so bored if I can't play games on my Leapfrog tablet or my parents phones. They're just so much fun and I always win and learn things! My favorite is moving and popping things on games."

Since he is still learning how to read in his classes, he would prefer to see a short, animated cartoon movie that explains the Skydeck's importance and history. This will help him comprehend the information easier, faster, and in a more enjoyable way. His mother shared that he is a straight "A" student and his teacher always has great things to say about him and his interest in learning during class. As a matter of fact, he is always eager to learn new things at home as well. He is always questioning everything including his surroundings so he can later share them with his friends from school.

"Nick is always asking me questions such as how big is the city? Why is it called Chicago? Why are the buildings so big? How many people live here? How far are we from grandma's house? Can we drive there?" - Tessa Levy, Mother

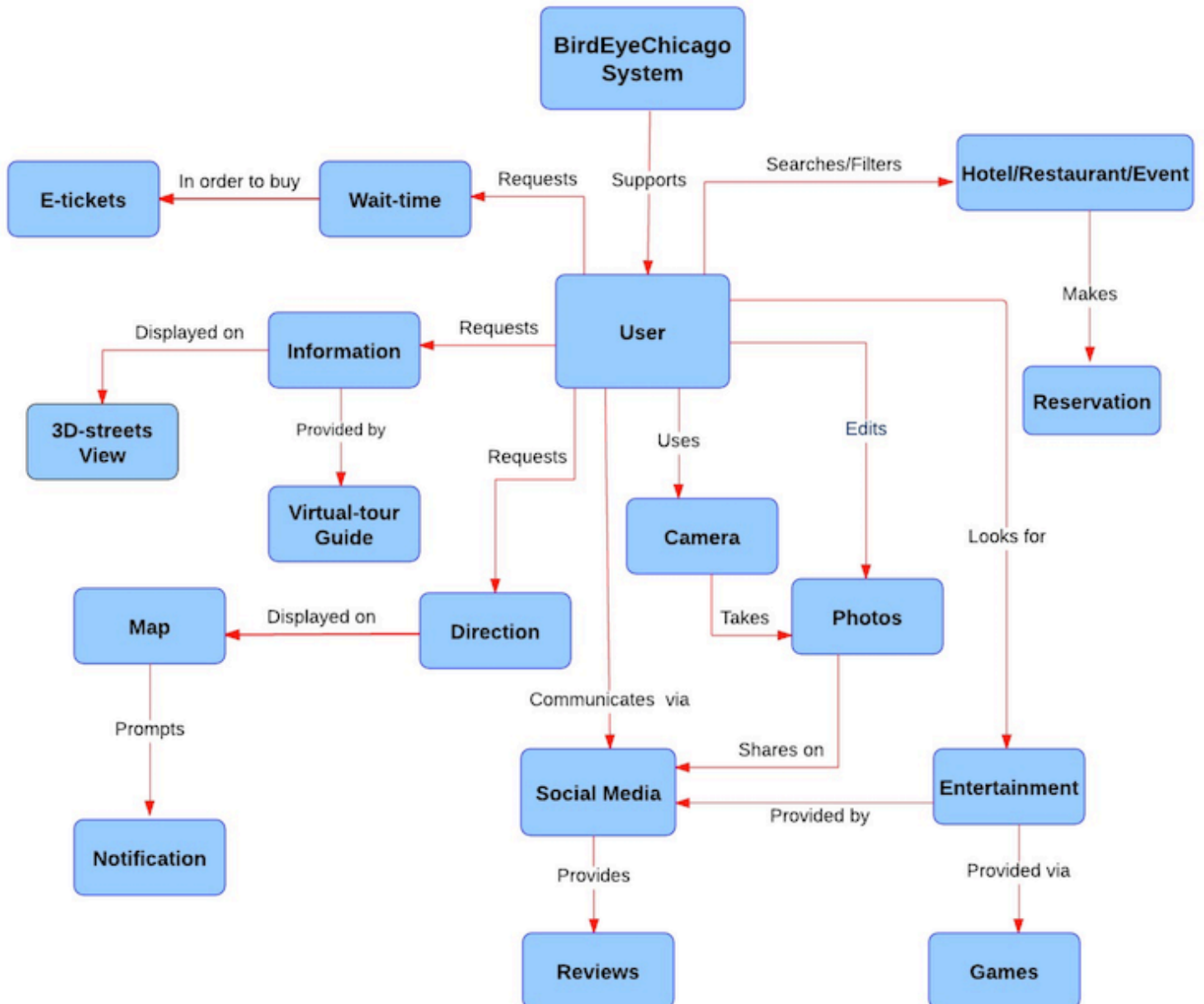
Flow Diagram

**BirdEyeChicago
Flow Diagram**



Concept Map

BirdEyeChicago Application Concept Map



Concept map answering the focus question: "What is a BirdEyeChicago System?"

Process Retrospective

If we were to do the contextual analysis again we will definitely have done the Affinity Diagram before defining the requirements. Affinity Diagram would have helped organize our ideas in creating the requirements. Although we did not have much difficulty defining our requirements straight out of our observations and insights, we assume that the Affinity Diagram would have made the process much more effortless.

On the other hand, our mistakes from our last assignment encouraged us to start working on the requirements and personas as soon as the assignment was posted. This way, we had enough time to refine the Concept Map and Flow Diagram in several iterations as well as stay on track from the beginning of this phase. Drawing both visuals before using a sketching application helped us form better visuals for our BirdEyeChicago system as well. We discussed the diagram as a group and we made multiple changes before the final version of the diagram. Lastly, we think that Visio was the perfect tool to sketch our diagram and map as it helped us implement them to our assignment in a low-fidelity prototyping manner. We were able to edit both very easily and at zero cost using this particular tool.

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Team Member Contributions

As a group, we all reviewed and added information to each portion of the assignment as needed. However, we all distributed specific sections of the report among us. The work breakdown is the following:

Team Member Name	Email Address	Specific Contributions
Vicky Moreira	vmorei1@hotmail.com	Personas, Concept Map, Process Retrospective, proofread and edited report, and Meeting Minutes.
Mona Ahmed E Albusaysi	monaalbusaysi@gmail.com	Requirements, Concept Map, Process Retrospective, put together Concept Map using Visio, and Meeting Minutes.
Basavaraj Malagi	basavaraj.malagi@gmail.com	Requirements, Concept Map, Flow Diagram, and put together Flow Diagram using Visio.
Alap Raval	alapsraval@gmail.com	Personas, Concept Map, Process Retrospective, and proof read report for content completeness.