Rail Tickets Non-func Spors

Clear directions printed on screen

Always have paper in stock

Option for large buttons/text
User's pin # must be concealed

"Your card has been successfully charged."

Option to have menu read (out loud)

Choice of language

Directions to train station printed
tone played on button press

truck time to complete action

colour distinction for dst/src

arrival/departure lines
Credit card transactions should be secure.

Confirmation screen before committing transaction.
Requirements Discovery

Requirements Validation

Risks Verification
Scenarios
Viewpoints
Use-case
Ethnography
Interviewing
Scenarios

Allen Cooper       About Face

The Inmates Are Running the Asylum
Create some users and their biographies.

- give them a name, gender, age, marital status, where they went to college, profession, etc., etc.
Maude Brown 67

Retired, single, Postal Worker

before her afternoon nap

been quilting for 3 weeks

Patterns - library, design your

purchase list, estimate amount of

material

create tool kit, wish list
1. Time Slices
   Ryan J
   Andrew
   Jan
   Eric

2. Hard Drive one
   Alex
   Chris
   Marco
   Ben

3. Code source
   Jan
   Mark

4. Another Hard Drive
   Germain
   Ryan C
   Marcie