

e-business

service design

mini-project 1

INTRODUCTION

Student will conduct a first group mini-project for designing a “front stage” service.

In this first mini-project, your objective is to design an online service, with the concept, some scenarios, the task analysis, a use case, a prototype, and the usability criterion.

Collaboration within groups is encouraged for project work. However individual contribution in the project has to be specified for each member. The deliverables have to be uploaded on the group web site (blog) on the due dates, and presented during the class at the scheduled dates. Further details on the objectives and contents will be presented during the course.

DUE DATE

November 6, 2008

STRUCTURE

1. Cover (title, authors, date, ...)
2. Table of contents
3. Project overview (what)
4. Method overview (how)
5. Initial service concept and scenarios
6. Task analysis and use case modeling
7. Service prototyping and hand-sketching
8. Service quality/usability and cognitive walkthrough
9. Synthesis