**Class 9, Tuesday 9/18/12, Introduction to Models. Scenarios & Personas**

**INLS 582, Systems Analysis**

**NOTE:** I expect we'll also get started on Use Cases, but those are in separate files.

**Prep:** ScenarioPersonaNotes.pptx

**Class:** ScenarioPersonaDisc.pptx

**Preparation:**

Read Beyer & Holtzblatt, Ch. 5, A language of work.  
[Carrol, J. (2000).  Five  reasons for scenario-based design.](http://eresources.lib.unc.edu/external_db/external_database_auth.html?A=P%7CF=N%7CID=10978%7CREL=NA%7CURL=http://libproxy.lib.unc.edu/login?url=http://www.sciencedirect.com/science/journal/09535438) *Interacting with Computer*s, 13(1), 43-60.  
[Holtzblatt , K., Wendell, J. & Wood, S. (2005). *Rapid Contextual Design*. San Francisco: Morgan Kaufmann. Ch. 9, Using Contextual Data to Write Personas,](http://libproxy.lib.unc.edu/login?url=http://eres.lib.unc.edu/eres/coursepage.aspx?cid=2001) 181-191.

Prep Slides

**Assignment:** Problem definitions due

Submit problem preferences by Wednesday 9/19/12 12:00 noon

Review candidate problems before class on Thursday 9/20/12.

**In Class**

Business: Review project selection process

wiki q's

Highlight of model overview, how scenarios and personas are related

In pairs, discuss scenario for help desk problem (they should have thought about it as prep). In 4's or 6's, compare solutions; prepare personas for "nervous novice" and "comfortable competent".