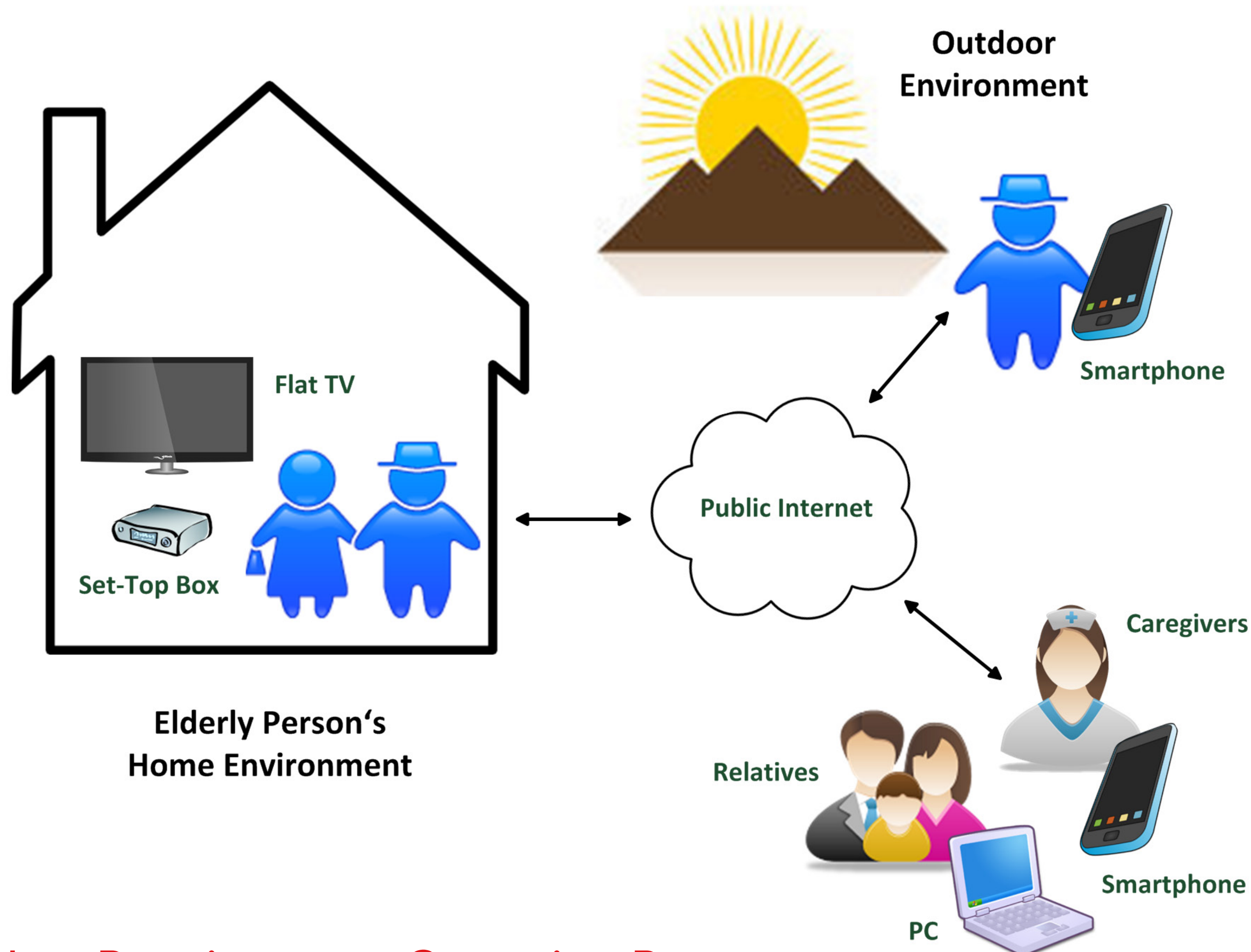


MOBILE.OLD – User Requirements Analysis

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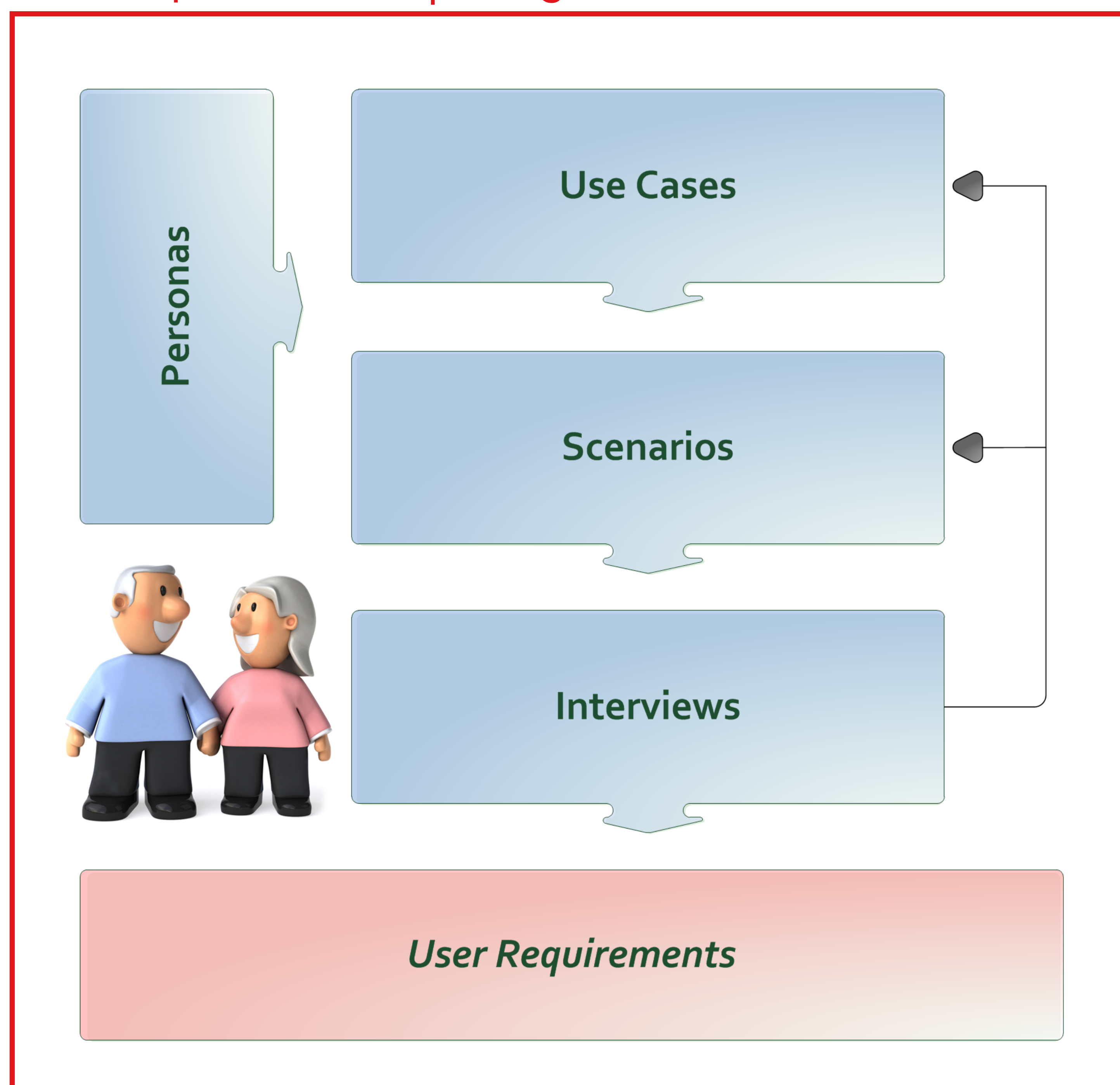
Background

The **MOBILE.OLD** project aims to provide a combined smartphone and TV-based service infrastructure with residential and outdoor services that will advance the mobility of older persons.

The services consist of:

- + transportation news headlines (TTS support, personalisation)
- + geofencing (detection of external physical conditions)
- + physical training (exercise video tutorials)
- + journey planning (travel time, POI, costs, transportation means)
- + hiking (record, import, follow and share tracks)
- + outdoor navigation and geotag (TTS support)
- + indoor orientation (maps of airports, shopping malls, etc...)
- + first aid (emergency guides and service numbers)
- + checklist (vacation, shopping, etc... text, photo, audio)
- + playful orientation game (scavenger hunt)

User Requirements Capturing Process



Methodology

The user requirements collection is a research exercise which aims at understanding the product from a user's perspective in order to save time and money by balancing the business goals with the user needs.

Personas create...

- + sympathy and empathy for the target user group.
- + a unified representation of the target group in the design team.
- + a strong focus on the target group and essential aspects.
- + the possibility for realistic and efficient use cases & scenarios.

Use Cases...

- + capture who (persona) does what (interaction) with the system, for what purpose (goal), without dealing with system internals.
- + specify all the different ways to use the system.
- + define all behaviors required of the system.

Scenarios...

- + describe one or more tasks in a specific environmental situation.
- + identify important aspects of using a product in the real world that were not otherwise identified and considered.

Interviews...

- + consist of free discussions
- + as well as qualitative and quantitative face-to-face interviews
- + are based on pre-defined guideline questionnaires.
- + help the consortium to refine the use cases and scenarios in order to derive a number of user requirements.

Results

A total of **33** elderly in the age of **64-83** have been interviewed on the **Austrian, Dutch, Spanish and Romanian** pilot site.

It turned out that the users prefer:

- + a simple intuitive user interface
- + self explanatory buttons
- + high level contrast, big font size
- + fewer menu items
- + to interact with a 5 " Smartphone (readability and handling)
- + the services presented as much as possible as a single service
- + a careful design of the accompanying manual
- + to call a helpdesk when they encounter problems
- + to receive only certified reliable content of the services
- + advanced security and privacy settings

