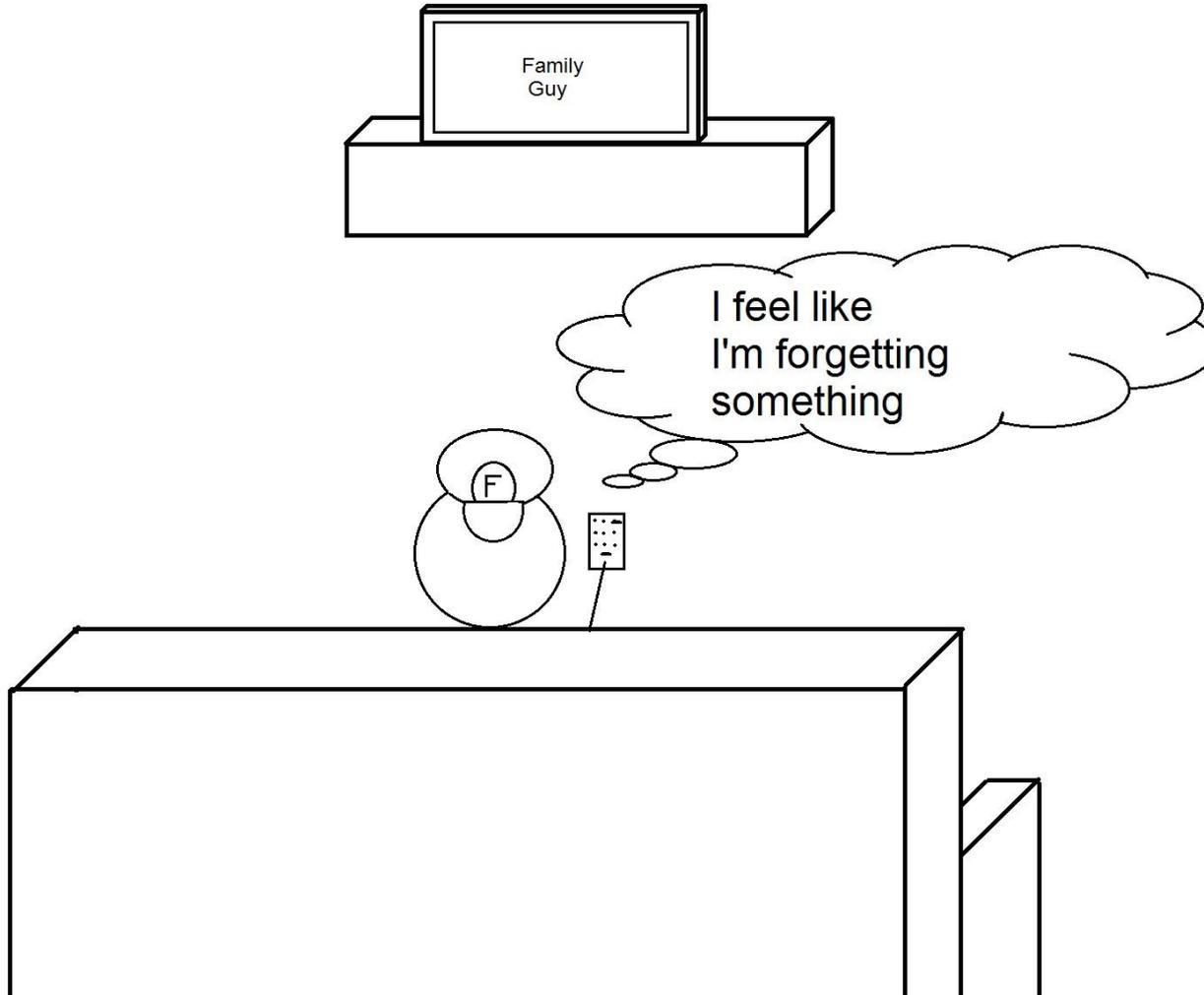


Storyboarding with Scenarios: RIT's SAU Music Room

Alex Goldberger

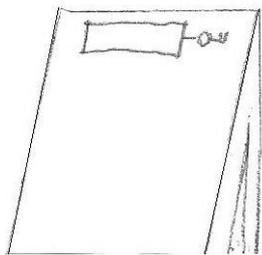
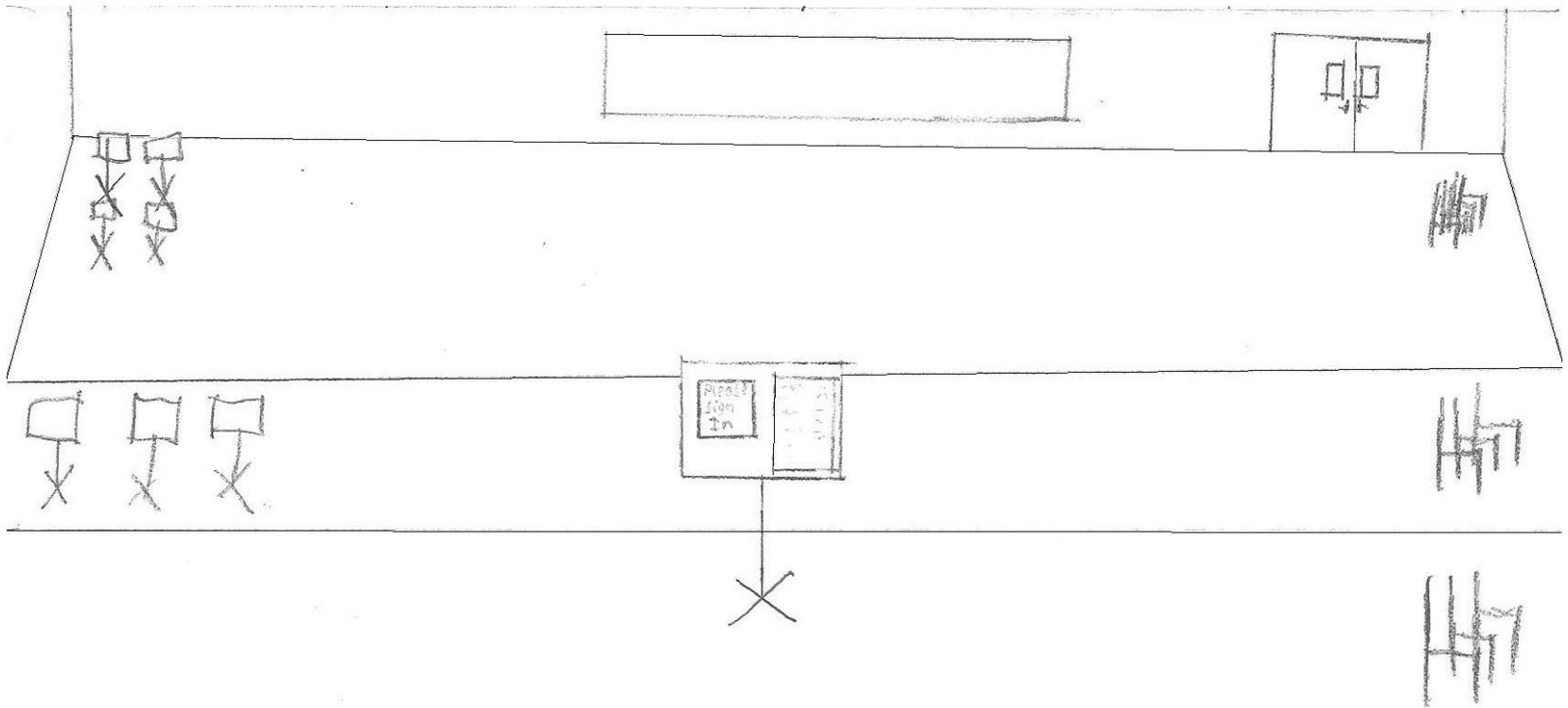
Tuesday 11:30 AM

Forgetful Frank watches TV



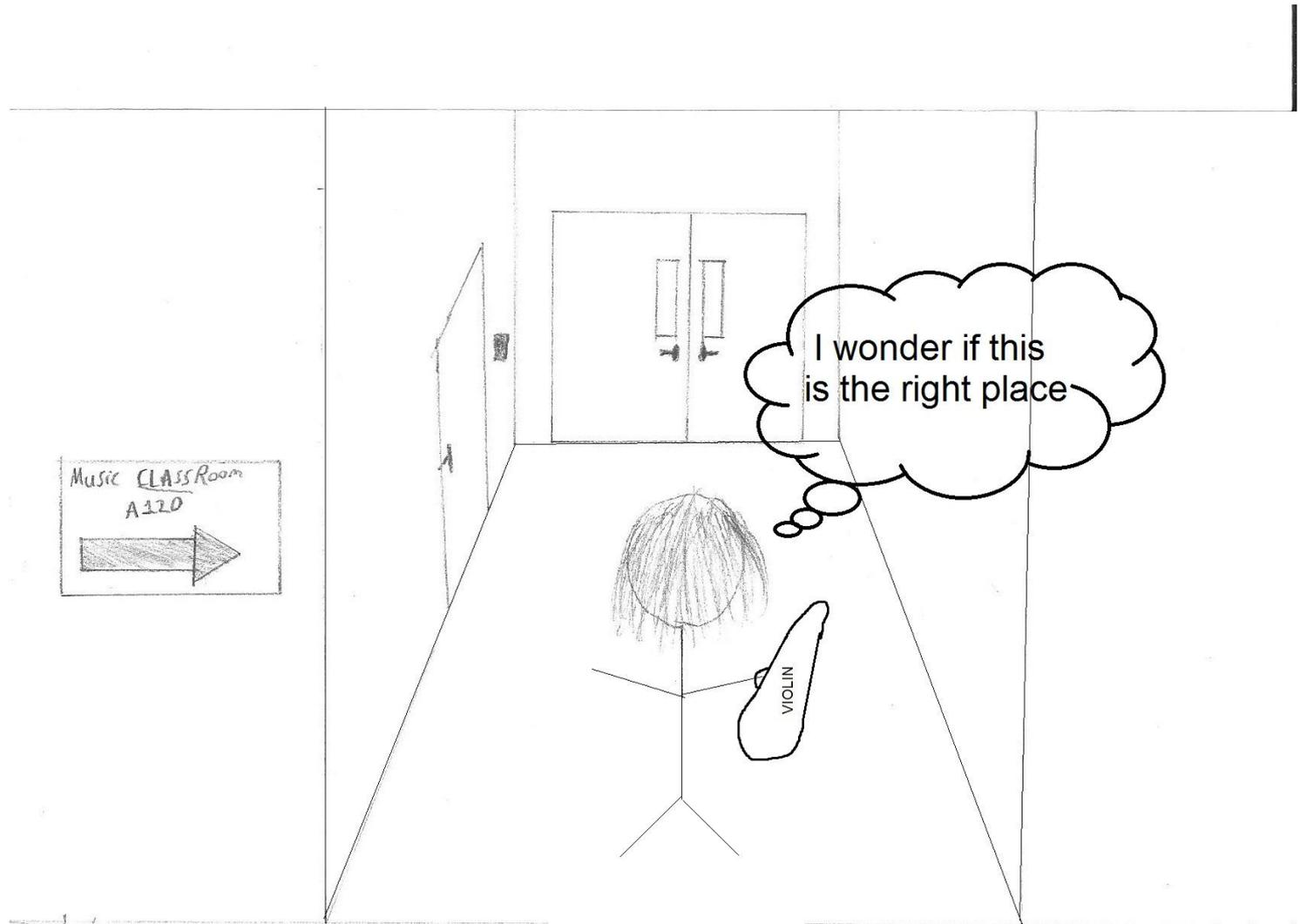
12:00 PM

Frank's music room shift starts



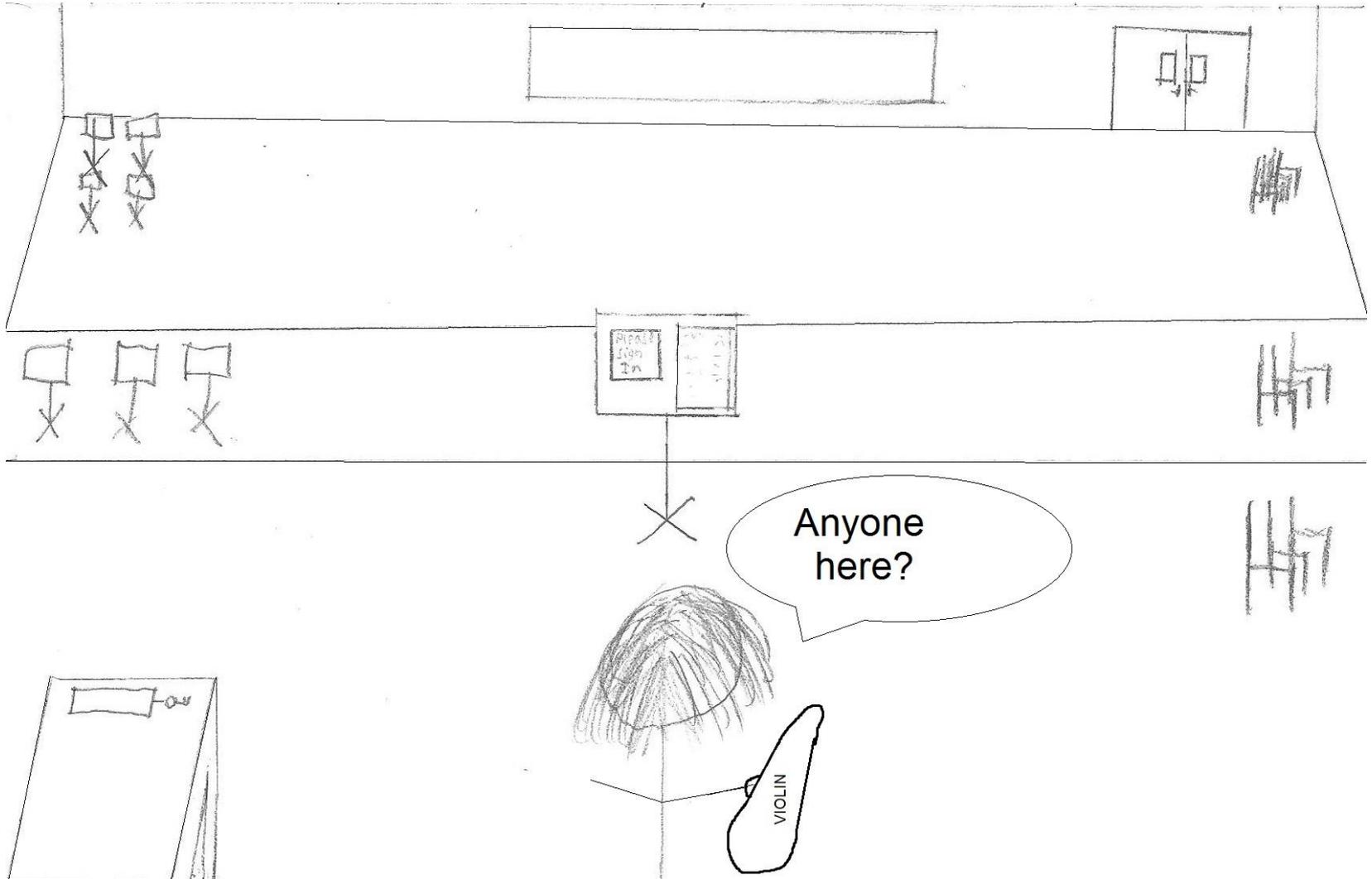
1:15 PM

Vicky the Violinist wants to practice



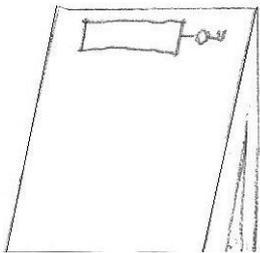
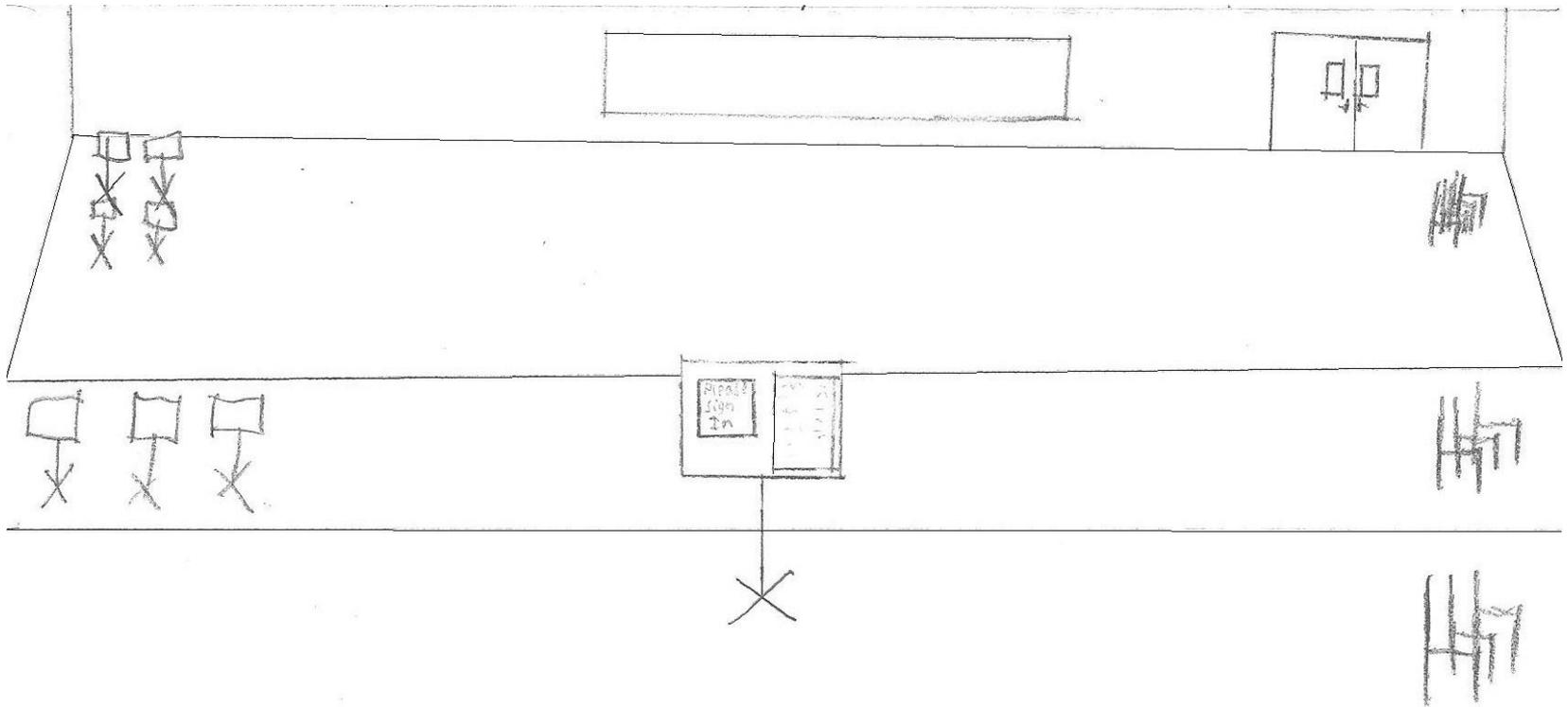
1:16 PM

Unsure, Vicky leaves



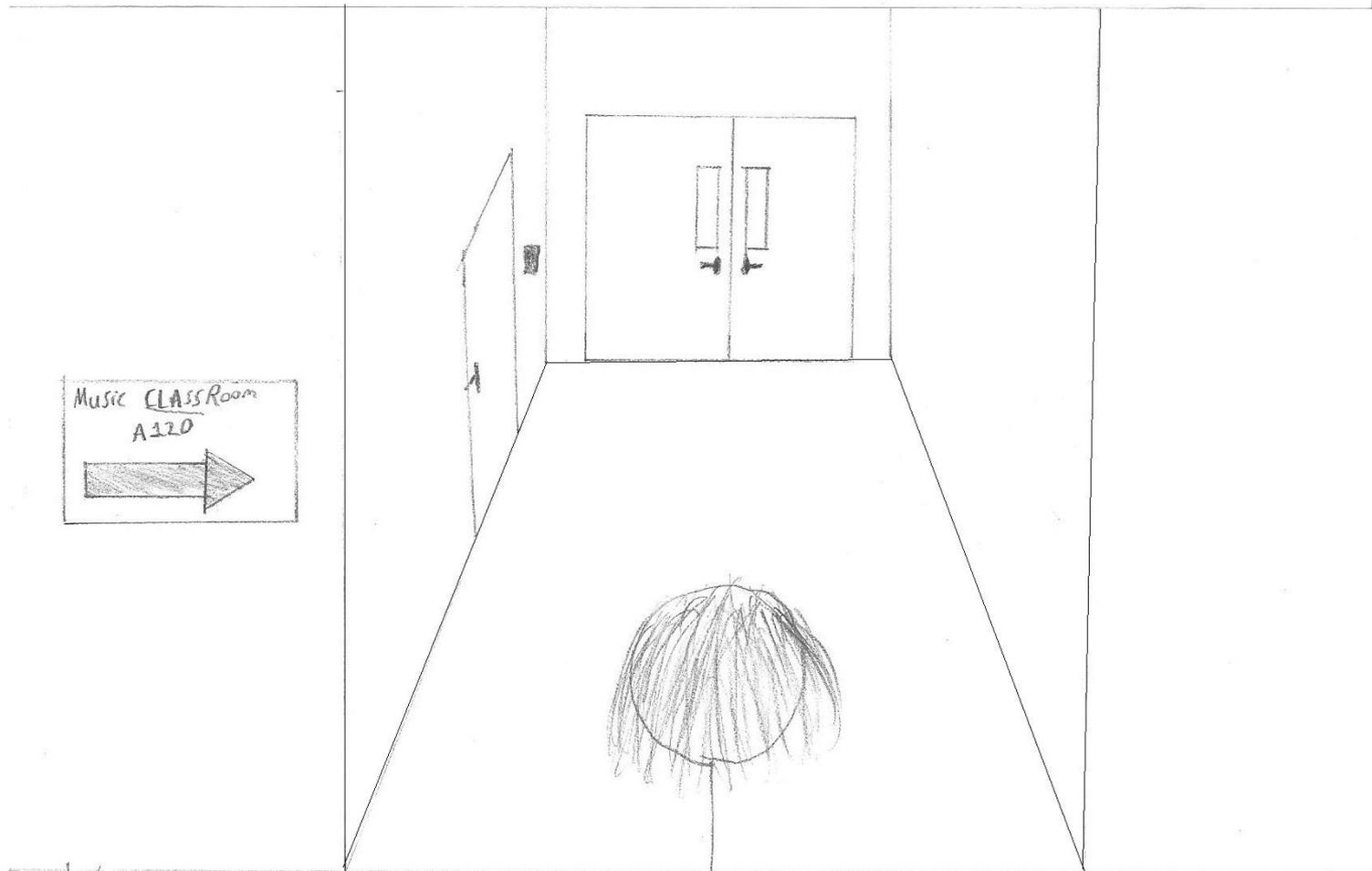
3:00 PM

Frank's shift ends



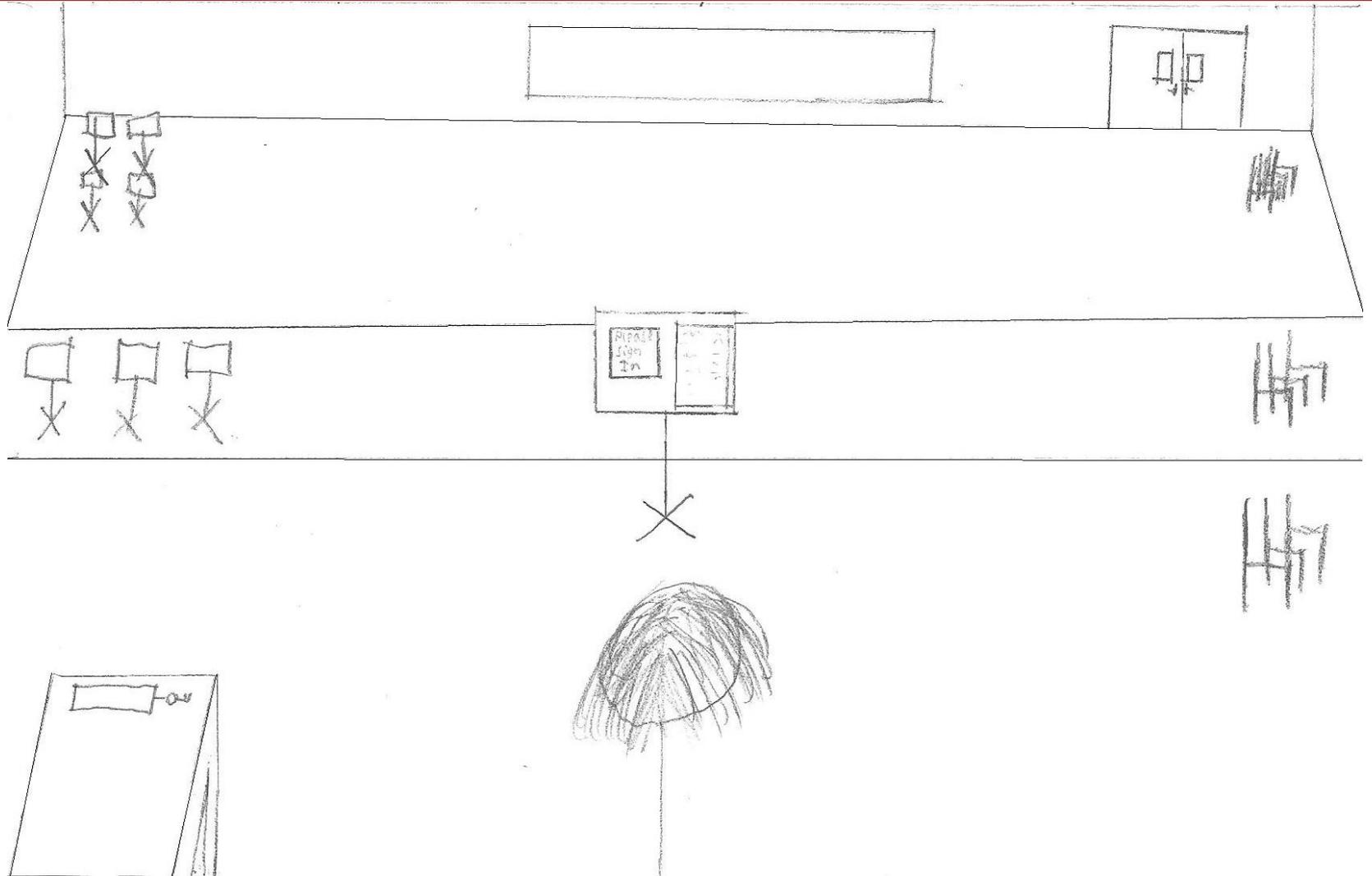
3:55 PM

Concert Band Carol arrives



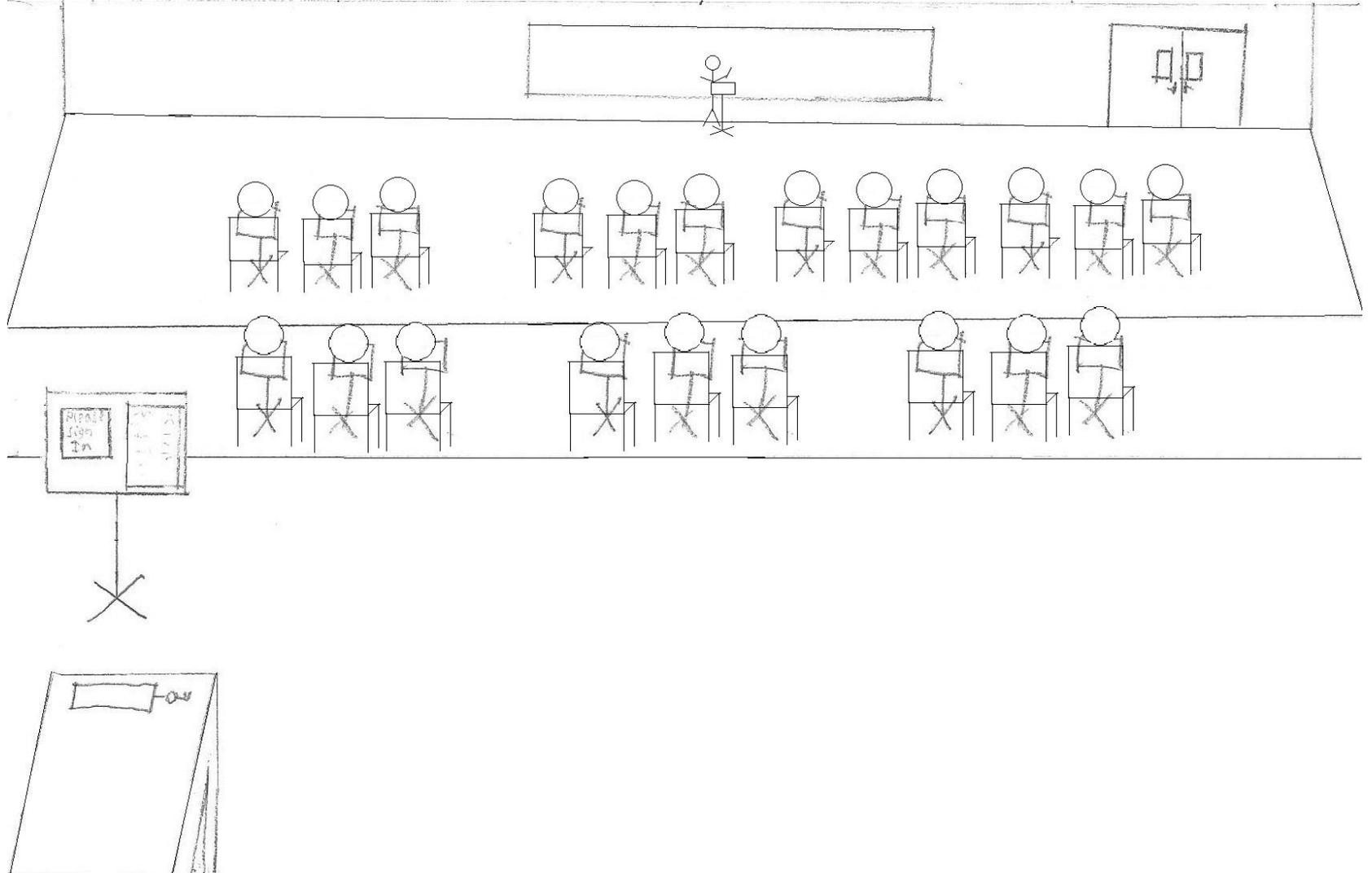
3:55 PM

Nothing is set up for concert band



4:10 PM

Play time is wasted on set-up

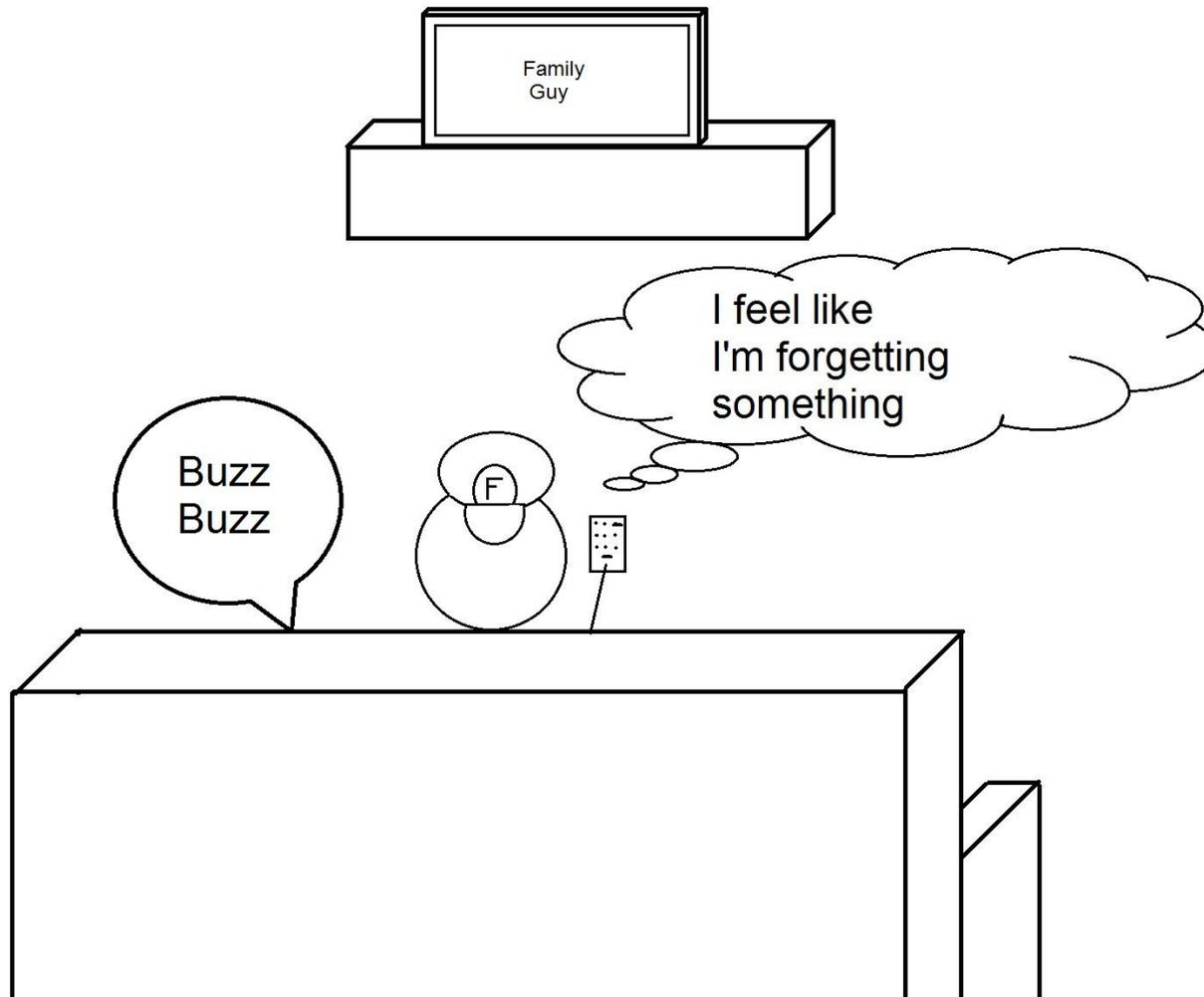


Let's try that again

Enter RIT Employees Connected

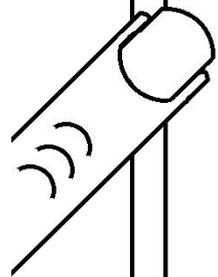
Tuesday 11:30 AM

Forgetful Frank watches TV



11:30 AM

Frank receives reminder notification



RIT Employees Connected

Music Room 12pm - Frank Forgetful

Work is in 30 min.

Physical Presence: Required

On time?

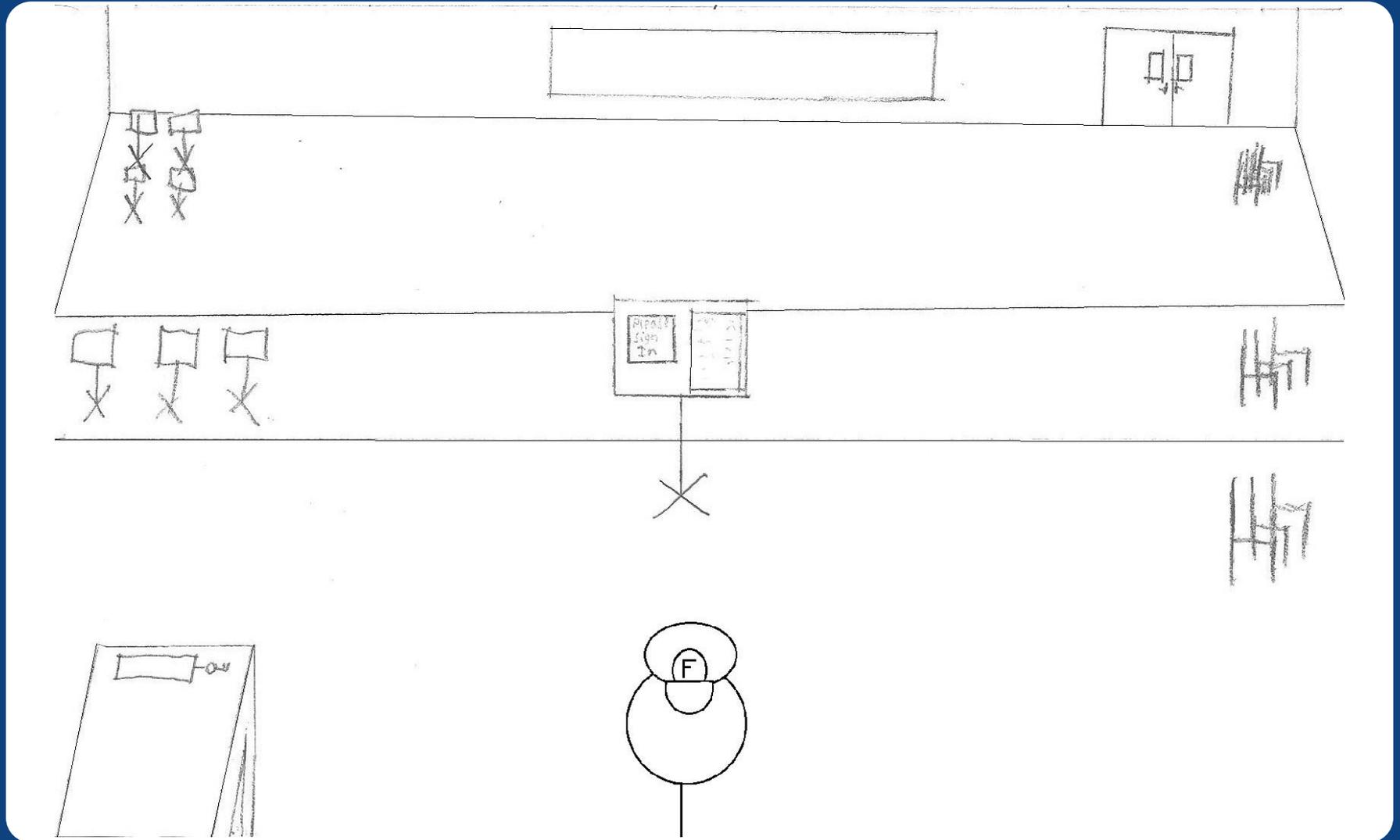
Late?

Can't make it?

I almost forgot about work today!

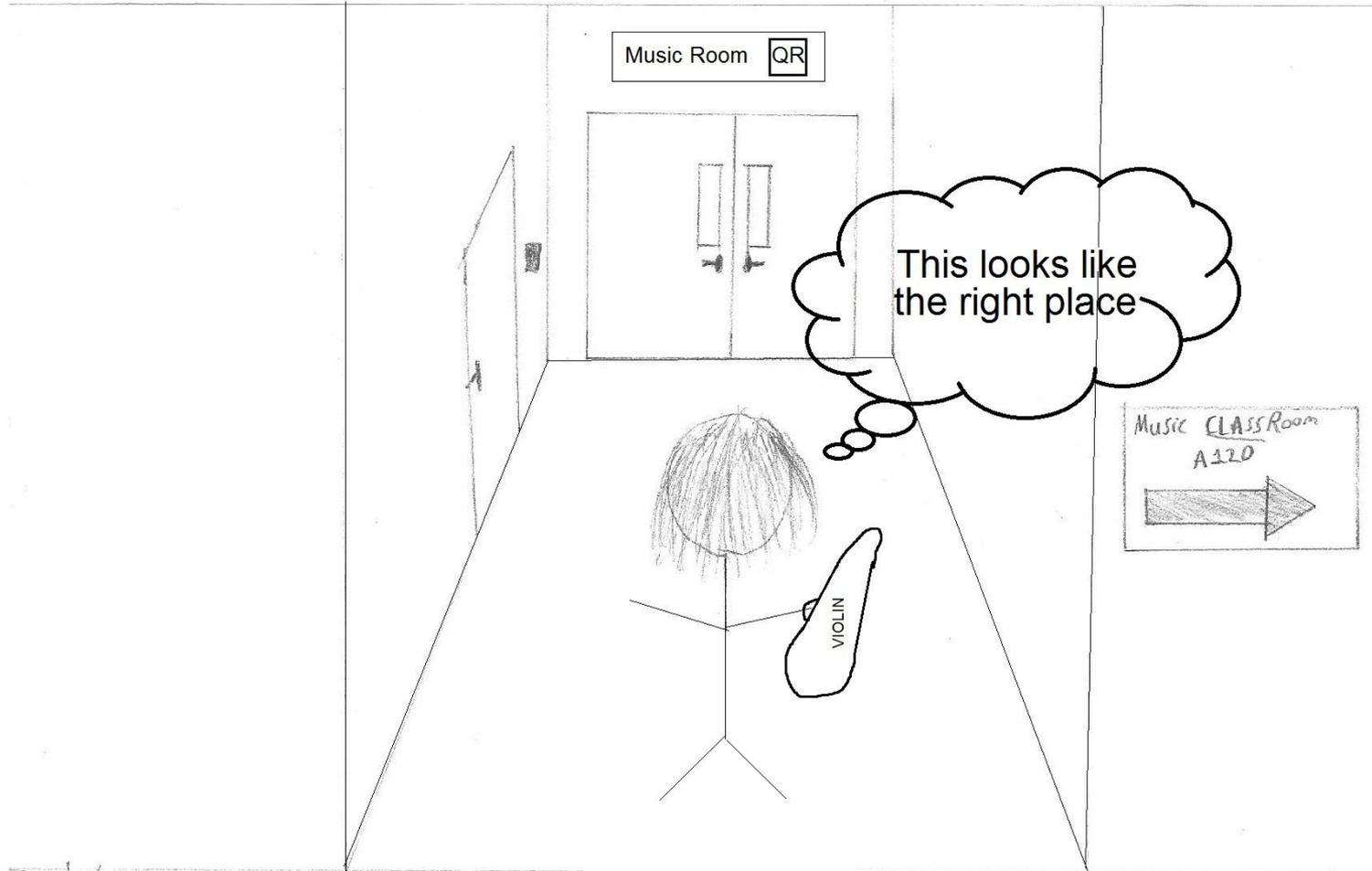
12:00 PM

Frank's music room shift starts



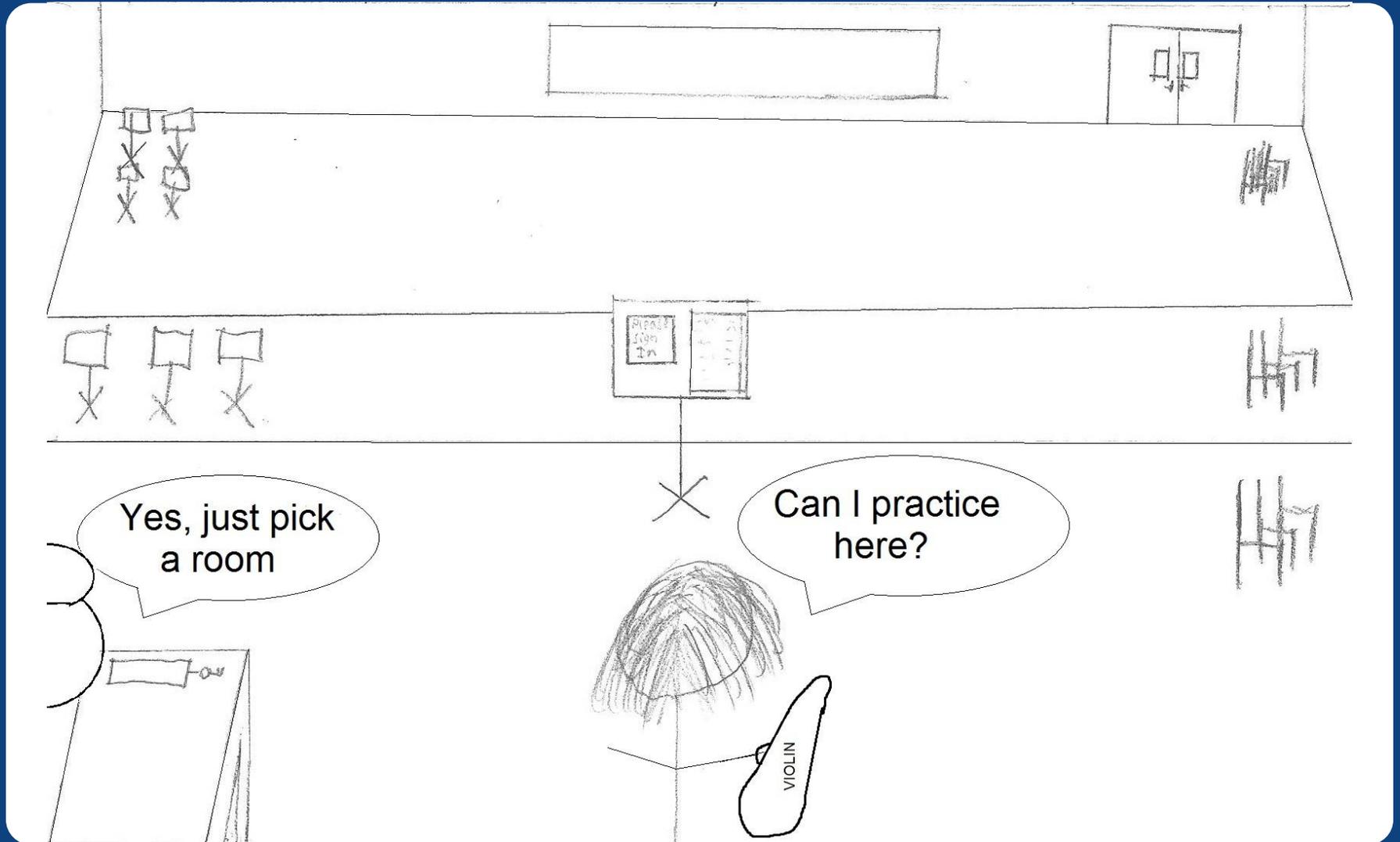
1:15 PM

Vicky the Violinist wants to practice



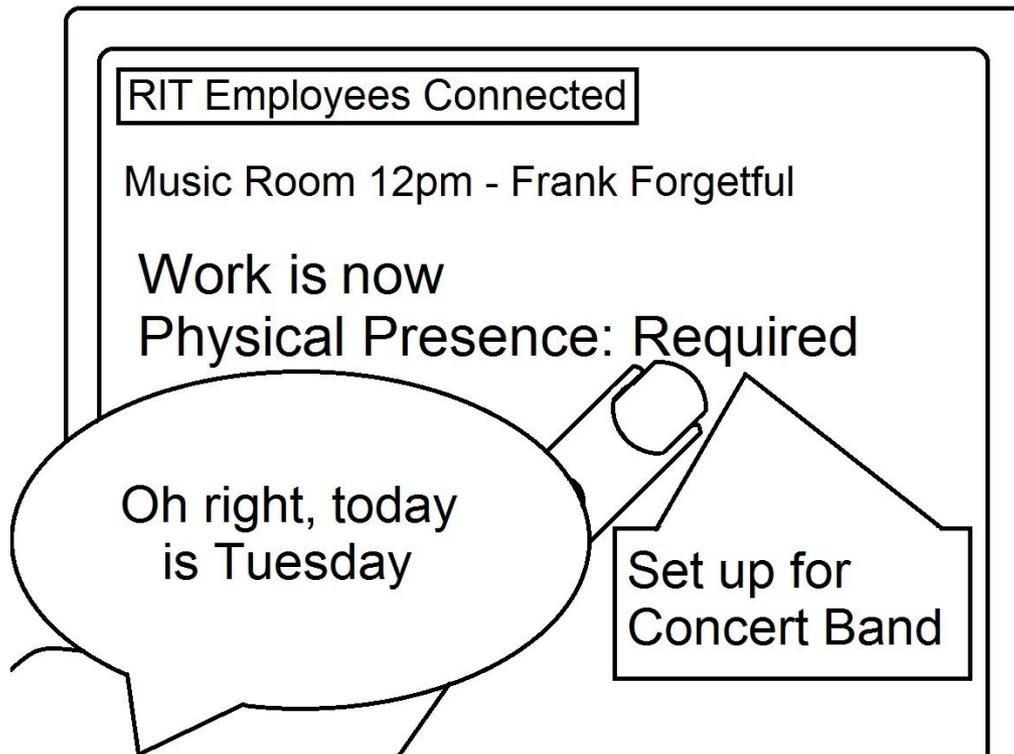
1:16 PM

Frank tells Vicky she can practice



1:20 PM

Frank checks app again



1:50 PM

The room is ready for concert band



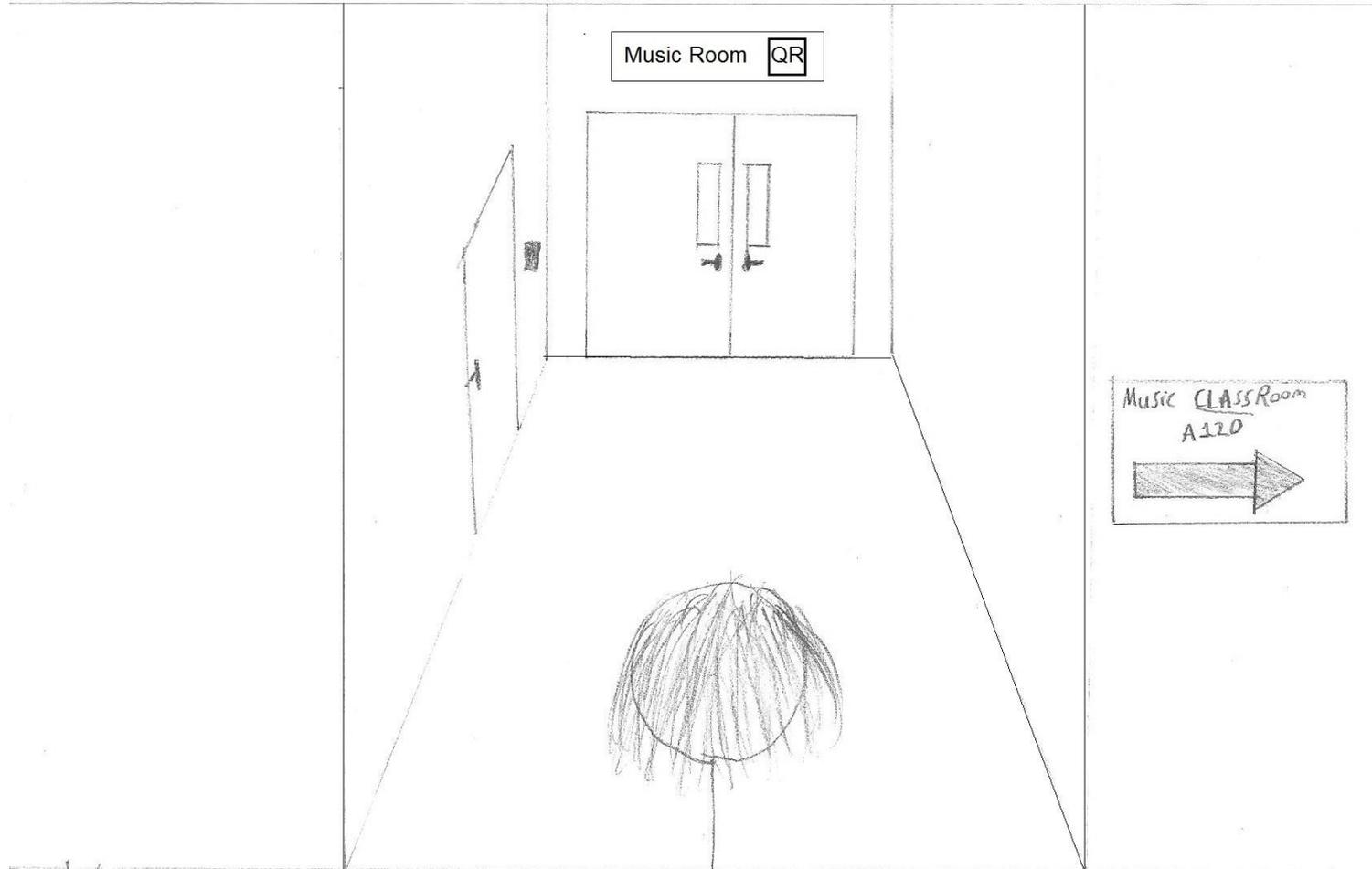
3:00 PM

Frank's shift ends



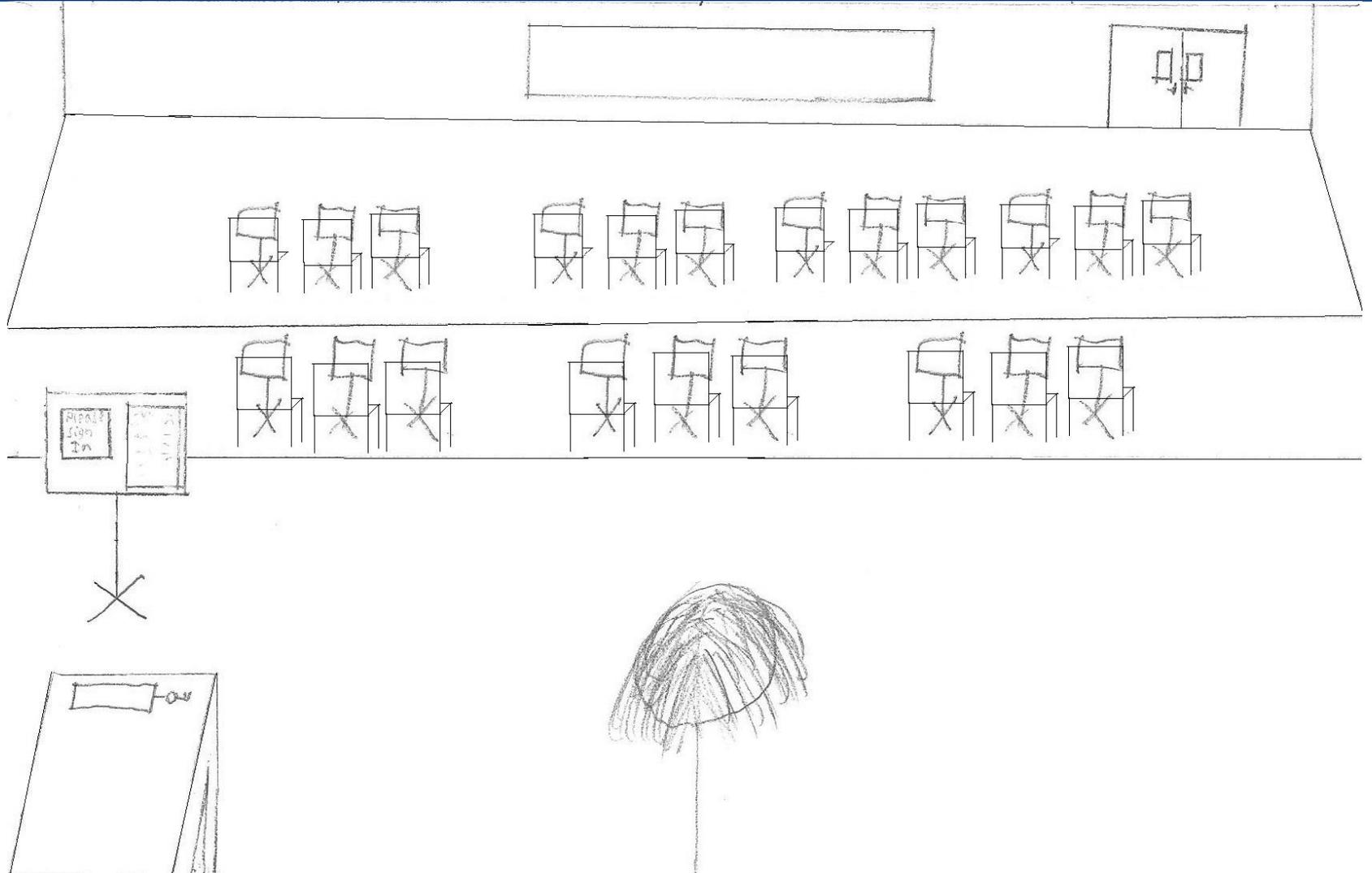
3:55 PM

Concert Band Carol arrives



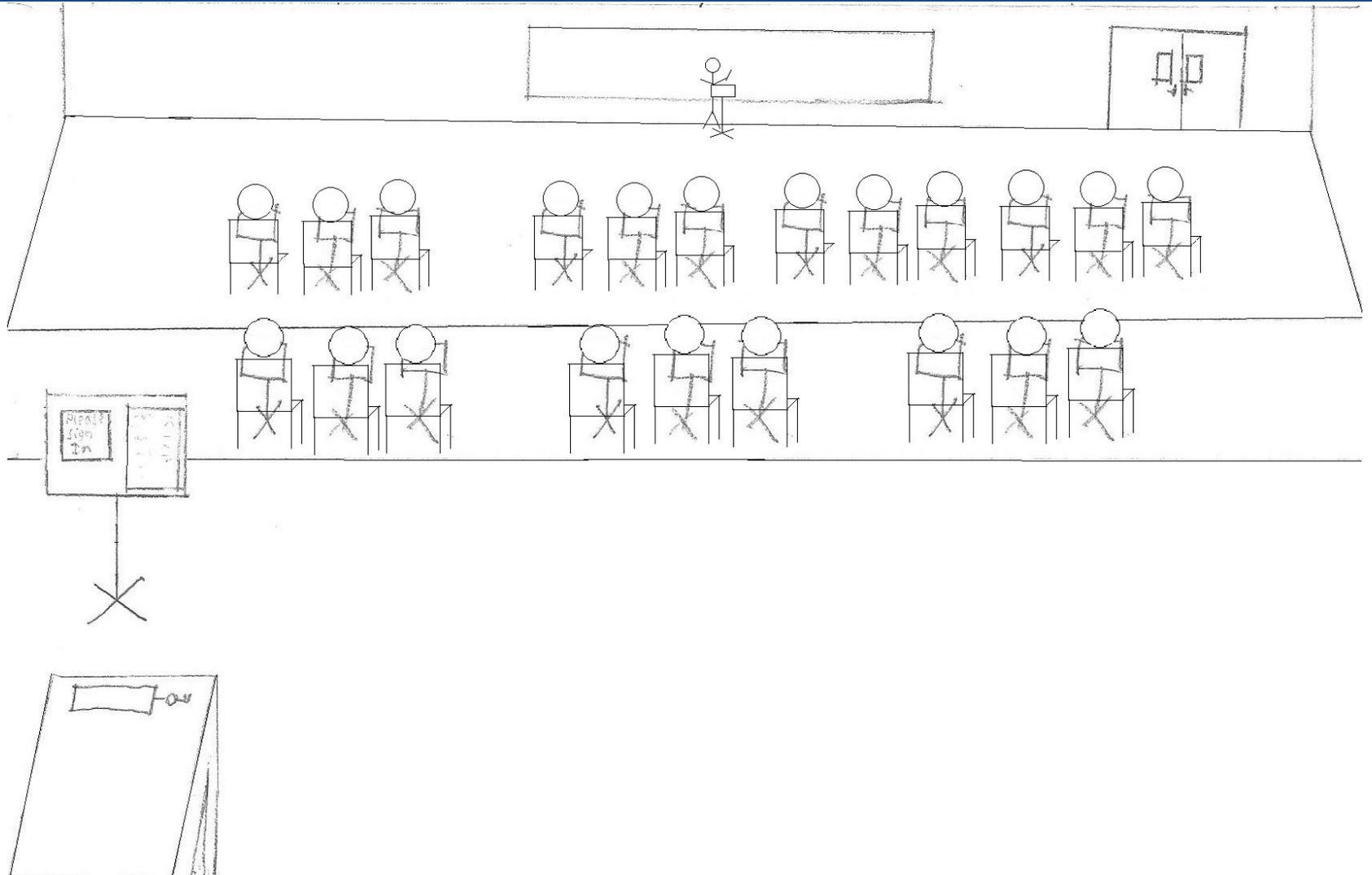
3:55 PM

Everything is ready for concert band



4:10 PM

No time was wasted by concert band



User Stories

Scenario A: Forgetful Frank is sick and can't make it to work. He also forgets to send an email out to his fellow employees telling them he needs someone to cover for him. If he skips work then no one will be there to set up the room for concert band.

Solution A: If an employee has not checked into RIT Kronos (RIT's time card puncher) 5 minutes after their shift is supposed to start, they receive a phone call. That call asks them if they are not going to make it or if they will be late. The employee responds verbally or by pressing a button.

If they are not going to make it that day, then the system sends notifications out to other employees asking for someone to work. When one person offers to swap shifts, the system messages all the other employees saying that the position has been filled.

User Stories

Scenario B: Responsible Randy is sick and can't make it to work. He e-mails the other music room employees asking for someone to switch shifts for the week. He gets responses from 3 of the other employees and after a handful of emails finally ends up swapping his Monday shifts for Wednesday shifts.

Solution B: As soon as Randy knows he can't make it to work he uses RIT Employees Connected to inform the system that he won't make it to work. If the job requires a physical presence then the solution continues as the Solution A did.

If the job does not require physical work to be done, then a virtual-presence employee is given the shift. One person who is trained in working multiple helpdesk like locations sits at a computer with a webcam and mic and acts as the helpdesk for the music room (and possibly other rooms that are all) equipped with a monitor, webcam and microphone.

User Stories

Scenario C: Lost Larry wants to practice his lute playing but he can't find the Music Room. He eventually gives up and goes home.

Solution C: Lost Larry can't find the Music Room. He pulls up the RIT app, selects map, then presses the "I'm Lost" button. From there he can call a help desk which will guide him there. When he arrives, he finds the helpdesk worker is in the music room on a monitor. He hangs up the phone and asks the help desk worker about the music room through the webcam and microphone. The help desk worker logs Lost Larry's situation. Later a usability engineer analyzes signage for the room and online directions to the room. By the end of the process the music room will have new signage, better online instructions, and a banner near the room that shows the name of the room and a QR code which contains more information about the room. Overtime, all hard-to-find RIT locations will be better catalogued and less people will get lost.

Future Work

There are two clear ways to go with this research.

One direction is to focus on the music room, specifically watching it for two weeks to understand more user scenarios to better understand the context. If the scenarios fit with those mentioned previously: then RIT Employees Connected could be prototyped and/or the virtual-presence employee can be prototyped.

The other direction to go with this research is to find other locations on campus that could be managed by a virtual-presence employee and then prototype the system in the location where it fits best. If the system seems to work, then it can be tested in another location. With feedback, the prototype will be improved and tested iteratively. Once the iterative prototype seems to be working in both locations: testing can begin with one employee managing multiple locations at once.