Assignment 5 - Storyboarding

Description

Goal: Create a storyboard aligned with a business process.

Tool: Microsoft PowerPoint, Storyboarding shapes

Course Concepts: Business processes, BPMN, User interfaces, Storyboarding

The goal of creating storyboards is for all of the parties involved in the systems development project to get on the same page regarding how the user is going to interact with the system to execute the business process. After reading the business scenario below, develop one or more storyboards for the business process sections listed using MS PowerPoint.

Business Scenario

As an employee of a large international courier and shipping service, Bill Wiley met almost every day with many companies that shipped and received packages. He was frequently asked if his company could deliver local packages on the same day. Over several months, he observed that there appeared to be a substantial need for courier services in the city in which he lived. He decided that he would form his own courier delivery company called On the Spot to fill this need.

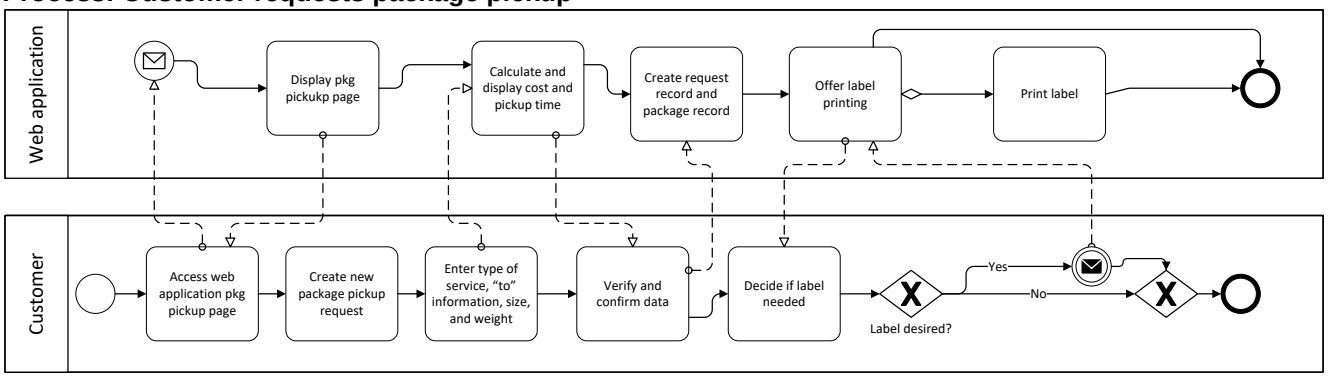
Currently, Bill receives delivery requests on his business mobile phone. However, he cannot keep up with this and customers are asking if he has a Web site where they could place orders for shipments. He knows that if he could get a Web presence he could increase his exposure and help his business grow.



When Bill receives call about a package pickup, he records when he received the call and when the shipment will be ready for pickup. Sometimes, customers want immediate pickup; sometimes, they are calling to schedule a later time in the day for pickup. Once he arrives at the pickup location, Bill collects the packages. It is not uncommon for the customer to have several packages for delivery. In addition to the name and address of the delivery location for each package, he also records the time of pickup. He notes the desired delivery time, the location of the delivery, and the weight and size of the package to determine the courier cost. When he picks up the package, he prints out a label with his portable printer that he keeps in the delivery van.

To grow his business, hire additional staff, and streamline the current process, Bill would like to change how On the Spot receives package pickup requests. Eventually, he would like to hire additional drivers to pickup and deliver the packages so that he can manage a centralized warehouse and coordinate the drivers' routes. Bill has drawn the redesigned business process for receiving a customer package pickup request, as shown below.

Process: Customer requests package pickup

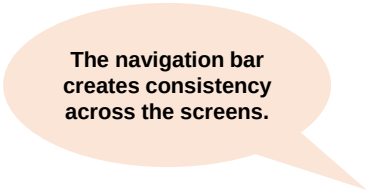


Customers will be able to request a package pickup through the company's website. This process allow customers, once logged into the website, to enter information about each package, including "deliver to" addresses, size and weight category information, and type of service requested. On the Spot provides three types of services: "three hour," "same day," and "overnight" services. To facilitate customers entering the package information themselves through the website, On the Spot will not require exact weights and sizes, but instead will offer predefined sizes and weight categories from which the customer could choose. Once the customer enters the information for all the packages, the system would calculate the cost and then print mailing labels if desired. Depending on the type of service requested and the proximity of a delivery truck, the system would schedule an immediate pickup or one for later that day. It would display this information so the customer would immediately know when to expect the pickup.

To assist Bill in discussing his plans for the Website, develop one or more storyboards for each of the following pieces in the business process shown:

- Create new pickup request and enter pickup information for each package
- Display pickup information, cost, and time
- Display label for printing

Using the "callout" shapes in PowerPoint, annotate the storyboards to show how 3 of the principles of "User Interface Design Guidelines" were incorporated into your diagram. Write 1 to 2 sentences in the callout explaining how feature added exhibits the guideline, and point to the future you are discussing. See sample callout below.



Guidelines

- Use the tools in MS PowerPoint to create storyboards with the Storyboard shapes (see slides from class)
- Create one title slide with a title, your name, and a one-sentence description of each of your storyboards

- Follow good user-centered design principles and user interface principles as discussed in class
- Customize your storyboards for the user you imagine will use the system. Create a professionally deliverable by applying engaging colors, aligning the shapes, etc.

Deliverable

Submit your MS PowerPoint file via Blackboard prior to the posted deadline.