D5.2.1

USER STORIES REQUIREMENTS

FROM WP2 – 4 – RELEASE 1

September 2013

ABSTRACT

This document details the creation of new User Stories following the identification of new User Requirements from user feedback. It documents the liaison and relationship between the project and external developers, SMEs and vendors, and details the methodology behind the gathering and analysis of feedback from these sources.

The purpose of feedback gathering and analysis is to identify new requirements, to enable technological and structural improvements, to identify opportunities for the involvement of SMEs and to provide on-going input into the development of the platforms. Using criteria detailed below, the identification of new requirements may lead to the creation of new User Stories.

DISCLAIMER

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EXECUTIVE SUMMARY

This document details the methodology to be used for the creation of new User Stories that arise as the result of feedback from external developers, SMEs and vendors

A 'User Story' describes what a user wants to do with a particular application or system. New User Stories are created as a response to feedback from meetings with developers and SMEs. Feedback will be gathered by FI-CONTENT 2 partners at Future Internet events, showcases at industry/developer conferences and specialist demonstrations and online. This document indicates the methodology behind the gathering and analysis of feedback from external sources and describes the input of this feedback into related work packages.

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TABLE OF CONTENTS

LIST OF FIGURES

1 - INTRODUCTION

1.1 – Objective of this document

This document details the methodology to be used for the creation of new user stories that arise as the result of feedback from external developers, SMEs and vendors.

A 'User Story' describes what a user wants to do with a particular application or system. User Stories describe the 'who', 'what' and 'why' of a requirement in a simple, concise way, often limited in detail. User Stories are written by or for the business user and are the user's primary way of influencing the functionality of the application or system under development. User stories may also be written by developers to express non-functional requirements (security, performance, quality, etc.).

In FI-CONTENT 2, new user stories will be created as a response to feedback from meetings with developers and SMEs. Feedback will be gathered by FI-CONTENT 2 partners at Future Internet events, showcases at industry/developer conferences and specialist demonstrations and online. The relevant platforms will analyse this feedback with particular regard to missing functionalities and potential improvements and extensions of WP2, WP3 and WP4 services and enablers.

Where a new requirement is deemed to have high priority according to the criteria in Fig 2 *User Feedback and Analysis*, a new user story describing such missing functionalities will be developed by the relevant WP and submitted to WP5. Developers and SMEs will be addressed through the Open Call and competitions in order to fulfil new user stories.

This document indicates the methodology behind the gathering and analysis of feedback from external sources; feedback from end-users is dealt with in WP7 and is not within the focus of this deliverable. Also documented here is the protocol for the input of this feedback into WP2, WP3 and WP4 (see Annex 1 *FI-CONTENT 2 Feedback Protocol*). The workflow is shown in Figure 1 *Creation of New User Stories*.

Each FI-CONTENT 2 platform – WP2 Social Connected TV, WP3 Smart City Guide and WP4 Games – has provided input to this document. This document will be refined/updated in future versions (D5.2.2 in M12, D5.2.3 in M22).

1.2 – Feedback objectives

The purpose of feedback gathering and analysis is to:

- Identify gaps in current scenario and user stories
- Identify gaps in the current platform including missing technologies, missing generic enablers, missing specific enablers or missing relations to third party technologies
- Test hardware/ software, including issues of scalability and distribution

- Test security, including data protection issues, enemy attacks and service level guarantees
- Improve the user experience, addressing specific services, platform access, platform documentation and platform components.

Using criteria detailed below in Figure 2 *User Feedback and Analysis*, the identification of new requirements may lead to the subsequent creation of new User Stories.

2 - FEEDBACK-GATHERING METHODOLOGY

This section describes the various methodologies used for gathering feedback from external sources. Different approaches will be used depending upon the nature of the test event and the participating user group.

2.1 – Feedback gathering methodology:

1. **One-on-one interaction** between users/visitors and dedicated staff at workshops, meetings, presentations and events is a valuable source of feedback. Staff can record their impressions following the interaction, or can directly enquire of the visitor/user as to his/her impressions following the demonstration/interaction with the service or functionality. Responses will be submitted to a central point.

2. Presenters/moderators at events are also a source of feedback about interaction with their audience. A **protocol** can be taken of any such meetings held and can be used to generate feedback.

3. **'Think-aloud sessions'**. These are interactive tests of the usability of the application. The test users sit in front of the applications displayed on SmartTVs, for example, and immediately comment upon any action, producing accurate, instant and honest feedback on various applications. External users and consortium members can be invited to participate.

4. **User experience workshops**. The objective of these workshops will be to validate (or reject) the uses of the application, to provide feedback to improve it, and provide recommendations on how to adapt it to user needs. They will be used to gather external feedback by means of co-design methodologies. A co-design session is an exploratory innovation process with external users and stakeholders:

   - o **Objective**: to involve external stakeholders in designing the technology use cases and scenarios.
   - o **Format**: active involvement of stakeholders in workshops or evaluation processes after events.
   - o **Selected formats**: focus groups techniques and brainstorming (for ideation and connecting ideas).
   - o **Outcome**: redefinition and adjustment of use cases and scenarios, identification of new potential developments.
   - o

5. Developer/SME/professional test users will be directed via **social media to online questionnaires/feedback forums** posted on social networks, online communities, blogs,

forums and discussions boards, to leave feedback and respond to questions. Suitable forums already exist within the FI-CONTENT 2 infrastructure:

- o [FI-CONTENT 2 Twitter](#) account
- o [FI-CONTENT 2 Facebook](#) account
- o [FI-CONTENT 2 Linked In](#) account
- o [FI-CONTENT 2 Google+](#) account
- o [FI-CONTENT 2 YouTube](#) account
- o [FI-CONTENT 2 Daily Motion](#) account

Questions included in the survey will correspond to the expected level of technical knowledge and understanding of test users in the developer/SME/professional user domains. All questions will be simple to complete and will attempt to identify areas of importance and concern for the user. Open-ended questions will allow these users to contribute their unmediated opinions and requests; rankings will allow easy assessment of services and functionalities. Questionnaires will be anonymous, with a possible option for the user to identify him/herself.

In addition, the survey can be disseminated via email lists and the URL will also be published at events. An on-line version of the survey can be running on a suitably-placed dedicated laptop or tablet at such events.

6. **Comment cards** can be distributed at events, for completion on site in return for some small compensatory reward.

7. **Email addresses** can be collected - a response to a follow-up questionnaire can be rewarded with (for example) entry into a competition to win some small prize.

8. **Platform Technology Tracking**. In addition to the efforts planned by other partners in gathering feedback from end users, TCF is providing technology and support on cloud assets to FI-CONTENT 2 partners. TCF gathers information about the platform technologies that are currently being used in the market. In particular, the focus is on the ability to provide services on-demand through web APIs, in particular Cloud-based services. The methodology involves interacting with partners to identify the technical profile of the target platform users and the adapted tools, performing a state-of-the-art of cloud providers and participating in trainings, and selecting candidate technologies for the target Cloud platform.

9. Utilisation of the **Platform Effect** in the development of pervasive games. A platform effect enables distinct user groups to interact with each other with network benefits.

Users of the Game Platform fall into three main profile groups:
- Non-expert content creators
- Expert game developers
- Platform Suppliers

The tools and resources identified for these users are significantly different:

- Non-expert content creators prefer dedicated web UIs for content creation and sharing.
    - Show-case demos and prototypes with reusable content.
    - Tutorials on how to use the platform components.
- Expert game developers need a subset of the following tools:
    - Client-side enablers
    - Server-side enablers
- Platform Suppliers interact mainly at the server side level, providing services for other developers using the platform. Beyond the tools for expert developers, they need ways of promoting and sharing their work within the platform.
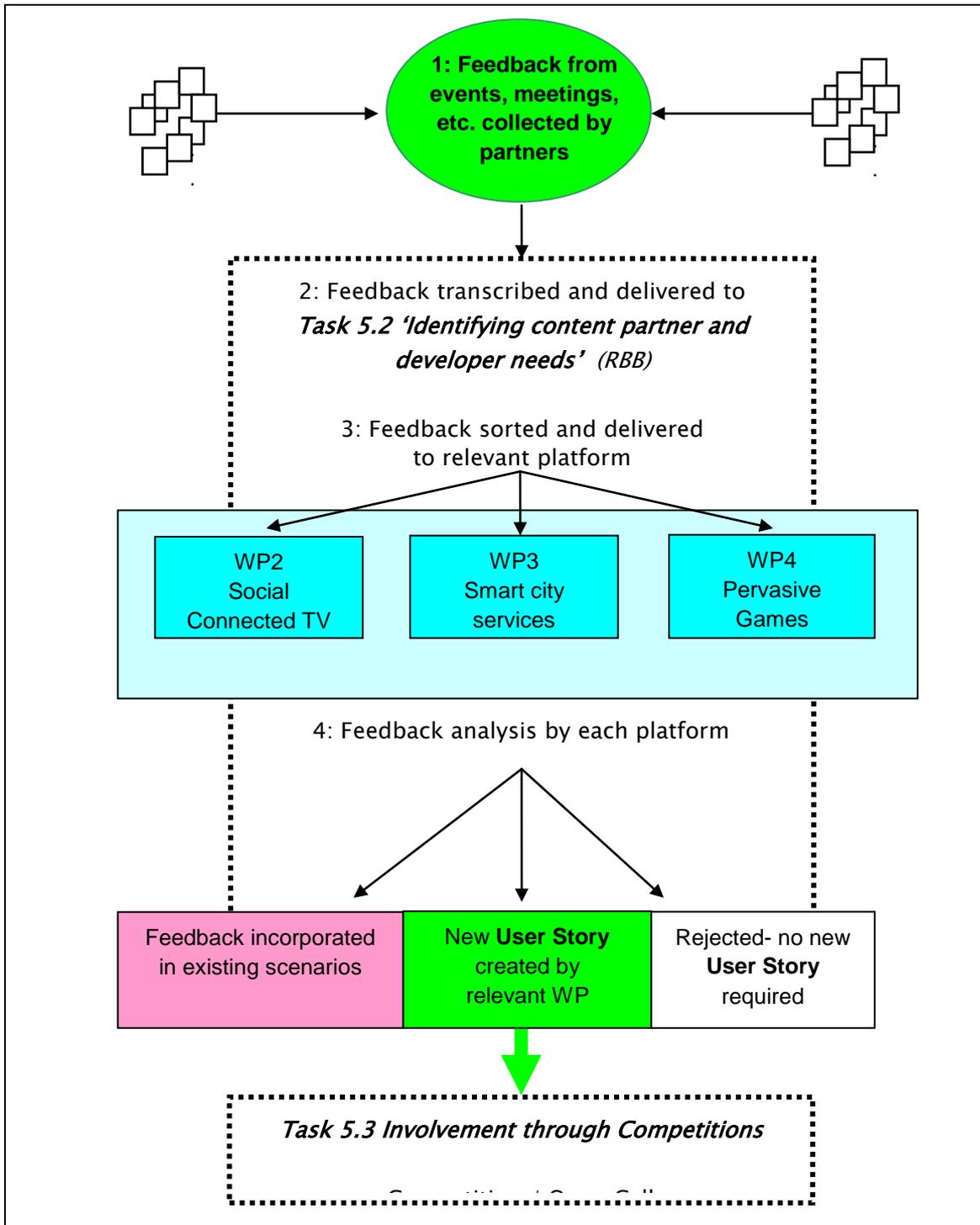
Figure 1 Creation of new User Stories

3 - Evaluation / analysis of feedback

This section describes the various methodologies used for evaluating and analysing feedback from internal and external sources. All partners are responsible for the gathering of feedback at events, meetings and other suitable occasions. It is the responsibility of the collecting partners to transform feedback into a digital document format before transmitting to the task leader RBB (see Annex 1 below).

Submitted feedback will reviewed by the partners involved in T 5.2 and distributed to the relevant platform/WP leader (WP2, WP3 and WP4) for evaluation. Feedback will be analysed and evaluated by WP participants. The subsequent evaluation and analysis of feedback will lead either to the incorporation of the feedback into the existing workflow as a refinement, to the creation of new technical requirements based on the user story or to the rejection of feedback upon specified grounds. This process is illustrated in Figure 1 *Creation of new user stories*.

After evaluation, a detailed protocol will be produced. The protocol will be categorised into various test areas and will be submitted to the task leader RBB.

This activity also delivers input into WP7 Experimentation Sites and Methodology.

3.1 – Feedback documentation:

This documentation will include:

1. **Template protocol** that documents the gathering of feedback, including outcomes of one-on-one interactions, think–aloud sessions, user experience workshops and other face–to–face events. The protocol should accompany feedback when delivered to the relevant WP for analysis.
2. **Questionnaires** to be filled in at events. Each WP should produce its own platform–specific questionnaire. An online version can also be made available where suitable. Visitor information and areas of expertise should be documented (see Annex 3 Visitor Documentation).
3. **Comment cards** for distribution at events.

Completed feedback acquisition documentation should be regularly submitted to T5.2 task leader RBB and news/updates included in monthly reporting.

3.2 – Analysis:

Feedback will be analysed according to the below scheme:

Platform/WP:		
Title of new requirement:		
Description of proposed functionality Audience and cultural criteria/justification Academic criteria/justification		
Commercial criteria/justification		
Technical criteria/justification		
Technical necessity – is it feasible to address the particular scenario without this additional requirement?	*Yes/no*	*Comments*
Relevance for developers – does the fulfilment of the additional requirement offer additional opportunities regarding the reuse of the API/Enabler?	*Yes/no*	*Comments*
Relevance for the end users – does the additional requirement add value from the user's perspective?	*Yes/no*	*Comments*
Are there dependencies among the requirements concerning their implementation?	*Dependency/no dependency*	*Comments*
Can the new requirement be implemented within given time and resources?	*Yes/no*	*Comments*
Aggregation and alignment of new requirements to milestones:		
Assessment of priority:	*Essential/high, useful/medium, possible/low, other/no*	

Figure 2 User Feedback and Analysis

4 - CREATION OF NEW USER STORIES

Existing Scenarios are detailed in a Scenario Requirement Analysis document (see Deliverables D2.1, D3.1 and D4.1 Scenarios, Functional and Technical Requirements). The Scenario Requirement Analysis provides an overview of all current user scenarios, identifies the nature of all Generic and Specific Enablers and identifies any existing technology gaps. User feedback will also identify potential gaps. Any identified technology gaps will be addressed through the FI-CONTENT 2 Competition and Open Call processes.

The analysis of feedback may indicate that identified new requirements either be incorporated into existing scenarios, that such new requirements are not appropriate/achievable or that a new User Story should be created to address such new requirements within a new scenario.

Another possibility may be that the target user group needs to be adjusted. Once the need for a new User Story has been agreed upon and defined, developers/SMEs will be addressed via the FI-CONTENT 2 Competition and Open Call to provide the required technology and/or expertise.

5 - CONCLUSION

This document presents the methodology to be used in the gathering and analysis of feedback from developers and SMEs. Future updating and refinement of this document will periodically take place in response to input, feedback and practical experience.

ANNEX 1: FI-CONTENT 2 FEEDBACK PROTOCOL

This document should accompany any feedback collected by FI-CONTENT 2 participants at events presenting FI-CONTENT 2 features. Feedback should be documented as below and forwarded to the relevant WP leader.

We expect feedback to be gathered in the forms of printed questionnaires, comment cards, results of on-line questionnaires, emails, protocols of verbal reports. The partner that gathered the feedback needs to enter all feedback, in English, into the protocol below, save the document and email it to Task 5.2 task leader RBB.
The feedback will then be reviewed in T5.2 and distributed to the leader of the relevant WP, who will process, analyse and pass the results back to the WP and to the project management.

Feedback collected by	*(name, WP#)*
Event	*(title, location, date)*
Event URL :	*(web link)*
Topic/Theme of event	
Format of feedback	*(paper questionnaires, comment cards, on-line questionnaire responses, emails, protocols of verbal reports)*
Forwarded to :	*(name of recipient, WP#)*
Forwarded by :	*(name of forwarder)*
Date of forwarding :	*(date)*

ANNEX 2: EXAMPLE – RBB RBBTEXT USER SURVEY

RBB: Second Screen survey ENG

Dear visitor/test user

To improve our service and also to improve the second screen functionality, we'd like to gather your impressions after using the rbbtext Second Screen application.

We would appreciate your taking a few minutes to answer these short questions.

Did you use the tablet/second screen as a remote control for the TV?

○ Yes

○ No

Other comment

[   ]

Did you turn off rbbtext on the main screen and use it only on the second screen?

○ Yes

○ No

Other comment

[   ]

Did you use the second screen to follow any external links?

○ Yes

○ No

Other comment

[   ]

How easy did you find navigation using the second screen?

○ Very easy

○ Easy

○ Not easy

○ Difficult

○ Very difficult

Did you find the Second Screen intuitive ?

○ Yes, it was intuitive.

○ No, it was not intuitive.

Other comment

[   ]

Are there any other functions that you would like to see on the second screen? Do you have any other comments?

[   ]

Email address (optional):

[   ]

[Done]

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Social Connected TV
Smart City Guide
Gaming

Visitor details contact form

Name:	
Organisation/institute/company:	
Area of interest: Social Connected TV, Smart City Guide, Gaming	
Specific area of interest:	
Area of expertise:	
How could you use our technology to produce new services?	
How could you use our technology to enhance existing services?	
Which similar technologies do you own (or use)?	
Email:	