Case studies

Ad Hoc Group, JTC 12 – design for all.

# Case studies, what for ?

* These case studies are not exhaustive (no more than 1 page), this is only a support for having concrete exchanges a better understanding of the user’s need.
* We implement a library of case studies to have a common understanding of the scope and requirements.
* This case studies are the result of exchanges during the ad hoc group session.
* This helps for also looking more in depth specification with some target users groups users.

The structure is always the same :

## Name of the case study

### Different ways to explore the case study

1. Name of the service, support service, etc.
2. Scope of the JTC12
3. What is relevant for our requirements ?
4. What is not relevant ?
5. Still open questions
6. Comments
7. Illustration (with post-it from the Miro board, which is used to share between us.

Actually, 3 cases studies have been conducted :

1. Ticketing vending machine
2. Chat bot
3. Inassurance contract

#  Case studies

## Ticketing Vending machine

### Relation to our scope

Support service related to product : voice, call a person, support

### What is relevant for our standards requirement ?

* Where to find the support service informations
* How to switch from text to speak, description ?
* Where to find features for specific support service ?
* relay services : somebody who is able help you when you have specific needs / which translates the information.
* We need to provide guidance for persons who provide the support services, not specific requirements

### What is not relevant for our standards requirement ?

* Not the machine herself
* Not the detail of the support service

### Still open questions

### Comments

### Illustration (image of the ticketing machine with post it)



## Chatbot

### Relation to our scope

* Support service related to service

### What is relevant for our standards requirement ?

* Guide the owner in the different specifications in the chatbot
* We have to guide the owner in the specifications
* Organisation of it : the scope of the standard is to guide with a map to engage their own accessibility.
* Information HOW I CAN USE this chatbox, how to configure my computer, increase the size. How to use the service more than the service himself.
* Consideration how to provide accessibility informations

### What is not relevant for our standards requirement ?

* Not the details for the button, contrasts, non functional requirements.

### Still open questions

* Orientation : we have to choose : mainstream support service with accessibility included, or something more specific ?  relevant for all users ?

### Comments

### Illustrations (image of the chatbot with post it)



## Contract information

### Relation to our scope

* Information related to services

### What is relevant for our standards requirement ?

* Follow xxxx rules when you use simple langage, plain langage, need for more explaination when it's needed.
* Think to a broad range of users (allophone)
* Guidelines to organize how the service can be understandable.
* Be sure to have on request the necessary to provide information in simple langage

### What is not relevant for our standards requirement ?

* Describe the rules

### Still open questions

* We can engage user experts and non user experts to give feedbacks
* Find a library of texts to document the good practices, non reinventing the wheel.

### Comments

### Illustrations (image of the bank service with post it)



# Annex 1

Structure of case studies to implement new ones. Please follow the “charts” for accessibility.

## Name of the case study

### Relation to our scope

### What is relevant for our standards requirement ?

### What is not relevant for our standards requirement ?

### Still open questions

### Comments

### Illustrations