User Role Model for Calendar Management System

User Roles for CMS

**Personal User**
Schedule his or her appointments by himself or herself. The calendar is accessed only by himself or herself.

**Group User**
Multiple members of a workgroup to schedule meetings with each other without compromising privacy.

**Dependent User**
Schedule appointments on somebody else's calendar.

**Service User**
Schedule appointments by splitting the working day into fixed number of appointments.

**Maintainer**
Be responsible to add, delete, or update the appointments for somebody else.

**Secretarial User**
Be responsible to maintain somebody else's calendar. Also arrange the appointment and notify people who are involved in the appointment.

User Role Maps

Structured User Role Models
<table>
<thead>
<tr>
<th>Identifier.</th>
<th>Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Personal User</td>
</tr>
</tbody>
</table>

References

SPECIALIZES: =>
Dependent User

Resemble:
Service User

OTHER RELATED ROLES (PRECEDES, SUPPLIES, etc.):

GENERAL CHARACTERISTICS (narrative description):

Schedule his or her appointments by himself or herself. The calendar is accessed only by himself or herself.

SALIENT BACKGROUND (training, education, experience, background, sophistication, intelligence, etc.):

Range differently.

**DOMAIN KNOWLEDGE**

<table>
<thead>
<tr>
<th></th>
<th>_low</th>
<th>_medium</th>
<th>_high</th>
<th>X</th>
<th>different</th>
</tr>
</thead>
</table>

**SYSTEM KNOWLEDGE**

<table>
<thead>
<tr>
<th></th>
<th>_low</th>
<th>_medium</th>
<th>_high</th>
<th>X</th>
<th>different</th>
</tr>
</thead>
</table>

**PROFICIENCY PROFIL**

<table>
<thead>
<tr>
<th></th>
<th>_%_low/novice</th>
<th>_%_medium/intermediate</th>
<th>_%_high/expert</th>
<th>X</th>
<th>different</th>
</tr>
</thead>
</table>

**INTERACTION PROFILE**

Frequency: _| | | _X_ | different | _| | | X | discretionary |
Predictable | variable |
irregular | regular |

Intensity(rate): _| | | _X_ | different | _| | | X | concentrated (batched) |
distributed |

Total volume: _| | | _X_ | different | _| | | X | simple |
moderate | complex |
process-driven | user-driven |

**SUPPORTING CAPABILITIES** (special needed functions, features, or facilities):

Can view, add, delete or modify appointments. Need to track the data, time, place, and description

**USABILITY OBJECTIVES** (rank or check):

X efficiency 
X accuracy 
X reliability 
X learnability 
X rememberability 
X user satisfaction 
X clarity 
X comprehensibility 
X attractiveness 

**OTHER SALIENT ROLE FEATURES OR CHARACTERISTICS**
<table>
<thead>
<tr>
<th>Identifier.</th>
<th>Name:</th>
<th>Group User</th>
</tr>
</thead>
</table>

References

SPECIALIZES:  

INCLUDES:

OTHER RELATED ROLES (PRECEDES, SUPPLIES, etc.):

GENERAL CHARACTERISTICS (narrative description):
Multiple members of a workgroup to schedule meetings with each other without compromising privacy.

SALIENT BACKGROUND (training, education, experience, background, sophistication, intelligence, etc.):
Range differently.

DOMAIN KNOWLEDGE  

SYSTEM KNOWLEDGE:

<table>
<thead>
<tr>
<th>_low _medium _high</th>
<th>X different</th>
</tr>
</thead>
</table>

PROFICIENCY PROFIL

<table>
<thead>
<tr>
<th>_%low/novice _%medium/intermediate _%high/expert</th>
<th>X different</th>
</tr>
</thead>
</table>

INTERACTION PROFILE

Frequency:  

Predictable __variable__ unpredictable  

intensity (rate):  

Predictable __variable__ unpredictable  

total volume:  

Predictable __variable__ unpredictable  

SUPPORTING CAPABILITIES (special needed functions, features, or facilities):
Can work collaboratively. Need synchronization and keep privacy.

USABILITY OBJECTIVES (rank or check):

| X efficiency X accuracy X reliability X learnability X rememberability X user satisfaction X clarity X comprehensibility X attractiveness |
|---------------------------------------------------------------|--------------------------------------------------------------------|

OTHER SALIENT ROLE FEATURES OR CHARACTERISTICS
Identifier. 03
Name: Maintainer

References

SPECIALIZES: =>

RESEMBLES: Secretarial User

OTHER RELATED ROLES (PRECEDES, SUPPLIES, etc.):

GENERAL CHARACTERISTICS (narrative description):
Be responsible to add, delete, or update the appointments for somebody else.

SALIENT BACKGROUND (training, education, experience, background, sophistication, intelligence, etc.)
Be trained to work with the system.

DOMAIN KNOWLEDGE

SYSTEM KNOWLEDGE:

PROFICIENCY PROFIL

INTERACTION PROFILE

FREQUENCY
X required
X discretionary
PREDICTABLE
X variable
X unpredictable
IRREGULAR
X regular

INTENSITY (RATE)
X concentrated (batched)
X distributed
X continuous
X discontinuous
MIXED
X moderate
X complex
X process-driven
X user-driven

TOTAL VOLUME
X simple
X moderate
X complex
X process-driven
X user-driven

SUPPORTING CAPABILITIES (special needed functions, features, or facilities):
Can access others' calendar.

USABILITY OBJECTIVES (rank or check):
X efficiency
X accuracy
X reliability
X learnability
X rememberability
X user satisfaction
X clarity
X comprehensibility
X attractiveness
X other:

OTHER SALIENT ROLE FEATURES OR CHARACTERISTICS
<table>
<thead>
<tr>
<th>Identifier.</th>
<th>Name:</th>
<th>Secretarial User</th>
</tr>
</thead>
</table>

References

**SPECIALIZES:** =>

**RESEMBLES:**
Maintainer

**OTHER RELATED ROLES (PRECEDES, SUPPLEYS, etc.):**

**GENERAL CHARACTERISTICS (narrative description):**

Be responsible to maintain somebody else's calendar. Also arrange the appointment and notify people who are involved in the appointment.

**SALIENT BACKGROUND (training, education, experience, background, sophistication, intelligence, etc.):**

Be trained to work with the system.

**DOMAIN KNOWLEDGE**

<table>
<thead>
<tr>
<th>low</th>
<th>medium</th>
<th>high</th>
<th>different</th>
</tr>
</thead>
</table>

**SYSTEM KNOWLEDGE**

<table>
<thead>
<tr>
<th>low</th>
<th>medium</th>
<th>high</th>
<th>different</th>
</tr>
</thead>
</table>

**PROFICIENCY PROFIL**

<table>
<thead>
<tr>
<th>% low/novice</th>
<th>% medium/intermediate</th>
<th>% high/expert</th>
<th>different</th>
</tr>
</thead>
</table>

**INTERACTION PROFILE**

- Frequency: | low | medium | high | different |
- intensity(rate): | low | medium | high | different |
- total volume: | low | medium | high | different |

**SUPPORTING CAPABILITIES (special needed functions, features, or facilities):**

Can access others' calendar. It is possible that several maintainers maintain the same calendar (for example, hospital nurses maintain doctor's calendar.) so synchronization is needed.

**USABILITY OBJECTIVES (rank or check):**

- efficiency |
- accuracy |
- reliability |
- learnability |
- rememberability |
- user satisfaction |
- clarity |
- comprehensibility |
- attractiveness |

**OTHER SALIENT ROLE FEATURES OR CHARACTERISTICS**
<table>
<thead>
<tr>
<th>Identifier.</th>
<th>05</th>
<th>Name: Service User</th>
</tr>
</thead>
</table>

References

SPECIALIZES: =>

RESEMBLES:
Personal User

OTHER RELATED ROLES (PRECEDES, SUPPLIES, etc.):

GENERAL CHARACTERISTICS (narrative description):
Schedule appointments by splitting the working day into fixed number of appointments.

SALIENT BACKGROUND (training, education, experience, background, sophistication, intelligence, etc.)
Can be different.

DOMAIN KNOWLEDGE

<table>
<thead>
<tr>
<th>low</th>
<th>medium</th>
<th>high</th>
<th>X different</th>
</tr>
</thead>
</table>

SYSTEM KNOWLEDGE:

<table>
<thead>
<tr>
<th>low</th>
<th>medium</th>
<th>high</th>
<th>X different</th>
</tr>
</thead>
</table>

PROFICIENCY PROFIL

<table>
<thead>
<tr>
<th>low/novice</th>
<th>medium/intermediate</th>
<th>high/expert</th>
<th>X different</th>
</tr>
</thead>
</table>

INTERACTION PROFILE

Frequency: | low | medium | high | X different |
|-----------|------|--------|------|-------------|

Predictable | X variable | unpredictable |
|------------|-----------|---------------|

Irregular | X regular |
|-----------|-----------|

Intensity(rate): | low | medium | high | X different |
|-----------------|------|--------|------|-------------|

X concentrated (batched) | distributed |
|-------------------------|-------------|

X continuous | X discontinuous |
|--------------|-----------------|

X simple | X moderate | complex |
|---------|-----------|--------|

X process-driven | X user-driven |
|----------------|-------------|

SUPPORTING CAPABILITIES (special needed functions, features, or facilities):

Usually can be maintained by others. Need to split the time duration into fixed length of periods before making any appointment and this could be done by default.

USABILITY OBJECTIVES (rank or check):

<table>
<thead>
<tr>
<th>efficiency</th>
<th>accuracy</th>
<th>reliability</th>
<th>learnability</th>
<th>rememberability</th>
</tr>
</thead>
</table>

X user satisfaction | X clarity | X comprehensibility | X attractiveness |
|---------------------|----------|---------------------|-----------------|

OTHER SALIENT ROLE FEATURES OR CHARACTERISTICS
<table>
<thead>
<tr>
<th>Identifier.</th>
<th>Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td>06</td>
<td>Dependent User</td>
</tr>
</tbody>
</table>

References

SPECIALIZES: =>

RESEMBLES:

OTHER RELATED ROLES (PRECEDES, SUPPLIES, etc.):

GENERAL CHARACTERISTICS (narrative description):

Schedule appointments on somebody else's calendar.

SALIENT BACKGROUND (training, education, experience, background, sophistication, intelligence, etc.):

Be trained to work with the system.

DOMAIN KNOWLEDGE  

<table>
<thead>
<tr>
<th>low</th>
<th>medium</th>
<th>high</th>
<th>different</th>
</tr>
</thead>
</table>

SYSTEM KNOWLEDGE:

<table>
<thead>
<tr>
<th>low</th>
<th>medium</th>
<th>high</th>
<th>different</th>
</tr>
</thead>
</table>

PROFICIENCY PROFIL

<table>
<thead>
<tr>
<th>%low/novice</th>
<th>%medium/intermediate</th>
<th>%high/expert</th>
<th>different</th>
</tr>
</thead>
</table>

INTERACTION PROFILE

Frequency:  

<table>
<thead>
<tr>
<th>low</th>
<th>medium</th>
<th>high</th>
<th>different</th>
</tr>
</thead>
</table>

Intensity (rate):  

<table>
<thead>
<tr>
<th>low</th>
<th>medium</th>
<th>high</th>
<th>different</th>
</tr>
</thead>
</table>

Total volume:  

<table>
<thead>
<tr>
<th>low</th>
<th>medium</th>
<th>high</th>
<th>different</th>
</tr>
</thead>
</table>

SUPPORTING CAPABILITIES (special needed functions, features, or facilities):

Can access others' calendar.

USABILITY OBJECTIVES (rank or check):

<table>
<thead>
<tr>
<th>efficiency</th>
<th>accuracy</th>
<th>reliability</th>
<th>learnability</th>
<th>rememberability</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>user satisfaction</th>
<th>clarity</th>
<th>comprehensibility</th>
<th>attractiveness</th>
</tr>
</thead>
</table>

OTHER SALIENT ROLE FEATURES OR CHARACTERISTICS