A. USER ROLE MODEL

Focal Roles:
- Employee
- Administer
- Manager
- Database Administrator
- System Administrator
- Secretary
- Sales Staffer

User role map for a calendar management system (CMS)

B. STRUCTURED ROLE MODEL

<table>
<thead>
<tr>
<th>MANAGER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identifier: MANAGER</td>
</tr>
<tr>
<td>References</td>
</tr>
<tr>
<td>SPECIALIZES:</td>
</tr>
<tr>
<td>INCLUDES:</td>
</tr>
<tr>
<td>OTHER RELATED ROLES (PRECEDES, SUPPLIES, etc):</td>
</tr>
<tr>
<td>GENERAL CHARACTERISTICS (narrative description):</td>
</tr>
<tr>
<td>The manager is leader of company, and masters the company operation.</td>
</tr>
<tr>
<td>SALIENT BACKGROUND (training, education, experience, background, sophistication, intelligence, etc):</td>
</tr>
<tr>
<td>Intelligent, well-trained, and high-education, well experienced.</td>
</tr>
<tr>
<td>DOMAIN KNOWLEDGE:</td>
</tr>
<tr>
<td>X low ___ medium ___ high</td>
</tr>
<tr>
<td>SYSTEM KNOWLEDGE:</td>
</tr>
<tr>
<td>X low ___ medium ___ high</td>
</tr>
<tr>
<td>PROFICIENCY PROFILE:</td>
</tr>
<tr>
<td>% low/novice ___ % medium/intermediate ___ % high/expert</td>
</tr>
<tr>
<td>INTERACTION PROFILE:</td>
</tr>
<tr>
<td>Frequency: X low ___ medium ___ high ___ predictable ___ variable ___ unpredictable ___ irregular ___ regular</td>
</tr>
<tr>
<td>Intensity(rate): X low ___ medium ___ high ___ concentrated ___ distributed ___ continuous ___ discontinuous</td>
</tr>
<tr>
<td>Total volume: X low ___ medium ___ high ___ simple ___ moderate ___ complex ___ process-driven ___ user-driven</td>
</tr>
<tr>
<td>INFORMATION PROFILE:</td>
</tr>
<tr>
<td>domain flow: _ from user X to user _ balanced</td>
</tr>
<tr>
<td>Origin: _aural input ___ visual input ___ mental process ___ telephone ___ paper ___ other: ______</td>
</tr>
<tr>
<td>Available information volume: X low ___ medium ___ high ___ very high</td>
</tr>
<tr>
<td>Data Complexity (elements, groups, data types, sources, etc): ___ low ___ medium ___ high ___ very high</td>
</tr>
<tr>
<td>SUPPORT CAPABILITIES (special needed functions, features, or facilities):</td>
</tr>
</tbody>
</table>
USABILITY OBJECTIVES (rank or check):
X efficiency _ accuracy X reliability X learnability _ rememberability _ user satisfaction X clarity _ comprehensibility _ attractiveness _ other: ____________________________

OTHER SALIENT ROLE OR CHARACTERISTICS:

SECRETARY
Identifier:                                            Name: Secretary
References
SPECIALIZES:
INCLUDES:

OTHER RELATED ROLES (PRECEDES, SUPPLIES, etc):
GENERAL CHARACTERISTICS (narrative description):
SALIENT BACKGROUND (training, education, experience, background, sophistication, intelligence, etc):
Well –trained, and medium-education, experienced.

DOMAIN KNOWLEDGE:
___ low ___ medium X high

SYSTEM KNOWLEDGE:
___low X medium ___high

PROFICIENCY PROFILE:
___ % low/novice ___ % medium/intermediate 100 % high/expert

INTERACTION PROFILE:
Frequency: __low __medium X high ___predictable X variable ___unpredictable ___irregular X regular
Intensity(rate): __low _medium X high ___concentrated ___distributed ___continuous ___discontinuous
Total volume: ___low _medium X high ___simple X moderate ___complex ___process-driven ___user-driven

INFORMATION PROFILE:                          domain flow: _from user _ to user X balanced
Origin: __ aural input __ visual input X mental process __ telephone __ paper __ other: ____________
Available information volume: __ low ___ medium ___ high X very high
Data Complexity (elements, groups, data types, sources, etc): __ low ___ medium ___ high ___ very high

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

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

OTHER SALIENT ROLE OR CHARACTERISTICS:

SalesStaffer
Identifier:                                            Name: Salesstaffer
References
SPECIALIZES:
INCLUDES:

OTHER RELATED ROLES (PRECEDES, SUPPLIES, etc):
**GENERAL CHARACTERISTICS (narrative description):**

**SALIENT BACKGROUND** (training, education, experience, background, sophistication, intelligence, etc):
- Well-spoken

**DOMAIN KNOWLEDGE:**
- ___ low ___ medium ___ high

**SYSTEM KNOWLEDGE:**
- ___ low ___ medium ___ high

**PROFICIENCY PROFILE:**
- ___ % low/novice ___ % medium/intermediate ___ % high/expert

**INTERACTION PROFILE:**
- Frequency: ___ low ___ medium ___ high
  - ___ predictable ___ variable ___ unpredictable ___ irregular ___ regular
  - ___ predictable ___ variable ___ unpredictable ___ irregular ___ regular
- Intensity(rate): ___ low ___ medium ___ high
  - ___ concentrated ___ distributed ___ continuous ___ discontinuous
  - ___ concentrated ___ distributed ___ continuous ___ discontinuous
- Total volume: ___ low ___ medium ___ high
  - ___ simple ___ moderate ___ complex ___ process-driven ___ user-driven

**INFORMATION PROFILE:**
- Domain flow: ___ from system ___ to user ___ balanced
  - ___ from user ___ to system ___ balanced
- Origin: ___ aural input ___ visual input ___ mental process ___ telephone ___ paper ___ other:
  - ___ aural input ___ visual input ___ mental process ___ telephone ___ paper ___ other:
- Available information volume: ___ low ___ medium ___ high ___ very high
  - ___ low ___ medium ___ high ___ very high
- Data Complexity (elements, groups, data types, sources, etc): ___ low ___ medium ___ high ___ very high

**SUPPORT CAPABILITIES** (special needed functions, features, or facilities):
- Use laptop

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

**OTHER SALIENT ROLE OR CHARACTERISTICS:**

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**databaseAdministrator**

**Identifier:**

**Name:** databaseAdministrator

**References**

**SPECIALIZES:**

**INCLUDES:**

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

**GENERAL CHARACTERISTICS (narrative description):**
- Very familiar with the database.

**SALIENT BACKGROUND** (training, education, experience, background, sophistication, intelligence, etc):
- Well-trained, and high-education, experienced.

**DOMAIN KNOWLEDGE:**
- ___ low ___ medium ___ high

**SYSTEM KNOWLEDGE:**
- ___ low ___ medium ___ high

**PROFICIENCY PROFILE:**
- ___ % low/novice ___ % medium/intermediate ___ % high/expert

**INTERACTION PROFILE:**
- Frequency: ___ low ___ medium ___ high
  - ___ predictable ___ variable ___ unpredictable ___ irregular ___ regular
  - ___ predictable ___ variable ___ unpredictable ___ irregular ___ regular
- Intensity(rate): ___ low ___ medium ___ high
  - ___ concentrated ___ distributed ___ continuous ___ discontinuous
  - ___ concentrated ___ distributed ___ continuous ___ discontinuous
- Total volume: ___ low ___ medium ___ high
  - ___ simple ___ moderate ___ complex ___ process-driven ___ user-driven

**INFORMATION PROFILE:**
- Domain flow: ___ from user ___ to system ___ balanced
  - ___ from user ___ to system ___ balanced
### System Administrator

**Identifier:**

**Name:** systemadministor

**References**

**SPECIALIZES:**

**INCLUDES:**

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

**GENERAL CHARACTERISTICS (narrative description):**

Very familiar with the system.

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

Well‐trained, and high‐education, experienced.

**DOMAIN KNOWLEDGE:**

<table>
<thead>
<tr>
<th>Low</th>
<th>Medium</th>
<th>High</th>
</tr>
</thead>
</table>

**SYSTEM KNOWLEDGE:**

<table>
<thead>
<tr>
<th>Low</th>
<th>Medium</th>
<th>High</th>
</tr>
</thead>
</table>

**PROFICIENCY PROFILE:**

<table>
<thead>
<tr>
<th>% low/novice</th>
<th>% medium/intermediate</th>
<th>100% high/expert</th>
</tr>
</thead>
</table>

**INTERACTION PROFILE:**

- **Frequency:**
  - Low: __
  - Medium: __
  - High: __
  - Predictable: __
  - Variable: __
  - Unpredictable: __
  - Irregular: __

- **Intensity (rate):**
  - Low: __
  - Medium: __
  - High: __
  - Concentrated: __
  - Distributed: __
  - Continuous: __
  - Discontinuous: __

- **Total volume:**
  - Low: __
  - Medium: __
  - High: __
  - Simple: __
  - Moderate: __
  - Complex: __
  - Process‐driven: __
  - User‐driven: __

**INFORMATION PROFILE:**

- **Domain flow:** from user: __
  - to system: __
  - Balanced: __

- **Origin:**
  - Aural input: __
  - Visual input: __
  - Mental process: __
  - Telephone: __
  - Paper: __
  - Other: __

- **Available information volume:**
  - Low: __
  - Medium: __
  - High: __
  - Very high: __

- **Data Complexity:**
  - Elements, groups, data types, sources, etc: __

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

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

- Efficiency: __
- Accuracy: __
- Reliability: __
- Learnability: __
- Rememberability: __
- User satisfaction: __
- Clarity: __
- Comprehensibility: __
- Attractiveness: __
- Other: __

**OTHER SALIENT ROLE OR CHARACTERISTICS:**