Perform a task analysis

Performing a Task Analysis Lecturer Performing a Task Analysis A task analysis breaks down the functions that a product or a system performs into a number of tasks or subtasks with the aim of describing how the product or system works. The objective of performing task analysis of a given product is to understand how the product works by determining the required inputs, methods and outputs, as well as determining the intentions or goals of the product in a bid to clearly understand the product (Fain, 2006). Task analysis begins with task identification, which involves the analysis of all user actions of the product. One can get information about task identification by observing people using the product (or recalling how the person uses the product) or from the product's technical documentation (especially user manual). This is followed by task classification into initial setup, product use, troubleshooting and maintenance, which is followed by task prioritization. The final part of task analysis is the development of task scenarios or task sequence, which arranges product tasks into the way they operate (Fain, 2006). This paper develops task analysis for a mobile phone.

Goals

The primary goal of using a mobile phone is to communicate with other people having mobile phones by calling them, receiving calls from them, texting or receiving text messages from them. A mobile phone also stores date and time and it helps a person to know date and time. Other functions of the mobile phone include reminding a person about important activities, such as meeting, acting as an alarm to help someone to wake up as desired or perform a desired task at a given time and listening to songs stored in the mobile phone.

Task Prioritization

Task prioritization is based on the importance of the task. For instance, communicating is considered the primary goal of the mobile phone, and it is, therefore given first priority. Second priority tasks are secondary tasks while third priority tasks are tertiary and are not necessary.

Priority number 1

1. Communicating

Talking

Texting

2. Maintenance

Priority number 2

1. Checking date and time

2. Acting as an alarm

Priority number 3

1. Reminding about important events

2. Entertaining

i. Listening to songs saved on the mobile phone

Tasks Identification

A mobile phone performs the following main tasks, which are classified as main and subtasks. The tasks are also classified as initial setup, general usage and maintenance tasks.

Task Classification

Main Task

Sub Tasks

Initial setup

Inserting battery

Assembling the phone

Inserting card

Getting the desired simcard

Inserting it on phone

Switching on the phone

Making initial setting

Setting date and time

Setting profile

Loading airtime

Charging the phone

General usage tasks

Communicating

Making a call

Receiving a call

Sending a short message

Reading a short message

Setting alarm

Setting desired alarm time

Setting desired ringtone

Setting desired snooze time

Setting reminder

Setting desired remind time

Setting desired ringtone

Checking date and time

Checking date and time

Maintenance

Recharging the phone

Inserting charger to wall outlet

Inserting charger to the phone

Switching on power

Waiting for phone to charge fully

Switching off power on wall outlet, removing phone from charger and

removing charger from wall outlet

Dusting the phone

Switching off the phone

Checking if the phone has dust

Dusting the phone as required

Troubleshooting

Checking why the phone is not doing some operations (this may require

consulting technical advice or checking user manual)

References

Fain, W. B. (2006). Georgia Tech Research Institute Accessibility Monograph

Series: A Study of Accessibility Issues and Potential Design Solutions for

Designers, Procurement Officials, and Consumers. Georgia Tech Research

Institute.