

Requerimientos de usuarios

Como hacer las
preguntas correctas
para usar el tiempo
más eficientemente



More about Gustavo



- Oracle ACE Director Specialty Applications
- More than 15 years Oracle Applications Experience
- Head of IT at IT Convergence since 2006
- Co-Author “Oracle E-Business Suite Financials Handbook 3rd Edition”
- Technical Editor “Oracle Fusion Applications Development and Extensibility Handbook”
- Member of the Oracle EBS Customer Advisory Board
- Member of the Oracle Usability Advisory Board
- Project Manager of the R12 Upgrade at IT Convergence
- Project Manager of R12.2 Beta Program & Early Adopter
- Project Manager of Fusion Apps Implementation at ITC

About IT Convergence

- Premier Global Oracle Services Company
- Consulting, Education, Development, Testing, Hosting & Managed Services
- International Staffing / Delivery Model
- Deep relationship with Oracle Development – 12.2 Beta Partner
- Oracle Platinum Partner and OAUG Star Partner Level Five
- Recognized by Gartner
- 80+ R12 Upgrades Plus Roll Outs and Training Workshops
- Focus is Long-Term Business Relationships
- Full-Service Oracle Provider with 850+ FTE's globally

Global Reach, Local Expertise

INCLINE VILLAGE
SAN FRANCISCO

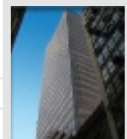
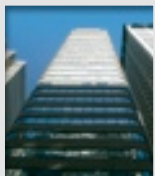
CHICAGO

NEW YORK

DALLAS

MEXICO

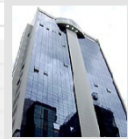
COSTA RICA



BUENOS AIRES

RIO DE JANEIRO

SÃO PAULO



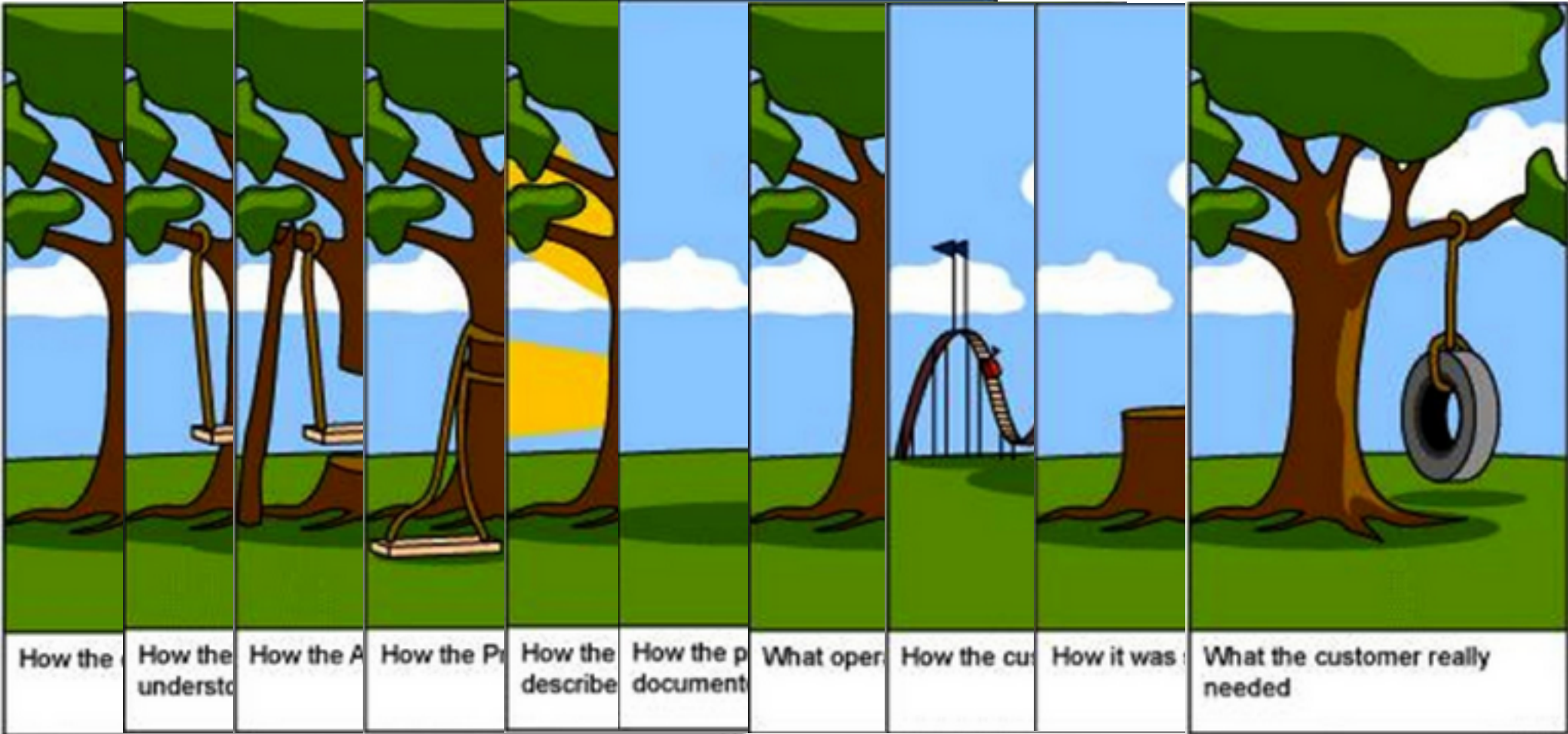
HYDERABAD

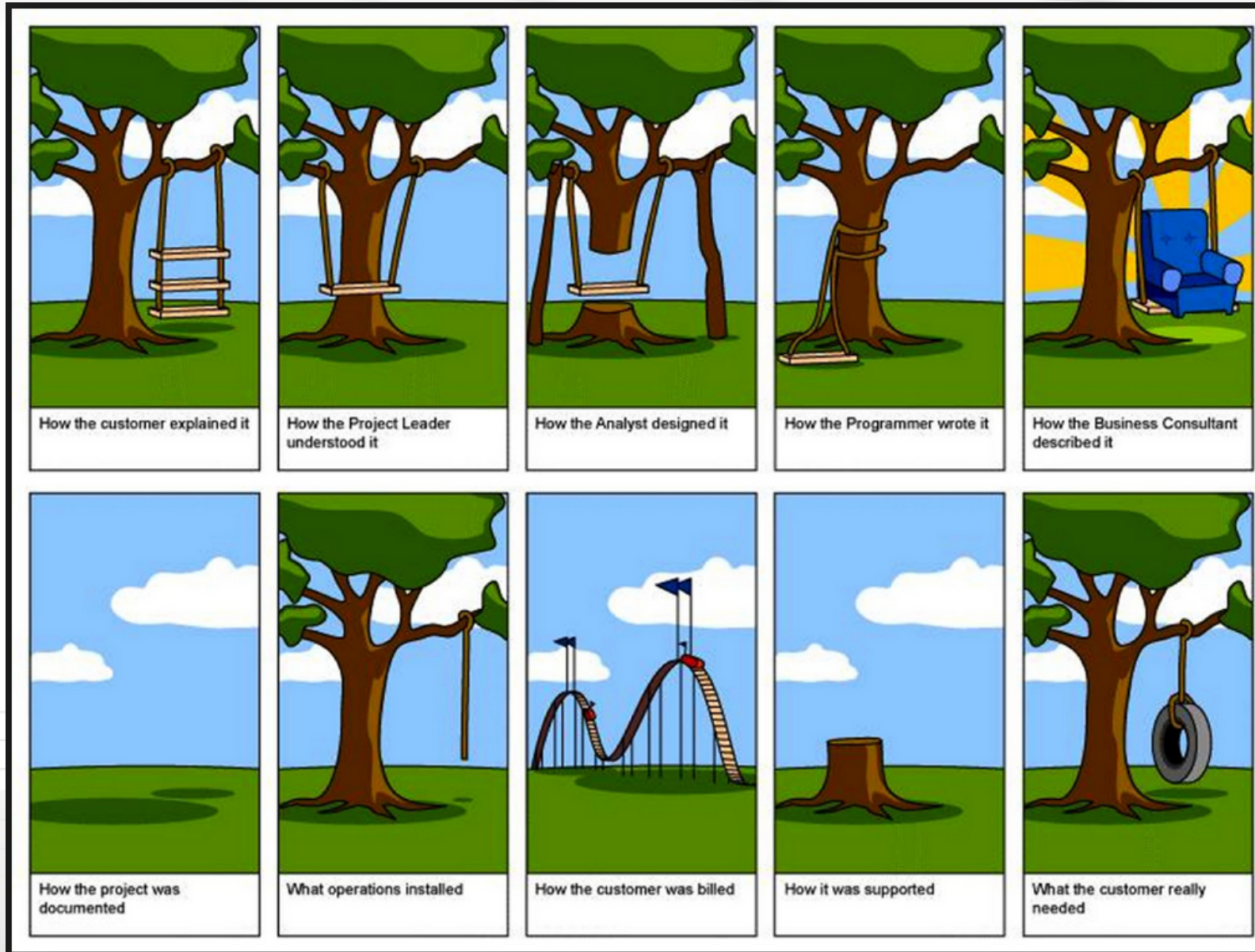


SHANGHAI

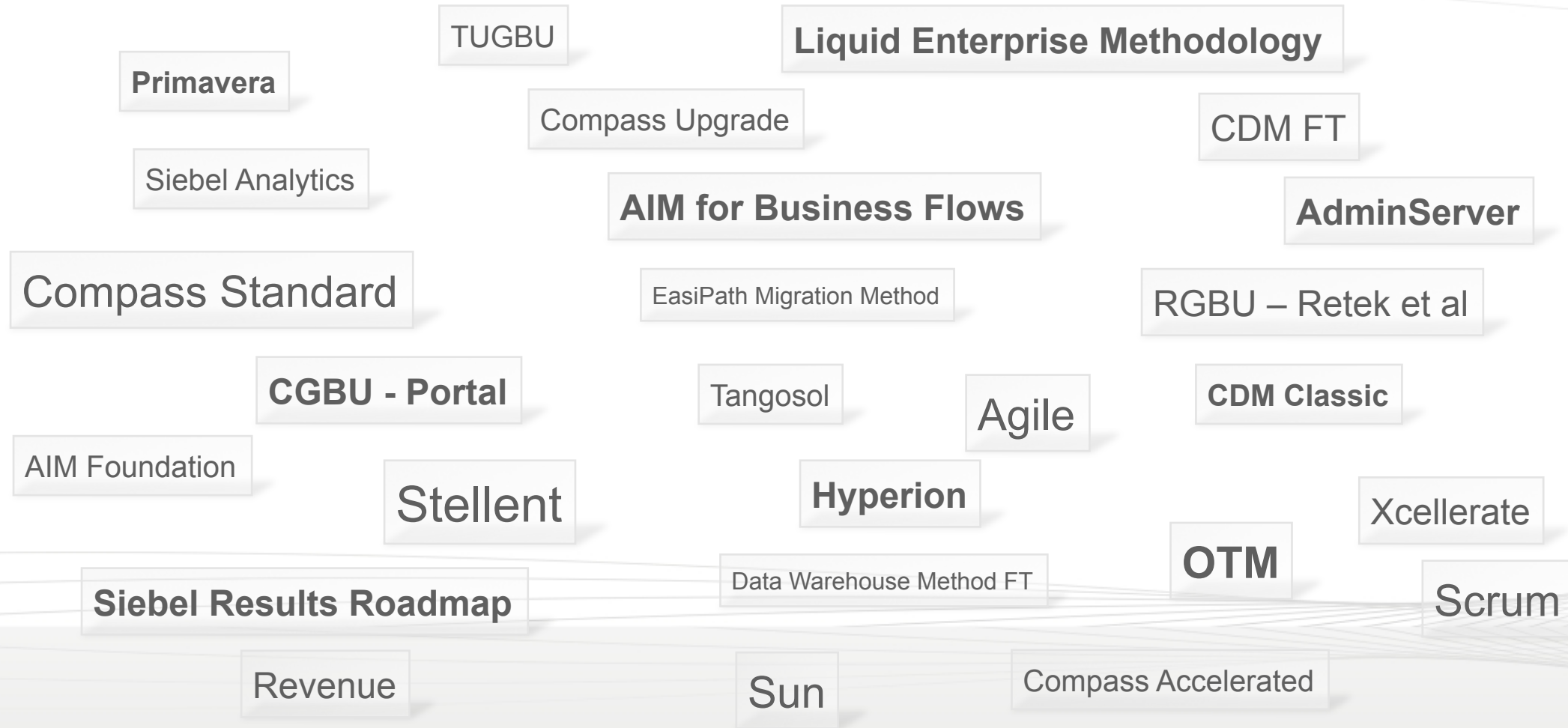
Objetivo

- ➔ El tiempo de toma y análisis de requerimientos puede ser una pesadilla si no se hace de una manera adecuada. Como prepararse para esta etapa y hacer las preguntas precisas para hacer un eficiente uso del tiempo de los usuarios.





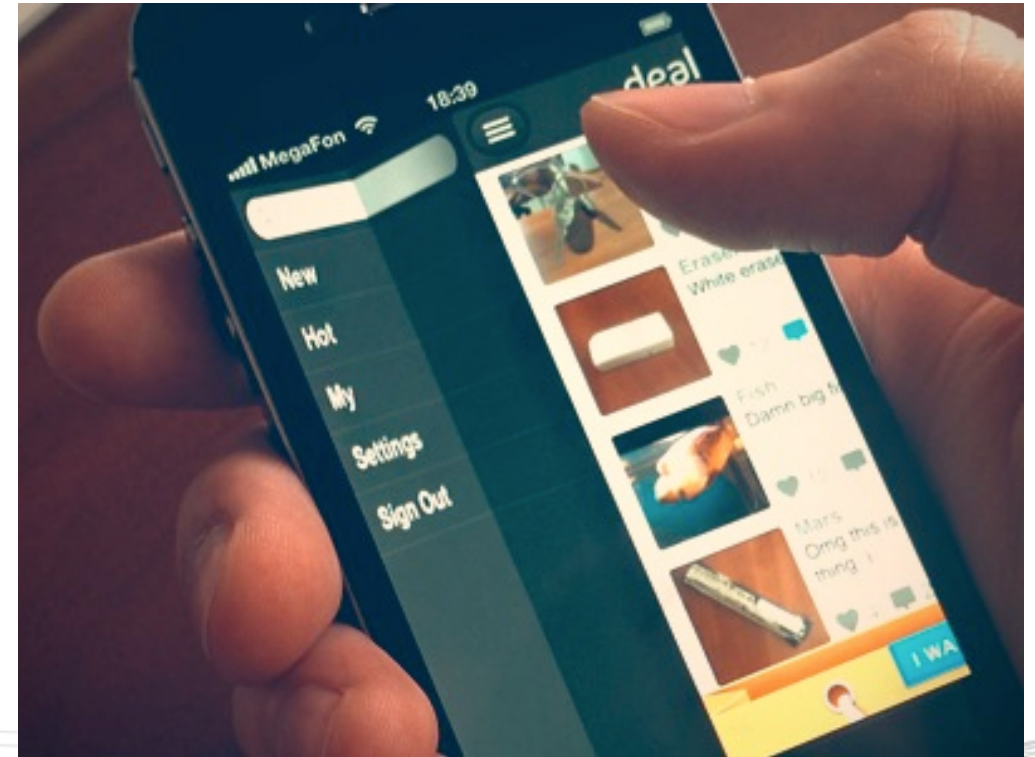
Muchos productos, muchas metodologías...



Dos grandes temas



Requerimientos



Experiencia del usuario

Crear marco

- ➔ Establecer metas y objetivos antes de empezar (y no solo un nuevo proyecto)



Hablar con la gente correcta

- ➔ Identificar los usuario reales y los que van a tomar las decisiones
- ➔ Usuarios diarios necesitan estar “contentos” sino esta condenado al fracaso



Entrevistas



Entrevistas

- ➔ **Comienza con preguntas abiertas.**
 - ➔ Que sucedería si?
 - ➔ **Hay algo más que debería preguntar?**
- ➔ **Toma notas. Escribe todo!**
 - ➔ No confíes en tu memoria. El tiempo pasa rápido.
- ➔ **Escucha. Escucha. Escucha. Hasta lo que no se dice.**
 - ➔ Lenguaje corporal.
 - ➔ Lo que no se dice.
 - ➔ Como lo dicen.

Entrevistas

- ➔ **Se transparente.**
 - ➔ Tu entiendes los requerimientos, el cliente entiende los requerimientos. Pero el cliente entiende “tu entendimiento” de los requerimientos?
- ➔ **No asumas que has entendido todo.**
 - ➔ El demonio esta en los detalles.
- ➔ **Ve a las personas trabajando en su sitio**
 - ➔ Pon atención a la rutina, hábitos.
 - ➔ En algunos casos participa de la tarea para entender en primera persona

Entrevistas

- ➔ **Confirma. Confirma. Confirma.**
 - ➔ No esta mal que compartas tus notas.
- ➔ **Enfocate en los requerimientos no las herramientas.**
 - ➔ Requerimientos son el QUE no el COMO.
- ➔ **Prioriza.**
 - ➔ Seguramente no relevamos TODO. Por que? somos humanos. Olvidos, cambios, prioridades.
- ➔ **Mala noticia! Los requerimientos no son estáticos**
- ➔ **Prototipo?**

Experiencia del usuario

- ➔ “No recuerdo el último paso que realice”
- ➔ “No estoy seguro donde estoy ahora”

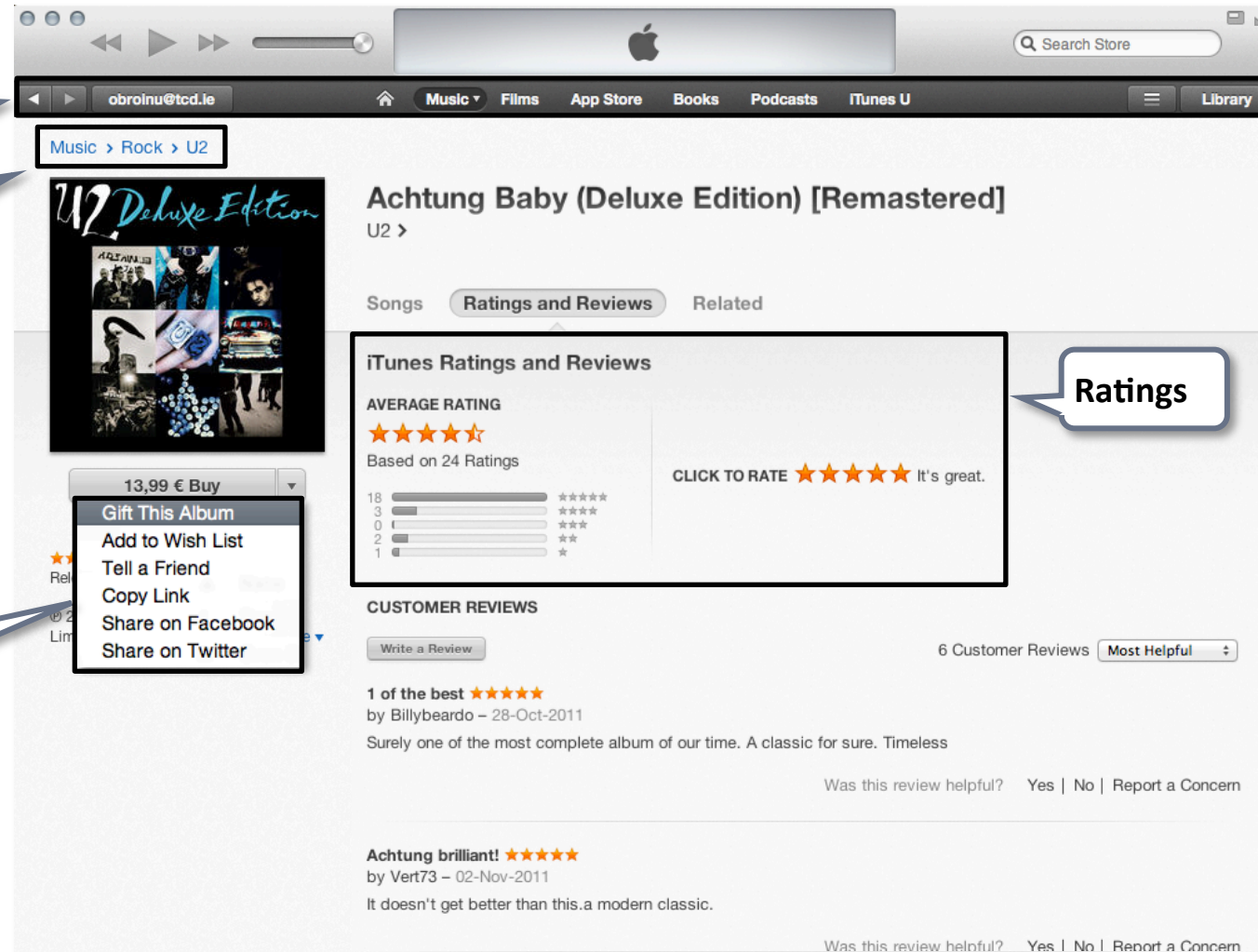
Siempre mantén al usuario en control
Siempre deben saber donde están y
Que siguiente tarea pueden hacer

UX Design Patterns 101: Tareas diarias, fácil

Global area pattern

Breadcrumbs navigation

Contextual action

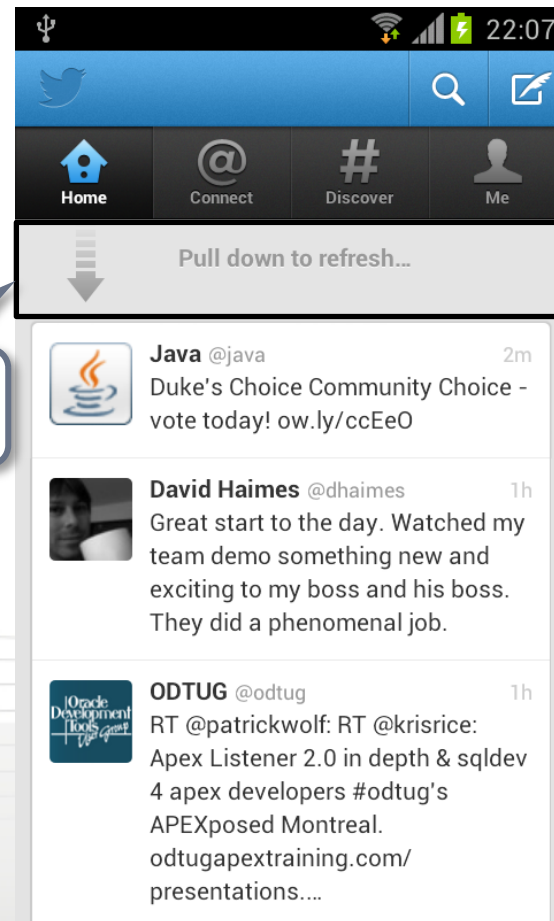


UX Design Patterns 101: Para móviles

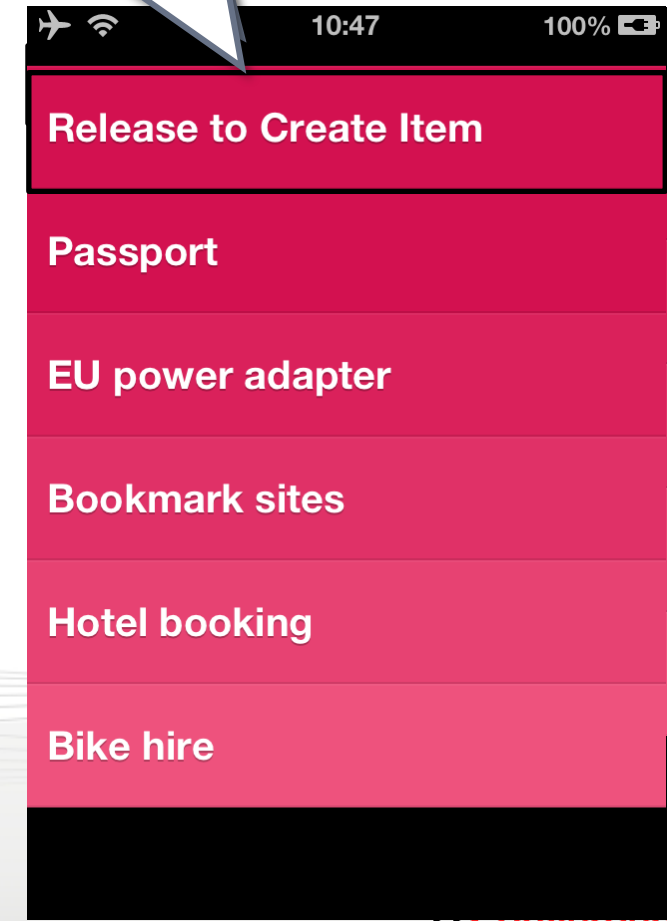
Heat map analytics



Pull and release to refresh

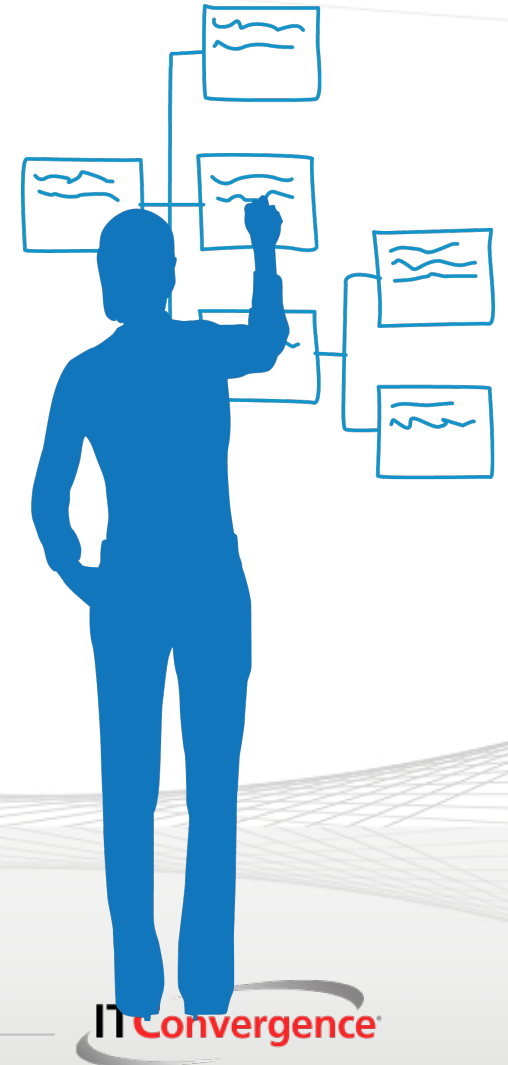


Pull and release to create

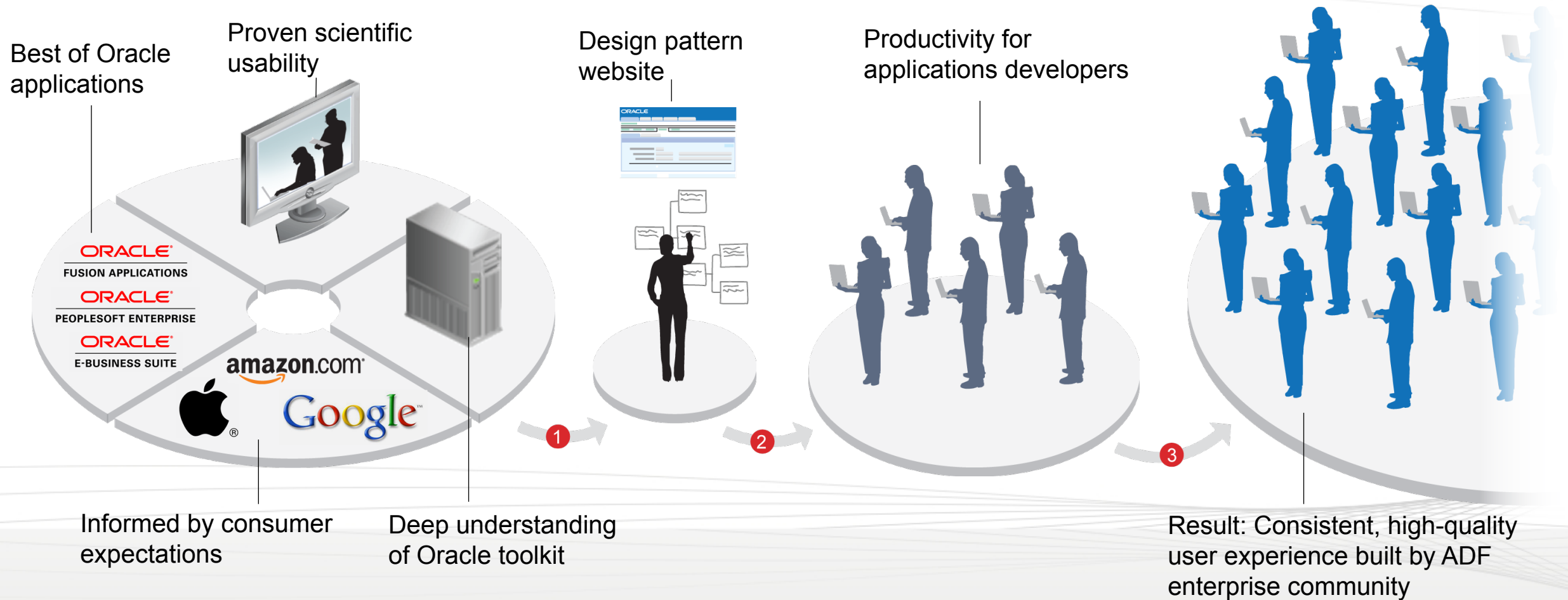


UX Design Patterns: Oracle Applications

- Oracle Fusion Middleware tool kit
- Reusable, consistente, científicamente probado
- Soluciona problemas comunes en diseño o customización
- Incrementa la productividad del desarrollador
- Satisfacción del usuario
- Beneficios del negocio



UX Design Patterns: Oracle Process



Beneficios de UX Design Patterns

- ➔ Para desarrolladores ADF
 - ➔ Soluciones de usabilidad probadas y mejores prácticas
 - ➔ Compartiendo la inversión de Oracle UX
 - ➔ Sin necesidad de recursos extra
 - ➔ Satisfacción para los usuarios
 - ➔ Altos niveles de productividad y eficiencia para el negocio
 - ➔ *Más kudos, más clientes*
 - ➔ Más allá de la funcionalidad

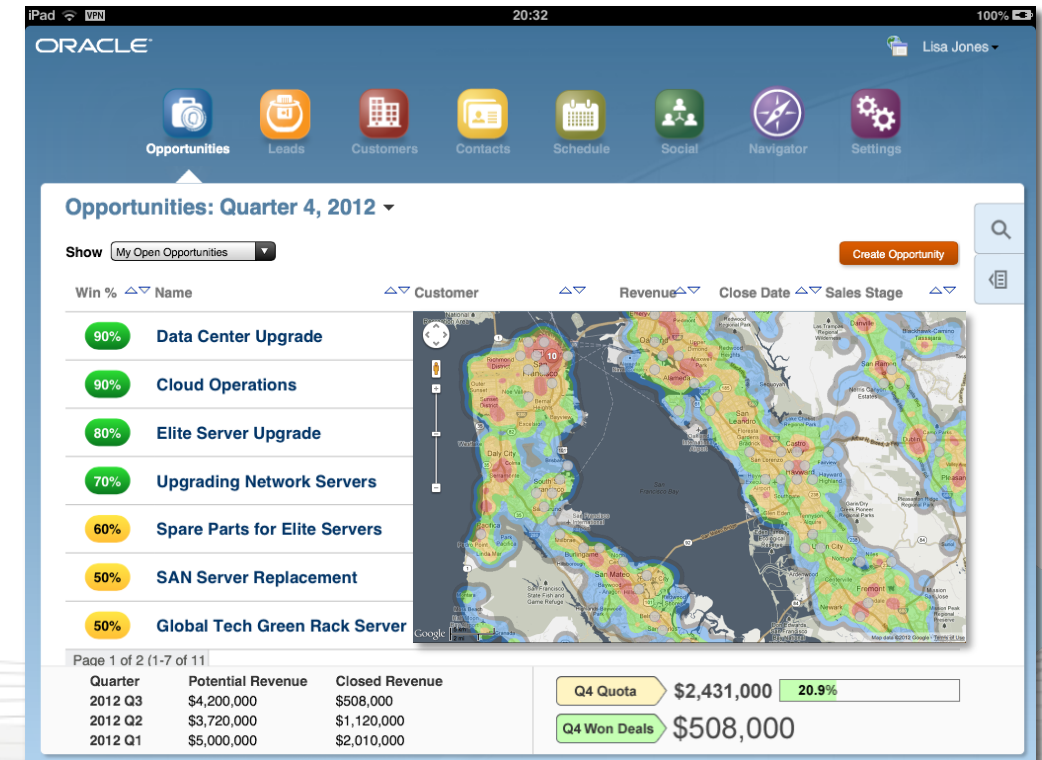


Figure 1. Details appear when users move their cursors over elements

Required Screen Elements		
Component Type	Required Components	Customizable or Extendable Components
Launch Element	A link or icon button that represents an object appearing in a table cell or on a form.	NA
Detail Dialog Box	A dialog box without a title bar or toolbar that appears when users move their cursors over valid objects. The detail window closes when users move their cursors off this dialog box.	Product teams can determine the size of the rollover layer but they should be careful to keep the rollover layer from getting so large that it obscures the base page or it is difficult for the user to roll off of it.
Detail Content	The content area of the detail window that provides detail about the object. For accessibility reasons, the same or more information must be available when the user clicks and drills into the object (Drill-Down Details pattern).	Content is to be determined by product teams and can contain any component that is not editable or that does not

Para Desarrolladores: Patterns son productividad

Applications
UI Shell

Applications panel

ORACLE Fusion Applications

Home Navigator Recent Items Favorites Watchlist Tags Spaces

Accessibility Personalization Help Sign Out Terry Lucca

(2) Search All

Invoices

Tasks

- Create Invoice
- Create Invoice in Spreadsheet
- Manage Invoices
- Apply Missing Conversion Rates
- Validate Invoices
- Initiate Approval Workflow
- Import invoices
- Correct Import Errors

Accounting

- Create Accounting
- Create Manual Journal Entry
- Review Journal Entries

Assets

- Create Mass Additions

Payables Periods

- Manage Accounting Periods

Manage French DAS2 Information

- Manage French DAS210 Information
- Manage French DAS2 Summary

Search: Invoices

** At least one is required

** Invoice Number

** Supplier or Party

** Supplier Site

Edit Invoice: PO-INV3173

Invoice Actions Save Save and Close Cancel

Tags Last Saved 10/14/12 6:11 AM

Invoice Header Show More

Identifying PO 1000143 * Number PO-INV3173 * Date 10/13/12

Business Unit Vision Operations * Amount USD 165.78 * Payment Terms Immediate

Supplier Advanced Network Devices Type Standard * Terms Date 10/13/12

Supplier Number 1013 Description Requester

Supplier Site FRESNO Attachments None

Invoice Group POINV Note

Lines Match to Purchase Orders and Receipts

Actions View Format Freeze Detach Wrap

Purchase Order Receipt Inventory Distribution Miscellaneous Overlay Deferred Accounting Tax Determinants Tax

Income Tax Withholding Prepayment Asset Corrected Invoice Employee Expense Status Project

* Number	* Type	* Amount	Number	Line	Schedule	Quantity	Unit Price	UC
1	Item	10.00	1000143	1	1	1	10	E
2	Item	10.00	1000143	2	1	1	10	E
3	Item	10.00	1000143	3	1	1	10	E
4	Item	10.00	1000144	1	1	1	10	E
5	Item	10.00	1000144	2	1	1	10	E
6	Item	10.00	1000144	3	1	1	10	E

Invoice Summary

Status

Validation	Never validated
Approval	Not required
Accounting	Unaccounted
Paid	Unpaid
Canceled	No

Holds

Installments	0
Line Variance	0
Distribution Variance	0
Manual Holds	0
System Holds	0
Supplier Site	No

Payments

Due Date	10/13/12
Payments	0.00 USD

Applications table

How to get in touch



Gustavo Gonzalez, CTO @ IT Convergence

gfgonzalez@itconvergence.com

release12@itconvergence.com

+1 (415) 962-8604 // +54 (11) 4000-8484



Twitter: [@ggonza4itc](https://twitter.com/ggonza4itc)



LinkedIn: bit.ly/ggonza4itc



Twitter

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Thank You!

