

Task 04

Interactions of transactions



RFID ticketing

This week we want you to re-design the ticketing system for the Oslo sporveien considering the use of RFID cards.

- Study the existing Oslo ticketing systems and interfaces in context. Document the interactions at the buses, trams, T-bane and Oslo S.
- Re-design one of these interfaces to include the use of RFID tickets: how do people buy, top-up, manage, visualise and cancel the various options in the system? What kinds of structure and visual language are required to create satisfying experiences?

Inspiration

In many cities there are already successful *contactless* ticketing systems using RFID cards. Look for example at the Oyster card, Paypass card, Octopus card, Suica card and T-Money, all of which are documented online.

Consider in particular the *payment structures* of existing systems, this informs how the interactions are structured. We also recommend you investigate the design of the readers in the Oyster card system, and the Penguin branding of the Suica card system

Approach

You must begin by defining your users. We suggest taking a child, an adult and an elderly person as your range of users, and create simple personas. You will have to think about the kind of tickets that are available once the ticketing system is based on RFID cards. Choose only one kind of ticket: a one-time ticket, a daily pass, a monthly travel-card for example and model how it works. After a functional analysis, create a range of ideas for the redesign of this interface: both the interaction and physical form.

Paper prototyping

Use paper-prototyping as a method to prove and evaluate your interfaces. You must consider that there are many levels to the interaction: the context, the body, screens, sound, light and buttons. We suggest working with cardboard at 1:1 scale.

Deliverables

We expect a presentation of your paper prototypes on Friday morning. We would like you to reflect on the user-experience of your interface, and on the suitability of paper-prototyping for these kinds of interfaces.

We also expect concepts and visual documentation on your weblogs.

	<i>Week 3</i>
Friday 13:00	Introduction to task 4
	<i>Week 4</i>
Monday 09:00	Lecture 'Tangible products' Paper prototyping refresher
Monday 13:00	Introduction to ubicomp research, products and projects part 2
Tuesday	<i>Theme course</i>
Wednesday	Mentoring with Kjetil
Thursday	Mentoring (contact us)
Friday 09:00	Presentations
Friday 13:00	Begin major task