

ASSESSMENT # 7 **Total Marks: 30**

1. Short Questions **(15)**

- i. What is 'what if analysis' and how it is performed?
- ii. Why it is important to test the design?
- iii. Explain interactive design approach? Outline the benefits of this approach.

2. Discuss in detail the steps involved in design testing. **(7)**

Case Study **(8)**

A patient arrives at a healthcare clinic and fills out an information form. This form is handed to a clerk at the front desk, who is also dealing with phone calls for appointments, the doctors at the clinic, and additional patients coming in for services. The clerk puts the information form in the doctor's file. After seeing the patient, the doctor partially fills out an insurance claim form that will be sent to the insurance company for payment. The doctor gives the insurance claim form back to the clerk, who is still answering phones, dealing with other doctors, and welcoming patients.

It is now the clerk's job to manually enter the information from the insurance claim form without mistakes into a database which provides the clerk with the necessary information to be sent to the insurance company. The completed form is then sent through the mail for payment. Unfortunately, forms are often returned to the clinic for the following reasons:

- Information was entered incorrectly on the form
- Information was sent to the wrong insurance company
- Information was missing

The clerk, who is still answering phones, dealing with patients, dealing with doctors, and dealing with paperwork, receives the returned claim through mail and has to complete the process again. The doctor is still unpaid for services rendered.

Questions:

What are three problems that might occur with this process?

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What are some possible solutions to these problems?

Develop three what-if questions about how to improve the process.
