

# 2541 - Validation of PLE roles and personas and user experience map

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# Abstract

This session starts by listing the roles presumed involved in the PLE solution.

Hard copies of persona candidates representing those roles will be distributed to participants. Each persona will be described to the group. For each persona, the group will edit the persona's description, adding/removing those who are or are not relevant.

A few selected scenes in the scenario will be played back. The session attendees will select a PLE scenario persona and participate in smaller groups in a ideation session to capture the experience map of the selected persona. Each group will discuss their findings.



# Agenda

- IBM Design Thinking
- Introduction to the PLE Personas and Scenario
- Introduction to Empathy maps
- Personas Deep-Dive
  - Charles – Configuration Lead
  - Susan – Systems Engineer
  - Dan – Developer
  - Tony – Tester
  - (Or select a persona in your organization)

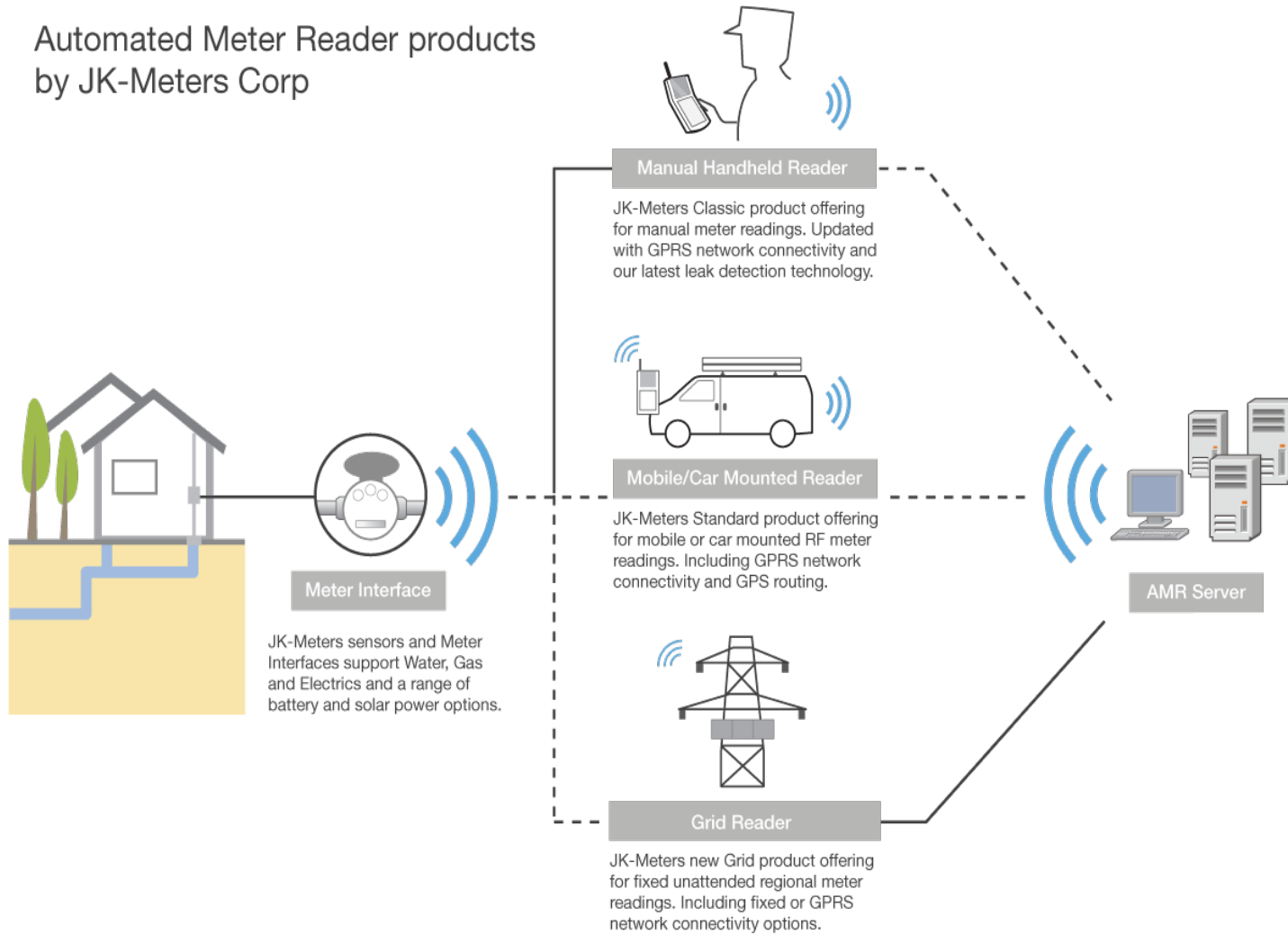


# IBM Design Thinking



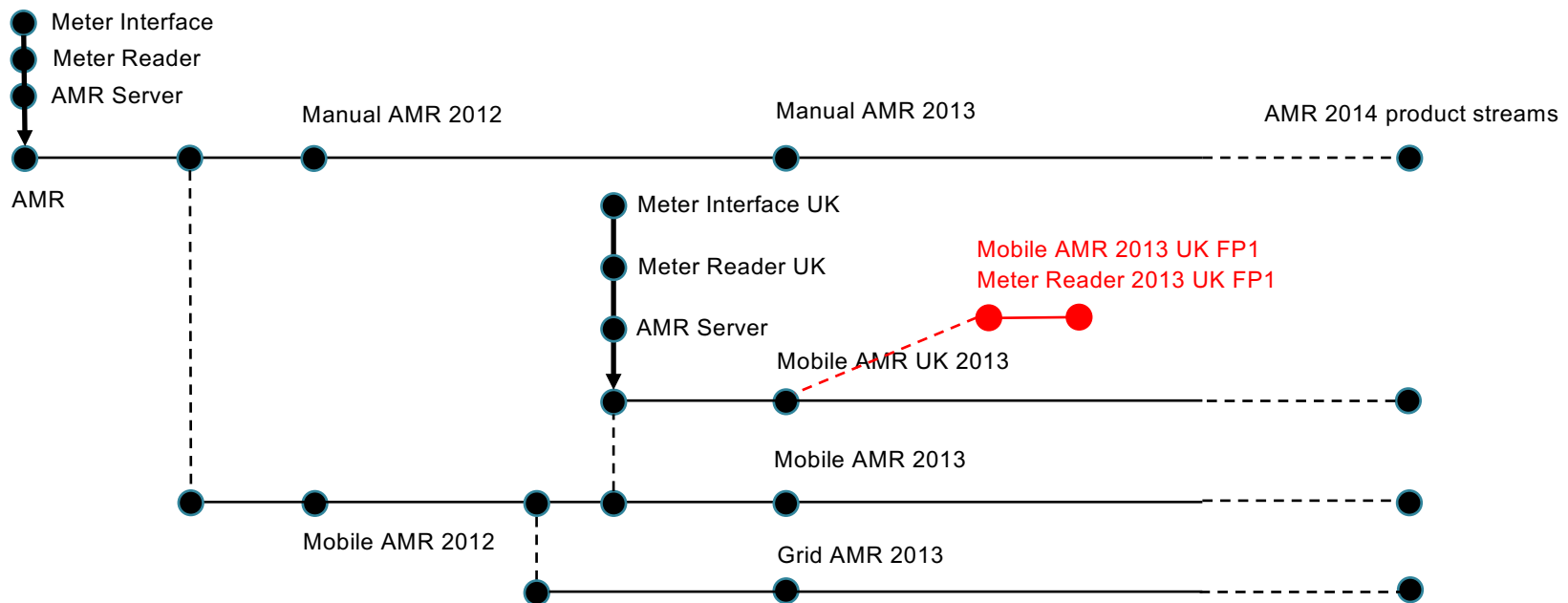
# Automated Meter Reader Scenario

Automated Meter Reader products  
by JK-Meters Corp



# PLE Scenario Context

- JKE Meters delivering Automated Meter Readers
- Multi-stream PLE practice to manage an evolving product line
- **Scenario: Need to fix a product variant defect and deliver a fix pack**



# Scenario personas



## Charles – Configuration Lead | Product Line Engineer

- I configure and manage configurations for components and product variants
- I need to define and view products with their variants and dependencies as a set of hierarchical product definitions and reusable component configurations
- I am responsible for assembling global baselines



## Dan – (Embedded) Software Developer

- I develop features in reusable components
- I need to easily start working on a Change Request in context of a configuration
- I need to trace links and edit artifacts in context of my selected configuration



## Tony – Tester

- I verify features and changes to artifacts in context of a delivery configuration
- I need to reuse test artifacts across components and product variants
- I need to report on test results in context of a configuration

















## Pete – Project Manager

- I plan work and track the delivery of my product variant(s)
- I need to manage project milestones and work and link tasks to artifacts in context of my delivery configurations
- I need to report on project readiness metrics on my project dashboard





# PLE Scenario - Scenes and Acts

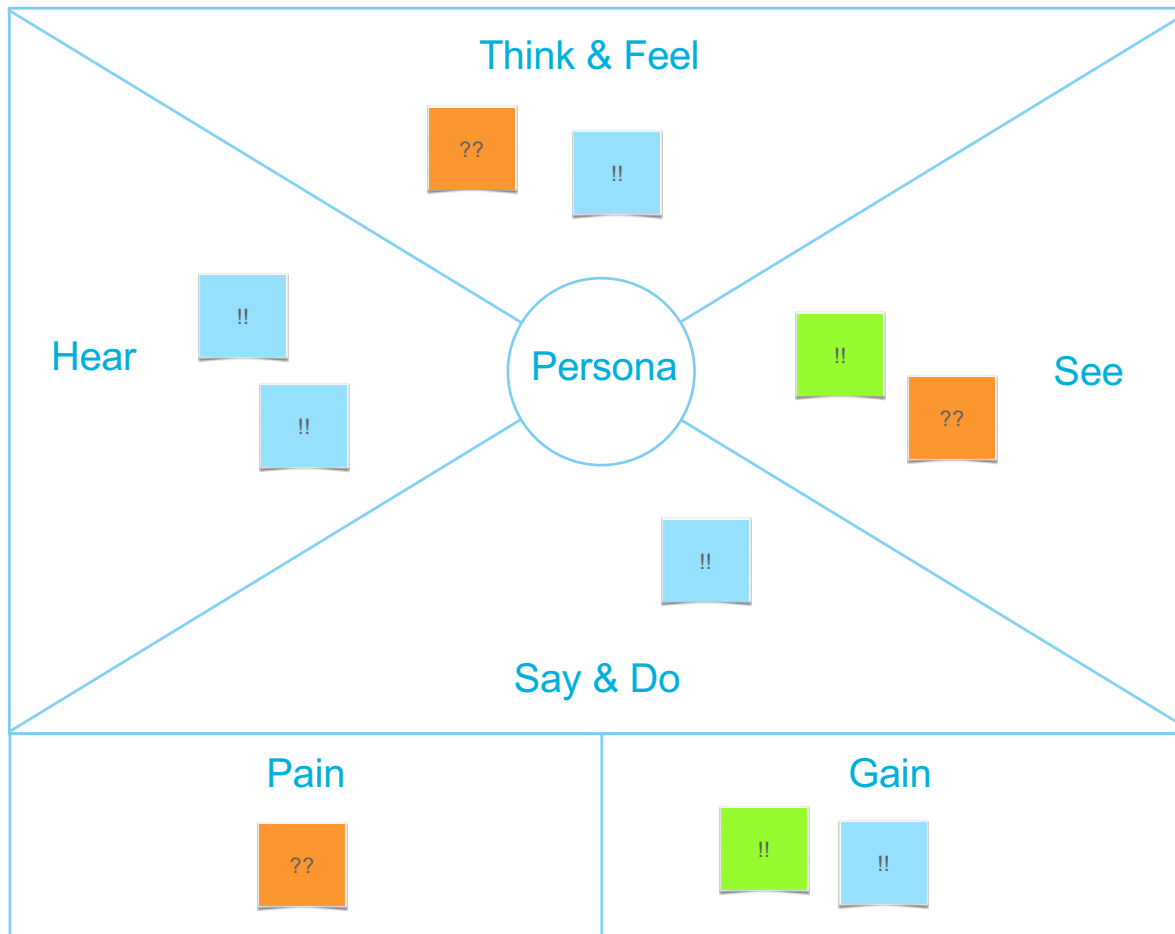
PLE Scenario Acts	Personas	Hill 1 Work in configurations with artifacts and links	Hill 2 Create and use product definitions
Act 1 - Reproduce a defect	 Pete	Triage and assign a defect	
	 Dan	Open and load workspaces	Open and load workspaces using RELM
	 Dan	Reproduce defect using engineering artifacts	
	 Pete	Plan fix and release	
Act 2 - Create delivery configuration	 Charles	Create delivery streams	<b>Create delivery streams using RELM</b>
	 Dan	Resolve defect	
	 Tony	Validate defect resolution	
	 Charles	Baseline delivery streams	<b>Baseline delivery streams using RELM</b>
Act 3 - Deliver and baseline changes to product line	 Charles		Analyze dependencies
	 Pete		Review and approve release
	 Charles		Replace baselines
Hill 3 Visibility into configurations of engineering artifacts	 Tammy	Create requirements / quality coverage query	
	 Pete	Track progress to release using Dashboards	
Act 4 - Report on release	 Charles	Generate release documentation	

The PLE scenario explores the activities taken by the AMR product line delivery team to progress towards delivery of a Mobile AMR 2013 UK FP1 release resolving a product variant defect

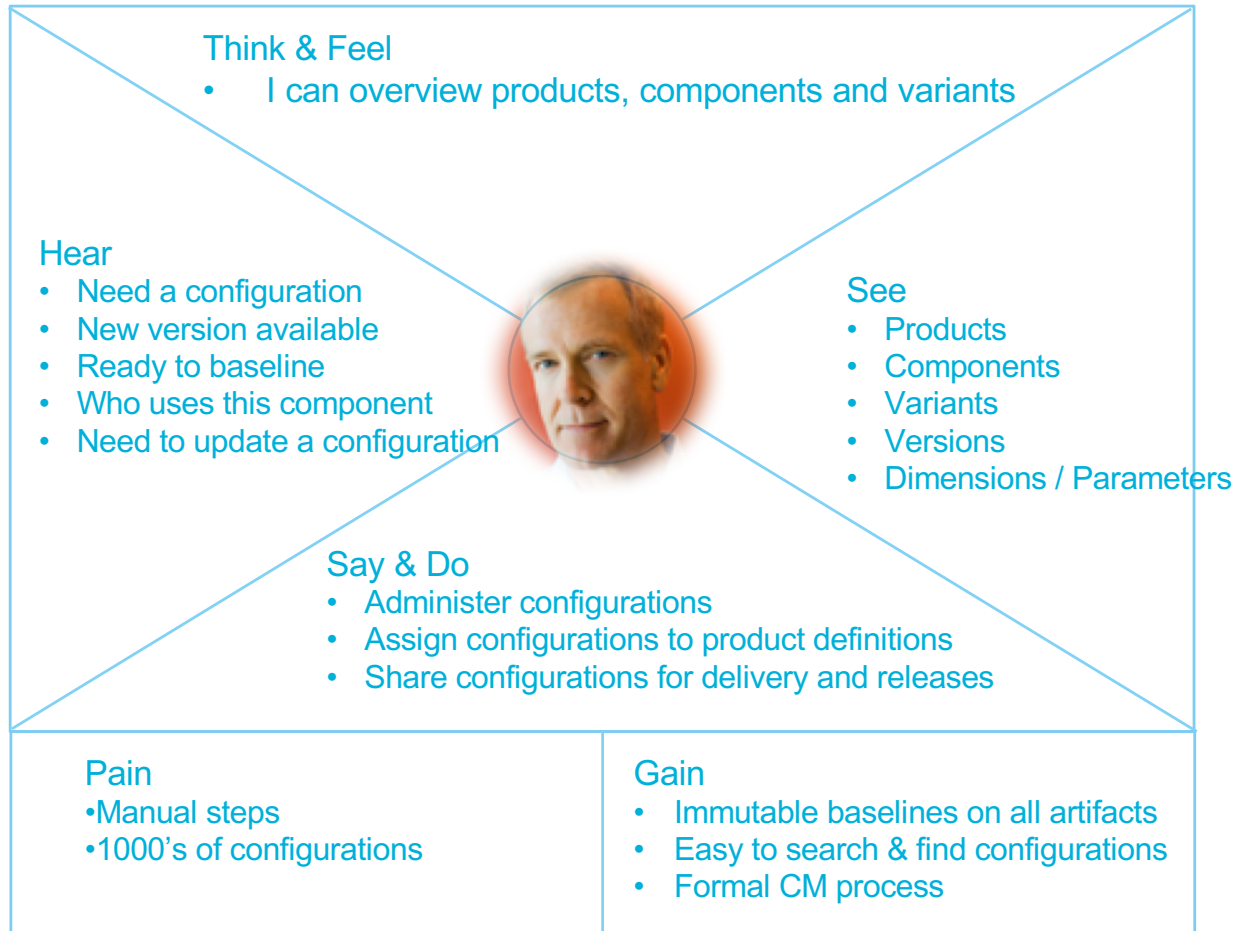


# What is an 'Empathy Map'?

- An empathy map captures and articulates the many facets of a representative user as currently understood by the team.



# Example: Charles the Configuration Lead



# Agenda

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  - (Or select a persona in your organization)



# Design Exercise – Empathy Map

## What we want you to do...

### 1. Ideate (10 min)

- **Add notes** to the Empathy map on what your selected persona Does, Sees, Thinks, Hears, Says and Feels

### 2. Cluster and Discuss (10 min)

- Move notes into related **clusters** – Discuss groupings
- **Discuss clusters** related to variations of the Charles persona



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# Triage and Assign the Defect



The CCB reviews this defect on the Mobile AMR 2013 UK product.

Pam, the product line manager, request that the defect should be fixed with high priority.

The defect is assigned to Dan, a developer in the Meter Reader team.

The screenshot shows the 'AMR (CCM)' interface. The defect 'Defect 42' has a summary of 'Communication error in mobile water sensor'. The 'Details' section shows the following information:

Type:	Defect	Owned By:	Dan
Severity:	Critical	Priority:	High
Found In:	Mobile AMR 2013 UK.GA 2013-12-01	Planned For:	Unassigned
Creation Date:	Oct 3, 2013, 12:35:00 PM	Estimate:	Correction:
Created By:	Marco	Time Spent:	
Project Area:	AMR (CCM)	Constraint Type:	As Soon As Possible
Team Area:	AMR (CCM)	Constraint Date:	None
Filed Against:	Mobile AMR	Planned Start Date:	None
Tags:		Planned End Date:	None
		Due Date:	None

The 'Description' field contains the text: 'UK customer reporting error messages with the Mobile Meter Reader.'





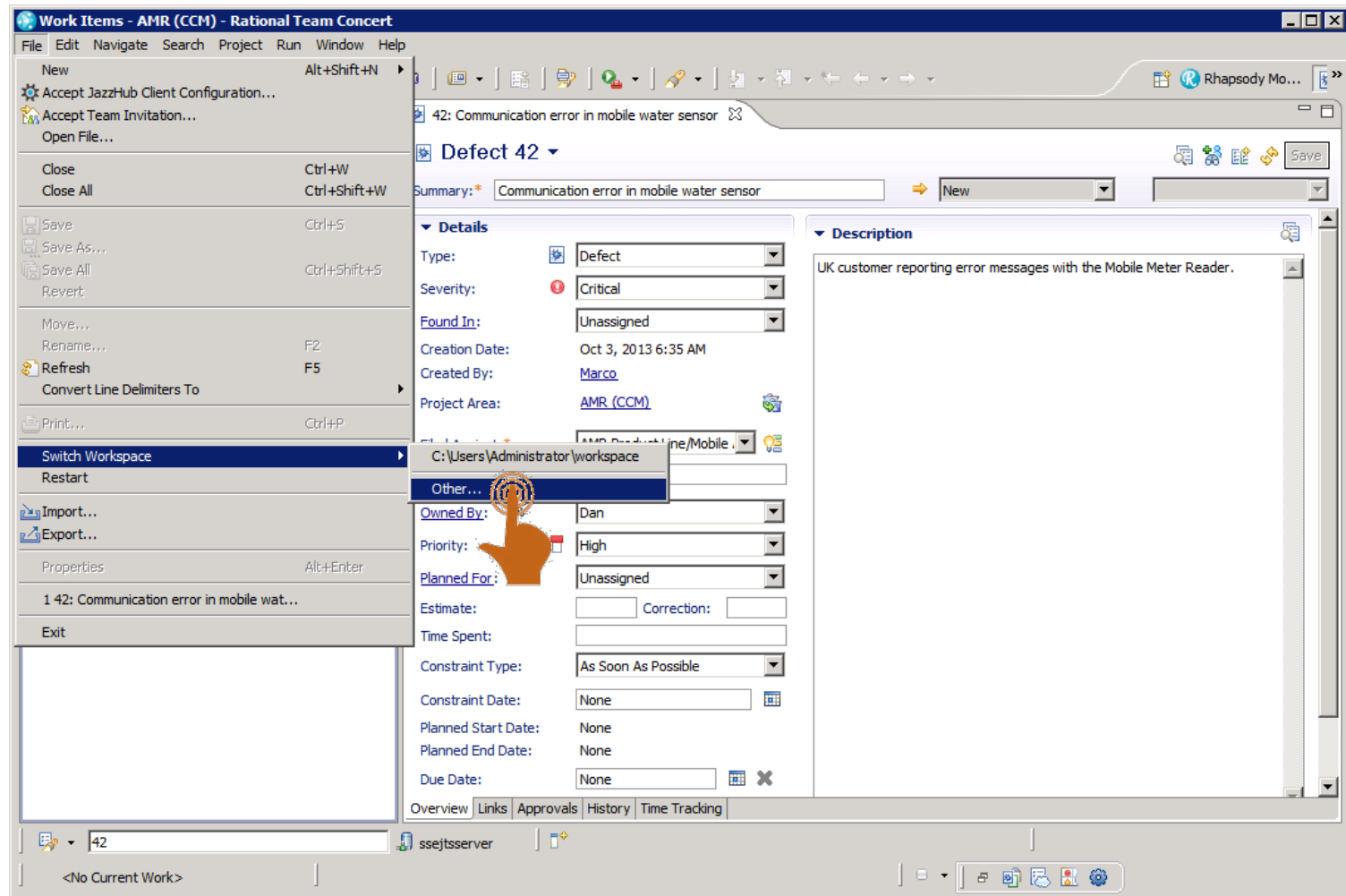
# Open and Load Workspaces



Dan is notified of the defect in the Eclipse client

He suspends the task he is working on and starts reproducing the defect

He creates a new workspace to load the 2013 Mobile AMR UK GA baseline



# Open and Load Workspaces

Meter Reader 2013 UK GA.2013-12-01 context



Dan launch Eclipse w/ the Rhapsody client, loads his workspace and select the GA baseline

The screenshot shows the Rational Team Concert Workspace Launcher dialog box in the foreground. It has a title bar that says "Workspace Launcher" and a sub-header "Select a workspace". Below this, there is a text box with the path "C:\Workspaces\Mobile AMR UK 2013 - Defect 218" and a "Workspace:" label. At the bottom, there is a checkbox "Use this as the default and do not ask again" and "OK" and "Cancel" buttons. In the background, the "Open From Design Manager" dialog box is visible. It has a title bar "Open From Design Manager" and a sub-header "Open From Design Manager". It contains four dropdown menus: "Server URL:" with the value "https://ssetserver:9443/dm", "Project Area:" with "AMR (DM)", "Workspace:" with "Mobile AMR 2013 UK.GA 2013-12-01", and "Model:" with "AMR\_Handheld\_Rcvr". A blue arrow points from the text "Meter Reader 2013 UK GA.2013-12-01 context" to the "Workspace:" dropdown menu in the "Open From Design Manager" dialog.



# Open and Load Workspaces



Dan suspects the `getMeterUsage()` is causing the reported error.

He finds the defect in `getMeterUsage()`

He updates the work item with a link to the model element.

The screenshot shows an IDE with a statechart diagram and a search results table. The statechart diagram illustrates the following states and transitions:

- Off** state: Transitions to **On** state on `evPower`.
- On** state: Contains sub-states:
  - RouteNotConfigured**: Transitions to **WaitForRouteConfig** on `evConfigureRoute`.
  - WaitForRouteConfig**: Transitions to **RouteConfigured**.
  - RouteConfigured**: Transitions to **RunningRoute** on `evRunRoute`.
  - RunningRoute**: Contains sub-states:
    - ShowNextAddress**: Transitions to **ReadMeter** on `evReadMeter`.
    - ReadMeter**: Contains sub-states:
      - EstablishingLink**: Transitions to **ReadingMeterUsage** on `evLinkEstablished`.
      - ReadingMeterUsage**: Transitions back to **EstablishingLink** on `evLinkFailed`.

The search results table at the bottom shows the following data:

Name	Type	Found In	Status
142 - getMeterUsageData in RequirementsPkg	Requirement Name	Found - re...	
getMeterUsage() in DomainsPkg::TransceiverPkg::Transceiver	Operation Body	Found - re...	
getMeterUsage() in DomainsPkg::TransceiverPkg::Transceiver	Operation Name	Found - re...	
142 _getMeterUsageData in DomainsPkg::TransceiverPkg::Transceiver	Dependency Name	Found - re...	
ReadingMeterUsage in DomainsPkg::ControllerPkg::Controller.statechart_2.ROOT.On.RunningRoute...	State Entry Action	Found - re...	
142 _getMeterUsageData in DomainsPkg::ControllerPkg::Controller	Dependency Name	Found - re...	

# Plan Fix and Release



Pete plans the delivery of the fixpack.

He creates a release plan.

He creates a task for Charles (Configuration Lead) to create a delivery configuration for FP1

The screenshot shows a web browser window with the URL `https://jazz.net/jazz/web/projects/AMR%20Foundation%20%28Change%20Management`. The page title is "Task 238 - Change and Configuration Management - Mozilla FireFox". The user is logged in as "Charles". The navigation menu includes "Project Dashboard", "Work Items", "Plans", "Source Control", and "Reports". The "Work Items" section is active, showing "Task 238". The task summary is "Create a new delivery configuration for Meter Reader UK 2013 FP1". The task is owned by Charles, has a high priority, and is planned for "Meter Reader 2013 UK". The creation date is "Jan 25, 2014 3:51:27 PM" and it was created by Pete. The task is filed against "Mobile AMR". The description includes a request for Charles to create a new delivery configuration with local stream contributions to deliver the patch for Meter Reader UK 2013 in RELM, with a link to the task details page. The quick information section shows 3 subscribers: Charles, Pam, and Susan.

# Request new delivery configuration

Collaboration in context of Plans, Tasks and Configurations



Charles is assigned a task to create a delivery configuration for a Meter Reader FP1

He may follow links to product configurations

The screenshot shows a web browser window with the URL `https://jazz.net/jazz/web/projects/AMR%20Foundation%20%28Change%20Management`. The page title is "Task 238 - Change and Configuration Management - Mozilla FireFox". The user is logged in as "Charles". The navigation menu includes "Project Dashboard", "Work Items", "Plans", "Source Control", and "Reports". The "Work Items" section is active, showing "Task 238" with a summary: "Create a new delivery configuration for Meter Reader UK 2013 FP1". The task is assigned to "Charles" and has a "Critical" severity. The "Details" section shows fields for Type (Task), Severity (Critical), Creation Date (Jan 25, 2014 3:51:27 PM), Created By (Pete), File Against (Mobile AMR), Owned By (Charles), Priority (High), Planned for (Meter Reader 2013 UK), Time Spent, and Due Date. A "Quick Information" sidebar shows "Subscribers (3): Charles, Pam, Susan". The "Description" section contains a message: "@Charles, please create a new delivery configuration with local stream contributions to deliver the patch for Meter Reader UK 2013 in RELM." Below this is a blue link: `https://sseitserver:9443/relm/web/projects/AMR%20%28RELM%29#action=ple.view_pathpath=item_11%23branch_2show=recents`. A hand cursor is pointing at the link, and a blue arrow points from the text "He may follow links to product configurations" to the link.

# Product configurations

## Organization of product configurations w/ lifecycle components

Product and product variant definitions

Baseline of product definition

Design, Quality and Requirement contributions

SCM stream and component contributions

Engineering Lifecycle Manager (/realm) One of the Client Access Licenses expires in 16 days

AMR (RELM) Rational AMR

Products > Browse Products

Favorite Product Configurations

- Meter Reader (Market=EU/UK, Product=Mobile, Release=2013, Submarket=UK)
- Meter Reader (Market=EU/UK, Product=Mobile, Release=2013, Submarket=US) - Meter Reader 2013 US.GA
  - Meter Reader (DM) - 3
  - Meter Reader (QM) - 3
    - 7: Mobile Meter Reader: Software test plan
    - 8: Mobile Meter Reader: Hardware test plan
  - Meter Reader (RM) - 3
  - Meter Reader (SCM) - 1
    - Meter Reader 2013 UK.GA - 4
      - Variability Parameters - 1
      - Expansions - 1
        - CarKit - 2
        - Cellular Unit - 2
        - GPS Unit - 2
        - LAN Unit - 1
        - RF Unit - 2
          - Meter Reader - RF Unit: Meter Reader 2013 UK.GA - 3
            - RF Unit 2.4GHz - 2
            - RF Unit 433-868MHz - 2
          - Serial Unit - 2
          - Reader - 1
          - SW - 1

Meter Reader (Market=NA, Product=Mobile, Release=2013, Submarket=US) Created: Apr 24, 2014 Version: 5

Properties Edit

Click Edit to add properties.

Dimensions Edit

Scope	Dimension	Value
Shared	Market	NA
Shared	Product	Mobile
Shared	Release	2013
Shared	Submarket	US

Dimensions of variability

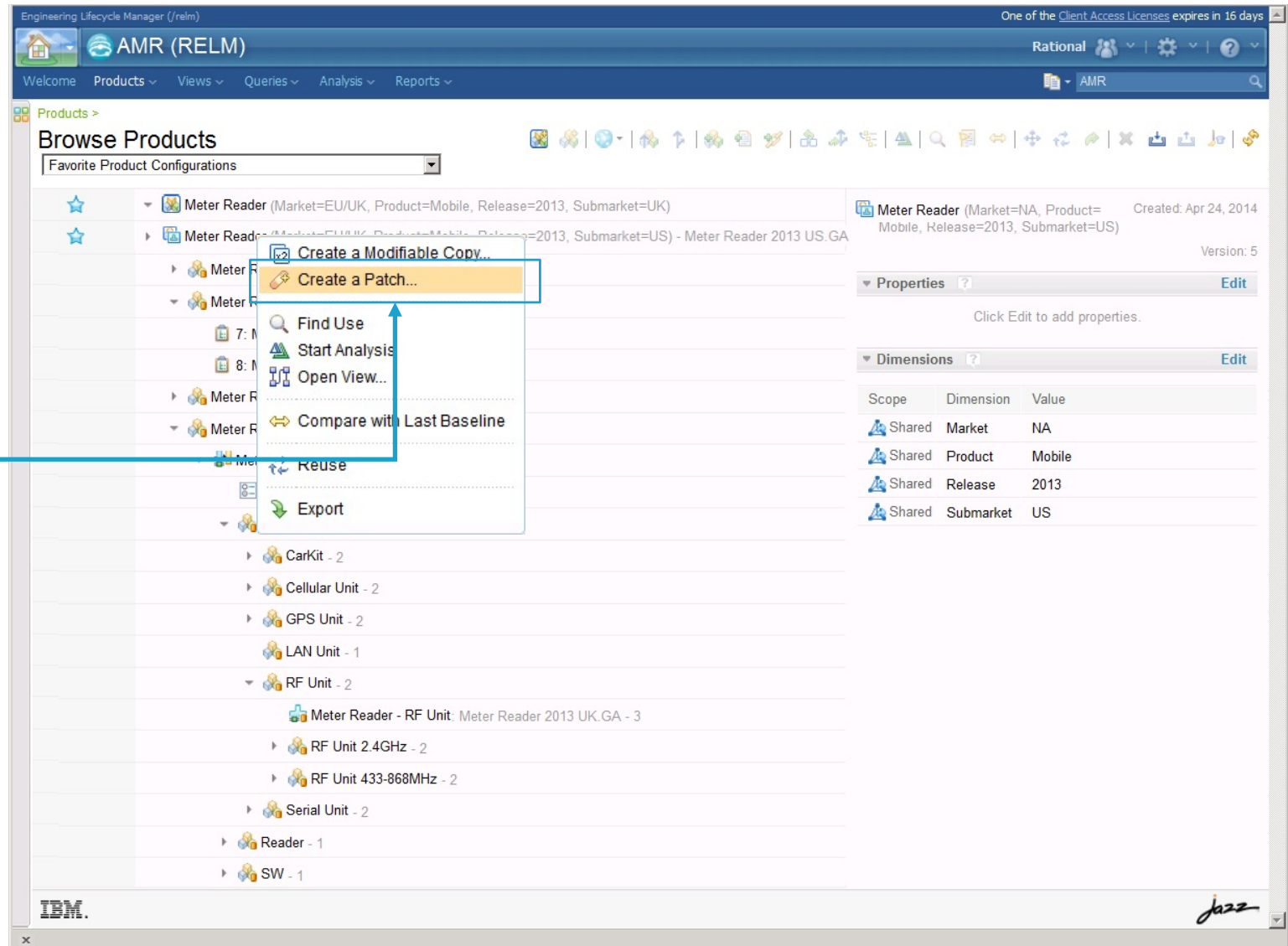
# Create product configuration stream from baseline

Branch action on product configurations (global configurations)



Charles creates a patch from the Meter Reader 2013 UK GA baseline

This command creates a product configuration stream without changing the versions of contributions



# Create engineering artifact stream from baseline

Branch action on engineering artifact components (local configurations)



Charles creates streams for the engineering artifact contributions to the FP1 configuration

ID	Name	Artifact Type	Modified
83	Systems Template	System Specification	Rational
84	Stakeholder Template	Stakeholder Specification	Rational
716	Stakeholder Template	Requirements Specification	Rational
829	Systems Template	Requirements Specification	Rational



# Replace baseline with stream contribution

Update action on product configuration to replace component variant



Charles returns to the product configuration and chooses the 'Replace' command

He then picks the new streams created in QM, RM, etc.

# Navigate artifacts and links in configuration

Artifacts and links shown in selected configuration context

Meter Reader 2013 UK FP1 context



Dan edits artifacts and links in the context of the delivery configuration

He fixes the getMeterUsage() operation in RDM

He follows the link to the impacted requirement in the context of the delivery configuration

Requirements Management (/rm)

Meter Reader (RMVVC)

Meter Reader 2013 UK - FP1

Project Dashboard Artifacts Collections Modules Reports

Meter Reader (RMVVC) > Requirements > Meter Reader Requirements >

951: Meter Reader Subsystem Requirements Specification

Create New System Requirement

Views

ID	Contents
630	The Handheld Meter Reader unit provides configuration capability and can be used to configure Meter Interface units during installation time.
631	The Meter Reader unit supports two-way communication (download/upload) capabilities to download data from Meter Interface units, as well as to 'push' interval data requests, firmware updates, and updated monitoring schedules via the wired or RF connection.
632	The Handheld Meter Reader unit has two battery slots and operates for up to 16 hours with two batteries, and only takes a quick 2-4 hours to fully charge. The batteries are warm-swappable in the field, ensuring continued use without losing any data
633	The Grid Meter Reader has one battery position and operates for 1 week. The battery is recharged by a solar panel.
634	The Handheld Reader unit supplies a car mount kit that charges the unit and connects to the car audio system via Bluetooth technology.
635	<b>-2.3 User Characteristics</b>
636	The Handheld Meter Reader unit has a touch-screen user interface and provides finger-friendly on-screen keyboard.
637	<b>-2.4 General Constraints</b>
638	Derives From 669: When commanded, the Meter Reader shall request and receive usage data the Meter Interface Unit (MIU) application updates.
1004	The Meter Reader unit shall use IEEE-123 protocol for communication with the Meter Interface Unit
640	The Meter Reader unit shall be compatible with existing Meter Interface units in use.
641	The Meter Reader unit depends on the data communication protocol defined by the Meter Interface.
642	<b>-3 Specific Requirements</b>
643	<b>-3.4 Functional Requirements</b>

Overview

**951: Meter Reader Subsystem Requirements Specification**

Description:

Project: Meter Reader (RMVVC)

Team Ownership: Meter Reader (RMVVC)

Content Folder: Meter Reader Subsystem Requirements Specification artifacts

Created On: Dec 9, 2013, 5:29:10 AM

Created By: Rational

Modified On: Dec 9, 2013, 5:29:10 AM

Modified By: Rational

Is Suspect: Select a profile

Type: Requirements Specification

Format: Module

Approved By:

Approver Position:

Module Baselines

Module Comments

Artifact Comments

Module Links

Where Used

Showing 77 of 77 Artifacts 1 selected (Clear All Selected)

IBM. Jazz

# Validate Defect Resolution

Meter Reader 2013 UK FP1 context



Tony validates the defect fix.

He searches for updated requirements and marks impacted test cases as suspect

He updates the test cases and runs the test plan

Quality Management (/jam) Meter Reader (QM) Meter Reader 2013 UK.FP1 Tony

Project Dashboards Requirements Planning Construction Lab Management Builds Execution Reports Change Requests Search QM Resources

Test Plans > 1: Handheld Receiver: Software test plan

Sections State: Draft Action: Change State Test Case Execution (Record) Progress: Total: 0/0 h Estimated: 0% Progress: 375 Total: 375

Summary Originator: Mike Owner: Mike Test Suite Execution (Record) Progress:

Business Objectives Priority: High

Test Objectives

Formal Review

Requirement Collection Links

Development Plan Links

Risk Assessment

Test Schedules

Test Estimation

Test Environments

Quality Objectives

Entry Criteria

Exit Criteria

Test Suites

Test Cases

Test Case Execution Records

Resources

Attachments

Show All Sections

Manage Sections

Snapshots

History

Tracked by Quality...

Related Sites

IBM Rational

IBM Rational Quality Mgmt

Tests Development Plans

Meter Reader UK 2013 - FP1

Release Plan - Mobile AMR

13.FP1

Validates Requirement Sets

Handheld Unit Software

Requirements: Test view

Reconcile Requirements

Pending Actions

Reconcile Updated Items

Requirements changed since the last reconciliation

The following requirements have changed so the Test Cases associated with them may be suspect. Mark Test Cases as suspect by selecting requirements and clicking the Mark As Suspect icon, create Quality Task if there are follow up actions needed. Mark Test Cases as not suspect (clear suspicion), by selecting requirements and clicking the Clear Suspicion icon. Defer making a decision by selecting requirements and clicking the Ignore icon.

Type Filter Text

Show All Items per page Previous | 1 - 1 of 1 | Next

Summary	Status	Linked Test Cases	Action
<input checked="" type="checkbox"/> HHU-SW-163: The Han...	Modified	HHU-SW-163: display ...	Mark Suspect

Previous | 1 - 1 of 1 | Next

Create a new Quality Task

Finish

Cancel Save

IBM. Jazz



# Baseline engineering artifact stream

Baseline actions on component stream (local configurations)

Meter Reader 2013 UK FP1 context



Dan creates a baseline of the Meter Reader 2013 UK FP1 requirements

He enters a tag for the baseline

Tony baselines the test configuration

# Assemble baselines using tags

Assisted action on product configuration stream (global configurations)



Charles expands the Meter Reader FP1 product configuration

He selects the product configuration and assembles baselines for all streams in the configuration

The screenshot shows the Engineering Lifecycle Manager (ELM) interface. The main window displays a tree view of product configurations under 'Meter Reader'. A dialog box titled 'Assemble Baseline' is open, showing the configuration 'Meter Reader 2013 UK FP1' and a text input field containing the tag 'amr2013fp1'. The 'Assemble' button is highlighted with a hand cursor. The background shows a tree view of product configurations under 'Meter Reader', including 'Meter Reader (DM)', 'Meter Reader (QM)', '7: Mobile Meter Reader: Software test plan', and '8: Mobile Meter Reader: Hardware test plan'. The right-hand pane shows the properties and dimensions for the selected configuration.

Scope	Dimension	Value
Shared	Market	NA
Shared	Product	Mobile
Shared	Release	2013
Shared	Submarket	US

# Find Use of Component



Dan has identified that the defect is in the 2013 UK variant of the RF-Unit (SCM)

Charles opens the Meter Reader.

He selects the RF Unit in the UK variant.

He runs the Find Use command

The screenshot shows the Rational Engineering Lifecycle Manager (ELM) interface. The top navigation bar includes 'Welcome', 'Products', 'Views', 'Queries', 'Analysis', 'Reports', and 'Upgrade Status'. The main area is titled 'Browse Products' and displays a tree view of product configurations. The selected component is 'Meter Reader - RF Unit 2.4GHz: Meter Reader 2013 UK.GA - 2'. A context menu is open over this component, with the 'Find Use' option highlighted. Other options in the menu include 'Manage Stream', 'Start Analysis', 'Open View...', 'Show Audit History', 'Reuse', 'Export', 'Redact...', and 'Properties...'. The right-hand pane shows details for the selected component, including its creation and modification dates, and a list of connected components and baselines.



# Find Use of Component



Charles identifies product variants including the defect in Meter Reader

He confirms that only the UK variant is impacted by the defect in the UK variant of the RF-Unit

The screenshot shows the AMR (RELM) software interface. The main window displays the search results for 'Find Use - Meter Reader - RF Unit 2.4GHz'. The search results are organized into a grid of product configurations. A blue box highlights the search results, and a blue arrow points from the text on the left to the highlighted area. A 'Show in product tree' button is visible below the search results.

Product Configuration	Count
Meter Reader.SS (Geography=UK, Product=Mobile, Release=2013)	1
Meter Reader.SS (SCM) (Geography=UK, Product=Mobile, Release=2013) - 4	4
Meter Reader - Mobile UK (Geography=UK, Product=Mobile) - 5	5
Expansions	1
RF Unit	1
RF Unit 2.4GHz	1
Meter Reader - RF Unit 2.4GHz : Meter Reader 2013 UK.GA - 2	2



# Update Mobile AMR Product Baseline



Charles selects the Meter Reader 2013 UK GA baseline contribution

He chooses replace and picks the FP1 baseline

Replace

Select a version of "Meter Reader" (Market=EU/UK, Product=Mobile, Release=2013, Submarket=UK) to use under "Mobile AMR".

Replaces this product configuration with one of its copies or baselines.

Replacing:

- Mobile AMR (Market=EU/UK, Product=Mobile, Release=2013, Submarket=UK)
- Meter Reader (Market=EU/UK, Product=Mobile, Release=2013, Submarket=UK) - Mobile AMR 2013 UK.GA 2013-12-01

With:

- Mobile AMR (Market=EU/UK, Product=Mobile, Release=2013, Submarket=UK)
- Meter Reader - Mobile AMR 2013 UK.FP1 2014-01-20

Product Configuration	Version	Creation Date	Creator
Meter Reader - Mobile AMR 2013 UK.FP1 2014-01-20	2	Apr 23, 2014, 4:41:34 AM	none
Meter Reader	1	Apr 23, 2014, 4:39:13 AM	none

Replace Cancel



# Update Mobile AMR Product Baseline



Charles creates a baseline of the Mobile AMR 2013 UK FP1 product

Scope	Dimension	Value
Shared	Market	EU/UK
Shared	Product	Mobile
Shared	Release	2013
Shared	Submarket	UK