

2007 Paper 13 Question 11

Software Engineering and Design

- (a) How can understanding of human memory help us to design interactive systems that assist memory? Explain how you might design a web-based reminder service that exploits this understanding. [4 marks]
- (b) How would you go about a user-centred design process for such a reminder service? Describe
- (i) the overall process model; [4 marks]
 - (ii) specific actions to be taken at *three* different points in this process. [4 marks each]