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]