

Scenario: Sharon TABLE 8B SBD

Guide word	Component	Deviation	Possible causes	Consequences
No	Computer lab	Cannot travel to facility	Transportation unavailable to get to facility	Unable to join discussions or post a new topic
		No physical access to facility	Unable to afford transportation cost to get to facility	
			Short-term illness that limits or prevents travel	
			Long-term health condition or disability that limits or prevents travel	
	Communication network	No computer available	Outside access hours	
			Temporarily out of service	
			Doors locked	
	Electronic mail system or SF Club Online system or Discussion system	No connectivity	Unused computers all broken	
			All computers in use	
			All computers pre-booked	
	SF Club	Service unavailable	Network fault	
			Network capacity problem	
			Network maintenance	
	Discussion participants	Club disbanded	Network suspended for some/all users	
			Service fault	
			Service capacity problem	
Other than	Discussion content	Intended topic/reply not added	Service maintenance	
			Service suspended for some/all users	
			Lack of participation	No new discussion content / Past content inaccessible
	Email messages	One, some or all participants unavailable at the same time	Illegal activity	"
			Did not log on and join	No synchronous discussion
			Have other more important, urgent or desirable things to do	"
	Discussion content	No new topics/replies by others	Lack of confidence	
			Discouraged by others' attitudes or behaviours	
			Interface unfamiliar and not clear how to add topic/replies	
	Discussion content	The participants discuss other topics	Interface too difficult to use	
			SF Club members have nothing of interest to share	No new discussion content
			Insufficient permissions (new member)	"
	Email messages	Not seen/read	System problem (e.g. capacity, maintenance, fault)	
			The topic is of no interest to them	Lack of discussion of a topic
			The other participants do not want to engage with a topic because it was suggested by someone they don't like or want to avoid	"
Reverse	Discussion content	Email announcement alerts of new discussion topics/replies missing	The topic/reply is not notified to others, or not visible	"
			Not sent by system due to fault	
			Automatically mis-deleted as spam	
	Discussion content	Discussion is of a different subject than the topic	Sent to wrong email account	
			Malicious attack to steal credentials, spread malware, gather financial information or sell products/services	Dangerous content damages digital equipment or causes harm to those clicking on the hyperlinks
			In appropriate cross-posting between discussions	Less relevant content in discussions, compared with intent
	Discussion content	Topic/reply deleted	Misunderstanding of the topic	
			Lack of knowledge or understanding of discussion etiquette and/or rules	
			Accidental deletion	Loss of prior discussion content
	Discussion content	Discussions generate conflict	Malicious deletion	
			Other SF Club online member is too focused on someone else's life	
			Disagreements about content in discussions	
As well as	Discussion system	Used to track/stalk participants		
	Discussion content	Discussions generate conflict		

		Topic/replies also includes irrelevant content	Participant discuss other matters, different to the topic	Less relevant content in discussions, compared with intent
			Inappropriate cross-posting between discussions	
			Misunderstanding of the topic	
			Lack of knowledge or understanding of discussion etiquette and/or rules	
		Topic/replies also includes abusive or nasty content	Unreasonable or hateful participants using the discussions inappropriately	
			Lack of knowledge or understanding of appropriate behaviour and/or rules	
	Personal data	Topics/replies include information about people's identities Personal data leaks/revealed	Participants write personal information in discussions Discussion meta data reveals people's identities, locations, contact details or other sensitive data SF Club membership or SF Club Online leaks personal data SF Club Online, or Discussion System or Electronic mail system are compromised and data stolen	
	Discussion participants	Someone uninvited, or not a SF Club member, joins in	Missing/inadequate access control	
More	Discussion system	Very many people using discussion system	People very interested in using and contributing to online discussions	
	Discussion content	Very many responses to topic	People interested in the topic	
	Email messages	Too many email messages received	Too much activity in discussion system	
Part of	Discussion content	The other participants prefer to discuss a different subject so move on to other topics The other participants prefer to discuss with other people when they are online Other people are unresponsive in the discussion	Prefer different topics Prefer different people They are also taking part in other discussions, so not focusing on this particular topic	
Less	Computer lab	Less availability of computers for more important uses	Computer(s) being used to access SF Club Online	
	Discussion system	Very few people using discussion system Slow to find the relevant topics	People not interested in using or contributing to online discussions Disorganised or difficult to interpret listings	
	Discussion content	Few responses to topic	People interested in the topic	
	Email messages	Too few email messages received	Too little activity in discussion system	
Early	Participants	Join SF Club Online earlier than needed/intended	Ran out of other things to do	
Before	Participants	Other (desired) participants have not yet become members of SF Club	Joined SF Club before others	
		Other (desired) participants have not yet logged in to SF Club Online	Logged into SF Club Online before other people have done so	
Late	Discussion content	Not seen/read	The topic or reply is new and no-one has read it yet	Lack of discussion within topic
	Email messages	Sent late or delayed		
	Participants	Leave SF Club Online later than needed/intended	Got too engrossed in the discussions Lost track of time	
After	Participants	Other (desired) participants have left SF Club Other (desired) participants have left/logged out of SF Club Online	Someone/other people have stopped being members/participating Someone/other people have finished and logged out	Less discussion activity Unable to Cannot discuss synchronously with some members
	Discussion content	The proposed new topic, or a very similar discussion topic, already exists The issue/matter/point to be raised has already been made	Someone else added the topic more quickly Someone else added the point more quickly	