Chapter 10
Identifying needs and establishing requirements
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What?
Understand
What?

Produce

How?

YOU ARE HERE

Requirements: Functional

Requirements: Data
Requirements: Environment

Requirements: Users
Requirements: Users (Persona)


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Requirements: Users (Persona)
Requirements: Users (Persona)

Effectiveness

Requirements: Usability Goals
Requirements: Usability Goals

**Efficiency**

![Efficiency Image]

Requirements: Usability Goals

**Safety**

![Safety Image]
Requirements: Usability Goals

Utility

Learnability
Requirements: Usability Goals

Memorability

www.id-book.com,
http://www.saffronwrites.com/?cat=5

Requirements: UX Goals

www.id-book.com,
http://starwars.wikia.com/wiki/Stormtrooper
ID cycle of life

- Establish requirements
- Design alternatives
- Prototype
- Evaluate

Data gathering: Interviews

Data gathering: Focus groups

Data gathering: Questionnaires
Data gathering: Direct observation

Data gathering: Indirect observation
Data gathering: Studying documentation

Data gathering: Researching similar products
Data gathering: Contextual inquiry

Contextual inquiry: Context
Contextual inquiry: Partnership

Contextual inquiry: Interpretation
Contextual inquiry: Focus

Data gathering guidelines

Involve all users
Data gathering guidelines

More than one representative


Data gathering guidelines

Props

Data gathering challenges

**Identifying ALL users**

- [www.id-book.com](http://www.id-book.com)

**Communication**

Data gathering challenges

- [www.id-book.com](http://www.id-book.com)
Data gathering challenges

Domain knowledge

Data gathering challenges

Availability of key people
Data gathering challenges

Politics

Data gathering challenges

User group dominance


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Data gathering challenges

Econ and business changes

Brainstorming
Task description: Scenarios

Task description: Use cases
Task description:
Essential use cases

Task analysis
Hierarchical Task analysis