

Chapter 10

Identifying needs and establishing requirements

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Intro HCI
University of Rochester
02/07/2013

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What?

Understand



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What?

Produce



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How?



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Requirements: Functional



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Requirements: Data



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Requirements: Environment



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Requirements: Users



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Requirements: Users (Persona)

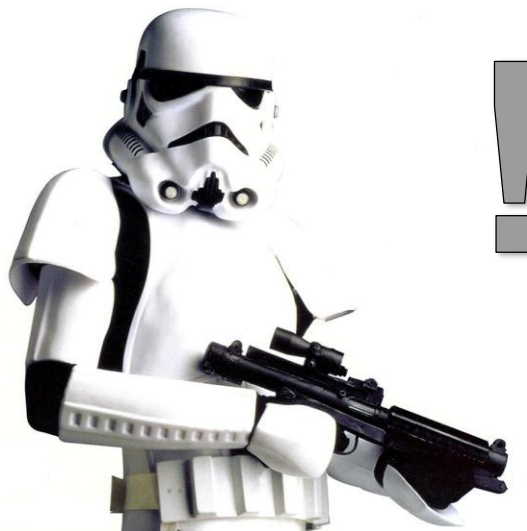


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Requirements: Users (Persona)



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Requirements: Users (Persona)



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Requirements: Users (Persona)



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Requirements: Users (Persona)



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All from the previous couple of slides

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Requirements: Usability Goals

Effectiveness



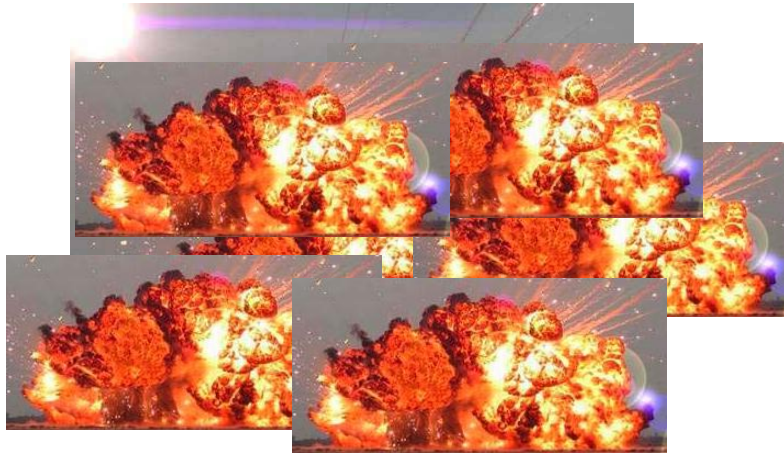
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Requirements: Usability Goals

Efficiency



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Requirements: Usability Goals

Safety



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Utility



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Requirements: Usability Goals

Learnability



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Requirements: Usability Goals

Memorability



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Requirements: UX Goals

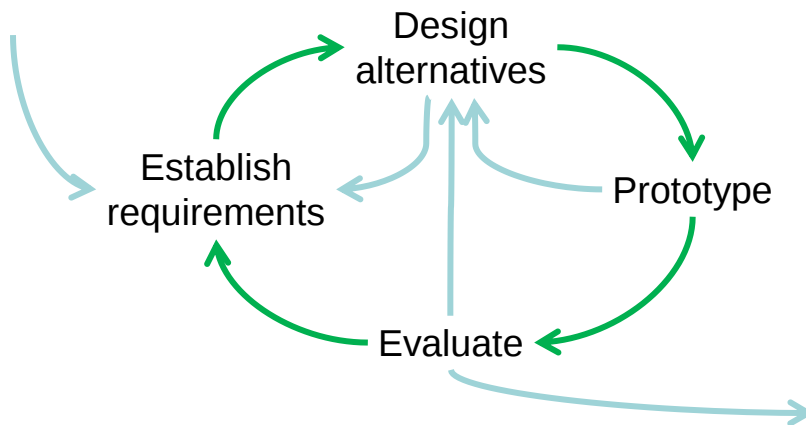


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ID cycle of life



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Data gathering: Interviews



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Data gathering: Focus groups



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Data gathering: Questionnaires



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Data gathering: Direct observation



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Data gathering: Indirect observation



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Data gathering: Studying documentation

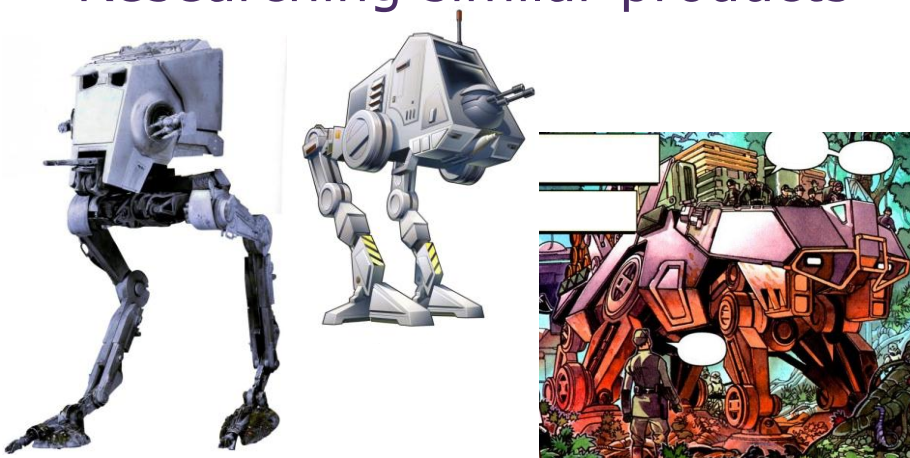


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Data gathering: Researching similar products



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Data gathering: Contextual inquiry



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Contextual inquiry: Context



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Contextual inquiry: Partnership



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Contextual inquiry: Interpretation



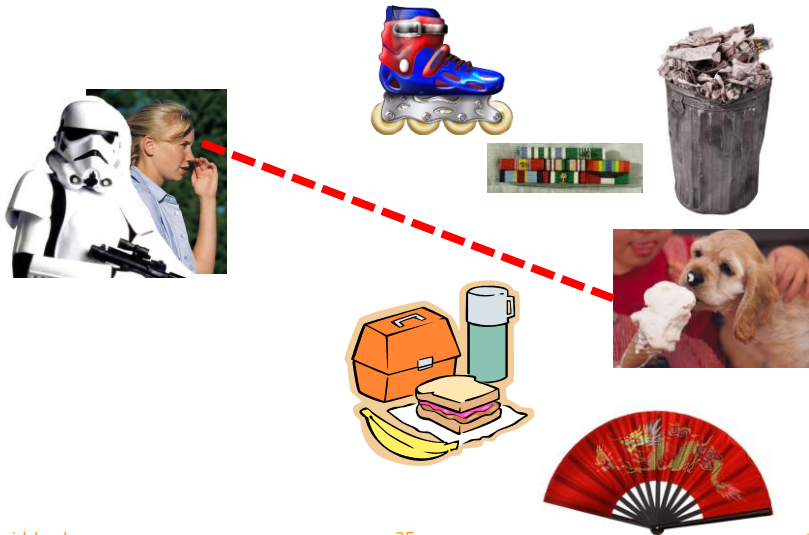
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Contextual inquiry: Focus



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Data gathering guidelines

Involve all users



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Data gathering guidelines

More than one representative



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Data gathering guidelines

Props



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Data gathering challenges

Identifying ALL users



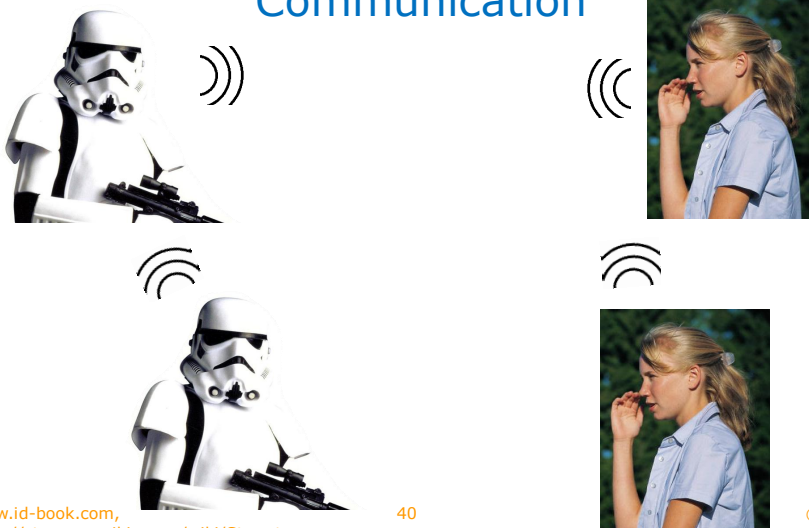
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Data gathering challenges

Communication



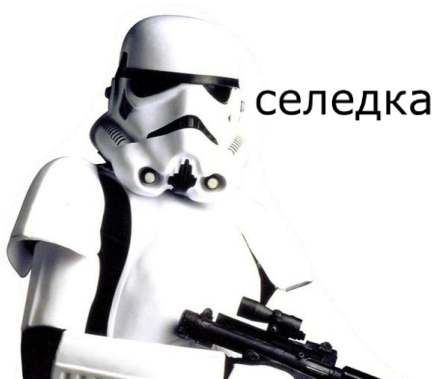
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Data gathering challenges

Domain knowledge



Dingo



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Data gathering challenges

Availability of key people



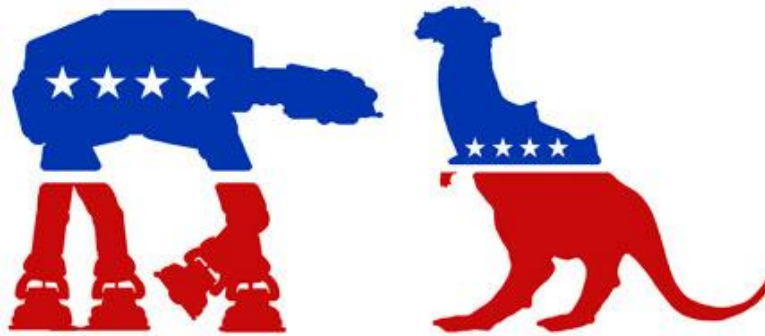
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<http://www.fightersgeneration.com/characters4/vader.html>

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Data gathering challenges

Politics



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http://www.ironicsans.com/2008/09/in_a_political_campaign_far_far_away.html

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Data gathering challenges

User group dominance



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Data gathering challenges

Econ and business changes



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Brainstorming



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Task description: Scenarios



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Task description: Use cases



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Task description: Essential use cases



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Hierarchical Task analysis



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