

Causas habituales del fracaso del software:

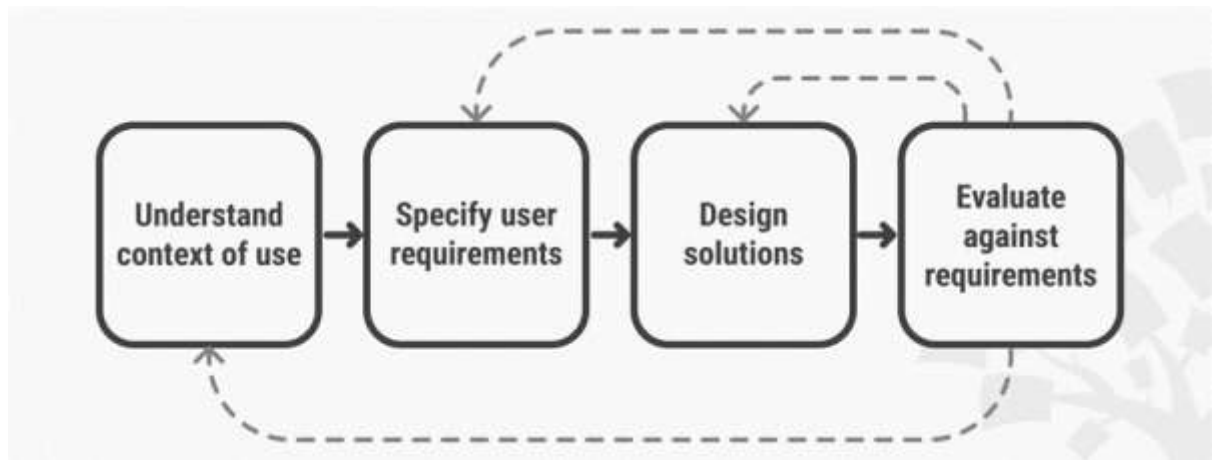
- Objetivos irreales o inarticulados.
- Estimaciones erróneas de los recursos necesarios.
- Requisitos del sistema mal definidos.
- Mal seguimiento del proyecto.
- Falta de control de riesgos.
- Escasa o inexistente comunicación entre clientes, desarrolladores y usuarios.
- Uso de una tecnología inmadura.
- Incapacidad para manejar la complejidad del proyecto.
- Practicas de desarrollo poco cuidadas.
- Mala gestión del proyecto.
- Motivos políticos asociados con los distintos actores implicados (stakeholders).
- Presión comercial.

O ¿Cómo la aplicación de técnicas de DCU eliminan o reducen estos problemas?

User-centered design is an iterative design process in which designers focus on the users and their needs in each phase of the design process. UCD calls for involving users throughout the design process via a variety of research and design techniques so as to create highly usable and accessible products for them. User-centered design demands that designers employ a mixture of investigative (e.g., surveys and interviews) and generative (e.g., brainstorming) methods and tools to develop an understanding of user needs.

Generally, each iteration of the UCD approach involves four distinct phases. First, designers attempt to understand the context in which users may use a

system. Subsequently, we identify and specify the users' requirements. A design phase follows, wherein the design team develops solutions. The team then proceed to an evaluation phase, and assess the outcomes of the evaluation against the users' context and requirements so as to check how well a design is performing—namely, how close it is to a level that matches the users' specific context and satisfies all of their relevant needs. From here, the team makes further iterations of these four phases, continuing until the evaluation results are satisfactory.



UCD Considers the Whole User Experience

In UCD, designers base their projects upon an explicit understanding of the users, tasks and environments. The process aims to capture and address the whole user experience; therefore, the design team must include professionals from across multiple disciplines (e.g., ethnographers, psychologists, software and hardware engineers), as well as domain experts, stakeholders and the users themselves. Experts may carry out evaluations of the produced designs, using design guidelines and criteria. However, a crucial point is this – in order to span the entire user experience, designers must involve the users for evaluation, and UCD also demands long-term monitoring of use.

