

### **Some questions concerning Human-Centered design of interactive systems and methods**

1. What is the subject of the ISO standard 13407 (1999)?
2. There are several proposals of Human-Centered methodologies; (also referred to as UCD-User Centered Design) what are their main characteristics?
3. Give examples of different Human-Centered methodologies.
4. What are the benefits of using a Human-Centered Design approach in developing interactive systems?
5. Personas are a method that can be used in the design of interactive systems; explain what are personas and their benefits.
6. How should personas be developed?
7. There are several types of personas; explain the main difference between fictional personas and the other types of personas.
8. Describe a minimal set of characteristics that can be used to define a persona
9. What is a scenario? And why are they useful in the design of interactive systems?
10. Scenarios may also be used in usability evaluation; give an example.
11. How are personas related to scenarios?
12. What should be considered when writing a scenario?
13. What is the difference among scenarios, user stories and use cases?
14. What do scenarios, user stories and use cases have in common?
15. After defining scenarios, it is necessary to analyze the main tasks to be performed in the context of the scenario. This analysis can be done informally by asking questions; indicate a minimum set of questions.
16. Task analysis is a very useful and may be done using Hierarchical task Analysis (HTA); what are its main characteristics?
17. What for may task analysis be used?
18. Think of some everyday task and perform HTA using its graphical form.
19. What type of plans may an HTA include?
20. What are the main information sources for a task analysis?
21. Are task analysis methods objective? Why?

22. When to stop decomposition is an important issue in applying HTA. State a rule that can be used to make that decision.
23. What is the Wizard of Oz method? Give an example of a situation in which it can be useful.
24. What are the main characteristics of participatory design?
25. What techniques may be used in the scope of participatory design to get information from the users?
26. What is modeled by the cognitive model GOMS?
27. What are goals, operators, methods and selections in GOMS?
28. What are the limitations of GOMS?
29. What is the closure problem that may be detected using GOMS? Think of an example (beyond the ones in the slides)
30. What kind of information is it possible to obtain by analyzing a GOMS decomposition?
31. What is the Fitts law?
32. What are the main differences between a GOMS decomposition and a HTA?