Human Computer Interaction

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Dario Loi, Student, Department of Computer Science
Applied Computer Science & Artificial Intelligence
loi.1940849@studenti.uniroma1.it

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1.1 Task Analysis

Up until now, there haven't been any notes since the lectures were largely focused on requirement analysis, we now want to understand a few things:

- Which needs we want to satisfy?
- Why should people use our application?
- What should our application allow to do?

Remark 1.1.1. *You are* Not *the user of your application, hence try to obtain external opinions on your user experience.*

Tasks We want to identify the set of *tasks* supported in our application

Definition 1.1.1. *A task is a sequence of actions that a user performs to satisfy its needs, the task is part of a general* activity

Hence, in this phase, we are mainly interested in the role of the *user interface*, not only on a functionality level, but also in relation to its users, for example:

- The actors involved
- The environment
- The required tasks

We are *not* designing the screens yet, we are just trying to understand the role of the user interface in the application.

1.1.1 Drawing The Tasks

It is optimal to provide a pictorial representation of the flow of the tasks, this helps understanding the way the user approaches the application, when doing so, we are under these constraints:

- Efficiency – We want a quick mock-up
- Comprehensibility – We want it to be understandable
- Communicating the tasks to the designers

The produced drawing is called a **storyboard** and it is a sequence of pictures that represent the flow of the tasks, to its core, it is a **comic**.

The perfect storyboard is:

- Hand drawn
- Clear and simple
- With as few text as possible
- With as few panels as possible

What to draw? The storyboard should provide *snapshots* of the interface at particular points during the user interaction, it should be as simple as possible, but personal notes to clarify the drawings are allowed and encouraged when they don't clutter the drawing.

It is important to not draw the screen, since at this stage in development we don't know what the screen should look like, we just want to understand the flow of the tasks, this allows us to be unconstrained by implementation details.

How Many To Draw? One should draw one storyboard for each task, initially, we want to only consider the *main* tasks, doing *everything* is a bad idea, since it reduces the agility of the design process, we want to focus on the *core* of our application.