

Emiliano López Maldonado: Emiliano's journal.

Processing HCI

One of the most crucial factors – at least for us as a team – in software development is time. Building any piece of software is, generally, a laborious and time-consuming process – at least that's the usual perception from the client's perspective. To be able to adapt to this development speed, software teams have mostly opted to adopt agile methodologies.

In class, we were discussing the processing of HCI, that is, processing the information obtained as a result of human-computer interaction(s) with our product. In relation to processing, we also delved into the concepts of UX (user experience) and UX Design – according to the Interaction Design Foundation (2016), UX Design "is the process design teams use to create products that provide meaningful and relevant experiences to users" – as well as the approaches and/or techniques available to carry out the latter, namely, design thinking, UCD (user-centered design), etc. Then, as a team and contemplating the topic, we realized that these "traditional" techniques didn't quite fit well with our way of working, namely, agile. We then wondered if there would be an alternative to adapt UX Design to our development process, and it turned out that there was. In this search process, we discovered Lean UX, an incredibly useful technique when working on projects where the Agile development method is used (Interaction Design Foundation, 2021). This technique works with hypotheses and assumptions; thus, unlike traditional approaches that focus on capturing requirements and deliverables, Lean UX seeks to "produce changes that improve the product in the here and now – essentially to mold the outcome for the better" (Interaction Design Foundation, 2021).

All of the above, the emergence of these doubts about whether there existed a process that adapts to agile development and the search for it, we did – as a team – with the purpose of adapting or, at least, assessing which technique could be more useful to us. Thinking about Lean UX, two topics, two questions arose: the first one, how much our process could be considered "lean," and how much time it would take us to adapt this technique to our development process. The first question was easy for us to answer: our process would be anything but "lean."

While it's true that we make assumptions and formulate hypotheses, we do so in an informal manner and, not only informal, but also outside the scope of this approach. On the other hand, we came to the conclusion that answering this second question would be somewhat, if not quite, more complicated. Whether we provide the answer in terms of tasks, time, or activities, it would all depend on our starting point and how much we adopt from the approach. Thinking about the high complexity of adapting this technique, and work philosophy, to our development process, leads us to reconsider its addition. In conclusion, we do not consider it feasible, in part because we are in a somewhat advanced stage of development, but also because we are still discovering the techniques surrounding UX Design.

References

Interaction Design Foundation - IxDF. (2021, January 2). A Simple Introduction to Lean UX. Interaction Design Foundation - IxDF.
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