
The design challenge

for

Human Computer Interaction Project

Versión 0.1

Prepared by

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Revisions

| Version | Primary Author(s) | Description of Version | Date Completed |
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Introduction

The foundation of hCD is a concise Design Challenge. This challenge will guide the questions you will ask in the field research and the opportunities and solutions you will develop later in the process. A Design Challenge is phrased in a human-centered way with a sense of possibility. For example: “Create savings and investment products that are appropriate for people living in rural areas.”

About the challenge

Criteria for the challenge

A the time when this document is being write (13/04/2020), the coronavirus pandemic is in the second phase in Mexico. The statistics says that the elderly is one of the groups in risk. This give us a group of inconvenients that are being seeing as part of the design challenge.

- Right now, the main user (the elderly) is being protected by the authorities and had the specific instruction to stay at home. The lack in the communication with the users can create problems with the final result, if the data collection plan is not good enough we have the risk to design something useless or not very appropriate for them.

And this is the challenge in a extraordinary situation like a pandemic, but there are some others that are scenarios of the every day like:

- The generational gap that difficult the relation between the elderly and the new generations. This gap is accentuated with the smartphones and the not very friendly design.
- The old people with cognitive problems that can not have a decent treatment for their condition.
- The old people that have being isolated by their families and friends and doesn't have the attention they need.

With these points, the team has determined that the principle criterias depends on the opportunities and the "innovation" in the communication with the users.

Specific Challenges

The principal challenge at the moment are:

- The gathering requirements for the project and all the analysis behind it. This is related with the actual situation with the COVID19.
- The testing phase, that actually had the same justification of the previous point.
- The generational gap, that avoid us to understand the context and to empathize with the user.
- The lack in the communication between the team members, because contingency affects us all.
- The disinformation of the work team on the problem.

User oriented challenges

The previous challenges are in view of the team, but there are also challenges on the view of the user:

- The situation is extraordinary and the users (elderly) are being isolated by the society, this could bring emotional problems and affect the way and the circumstance of the data collection.
- It is stressful and in some cases there is fear, this can affect the focus and the objectivity of the participants.

summary

In conclusion, and based on the definition of objectives in the analysis, the design challenge that we are bases is: Create a user friendly application for the elderly based on the occupational therapy for the cognitive aspect in times of isolation.

For more information, go to the definition of objectives in the Reanalysis folder.