
Proper use of the Methodology

for

Human Computer Interaction Project

Version 0.1

Prepared by

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Revisions

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Introduction

Document Purpose

The purpose of this document is to describe the methodology used for this project: Human Centered Design. It will explain what is HCD and how it works

What is Human Centered Design?

Human Centered Design (HCD) is a creative approach to problem solving. It's a process and a set of techniques used to create new solutions, such as products, services, spaces, organizations and ways of interacting.

It's called HCD because it's always centered on the people the solution is for. It starts by looking at the needs and behaviors of whoever will benefit from the result.

How does HCD work?

The three approaches of HCD

HCD focuses on three important aspects to find a proper solution: what is desirable for the client, what is feasible to do within the established timeframe and how viable the solution is financially.

- **Desirability:** What do people want?
- **Feasibility:** What is technically and organizationally feasible?
- **Viability:** What is financially viable?

The HCD process

The HCD process begins with identifying the specific challenge that we're looking to solve and goes through three main phases: Listen, Create, and Deliver. During this process the team will go from specific observations to abstract synthesis, to then return to concrete solutions later.

- **Listen:**
 - o During the listen stage, the design team will collect stories, anecdotes and other material that could be used for inspiration.
 - o In this stage is where the team will get ready to conduct research and do field work.
- **Create:**
 - o In the create stage the team will work on recollecting all the data acquired on the previous stage to put it in theoretical frameworks, solutions and prototypes.
 - o The team will go from a concrete mindset to a more abstract one when it comes to identifying themes and opportunities, while returning to concrete for solutions and prototypes.
- **Deliver:**
 - o The deliver stage consists in realizing your solutions through a financial model of income and costs, evaluation of qualities and planning of the implementation.