Methodology documentation

for

Human Computer Interaction Project

Versión 0.1

Prepared by

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Revisions

Version	Primary Author(s)	Description of Version	Date Completed
0.1	Manuel Martin Rico	Initial Templat. Definition of the methodology	01/03/2020

Introduction

The three stages of the human-centered design

The human-centered design is a process and a set of techniques that are using to create new solutions for the world. This solutions include products, services,spaces, organizations and interaction modes.

The reason this process is called "human-centered" is because it starts with the people we are designing for. The hCD process begins by examining the needs, dreams, and behaviors of the people we want to affect with our solutions. We seek to listen to and understand what they want. We call this the Desirability lens. We view the world through this lens throughout the design process. Once we have identified a range of what is Desirable, we begin to view our solutions through the lenses of Feasibility and viability. We carefully bring in these lenses during the later phases of the process.
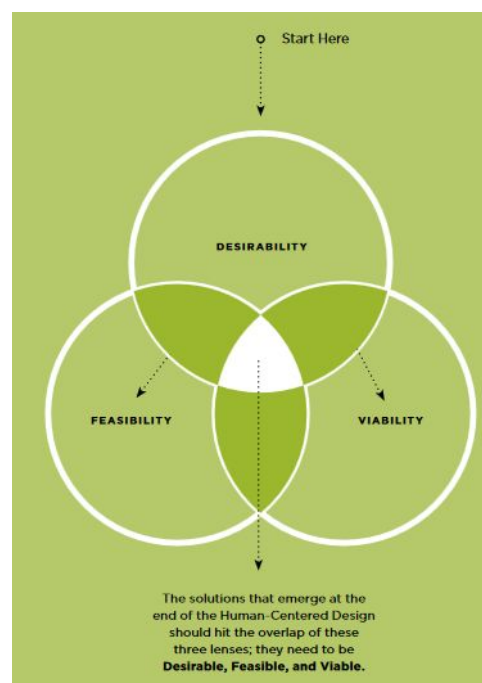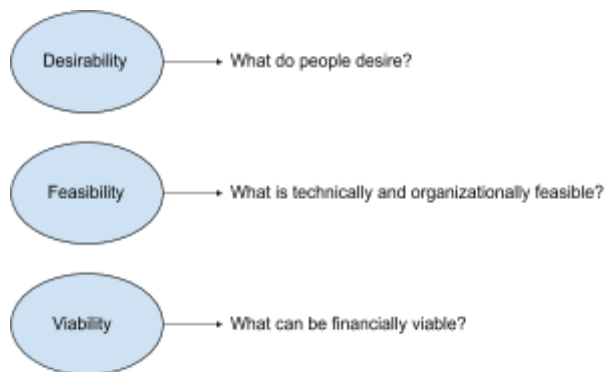
Process

The HCD process

The process of human-Centered Design starts with a specific Design Challenge and goes through three main phases: hear, Create, and Deliver. The process will move your team from concrete observations about people, to abstract thinking as you uncover insights and themes, then back to the concrete with tangible solutions.

Hear

During the hear phase, your Design Team will collect stories and inspiration from people. You will prepare for and conduct field research.

Create

In the Create phase, you will work together in a workshop format to translate what you heard from people into frameworks, opportunities, solutions, and prototypes. During this phase you will move together from concrete to more abstract thinking in identifying themes and opportunities, and then back to the concrete with solutions and prototypes

Deliver

The Deliver phase will begin to realize your solutions through rapid revenue and cost modeling, capability assessment, and implementation planning. This will help you launch new solutions into the world
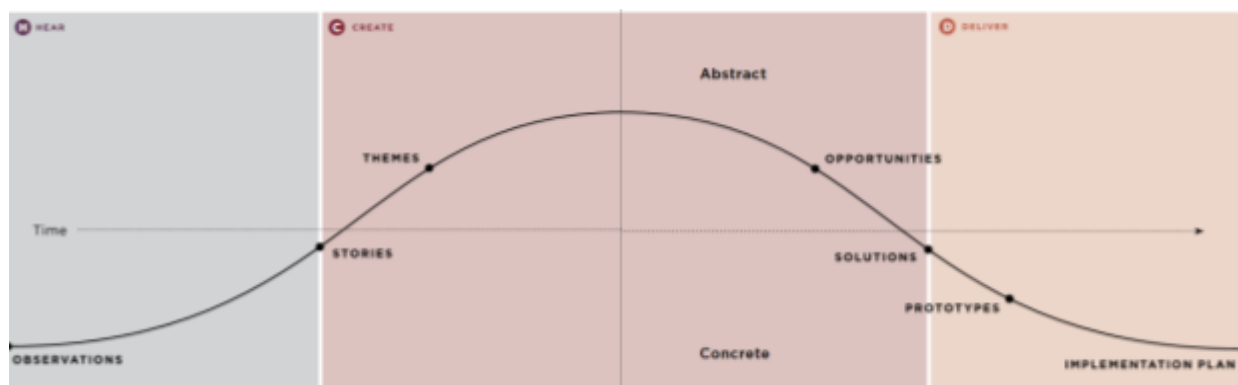
Scenario of use

A longer Deep Dive can last several weeks to several months. This mode of use enables a deeper, more nuanced understanding and theorization of a complex challenge or problem. With a longer time frame, more locations can be examined and more stakeholders in the value chain can become participants in the process.

This scenario is using when:

- Need to design robust solutions because the funds for implementation are available.
- Have the resources to allocate on thinking through a multi-faceted challenge.
- need to engage many actors in the process, such as partners, value chain stakeholders, funders, etc.