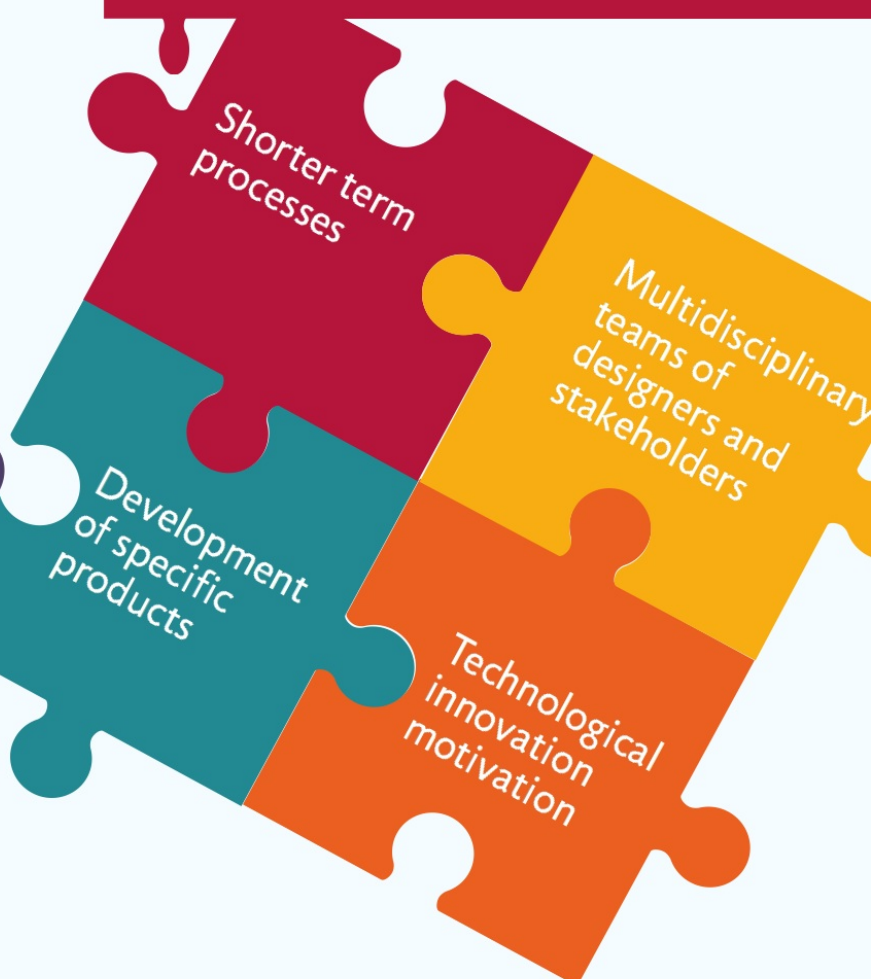# THE USER IS ONE OF US

Shaping the future with the users

To engineer the digital world we will have to deal with vague or ill-defined problems that have to be explored with those who experience and understand them: THE END USERS
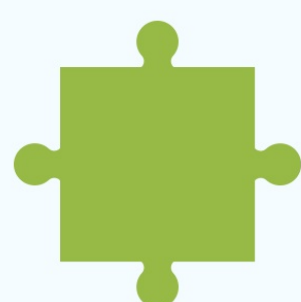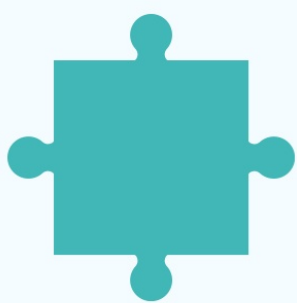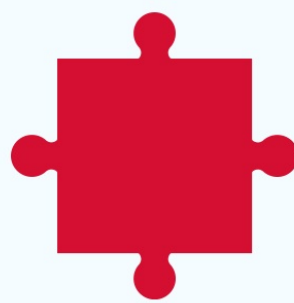
PARTICIPATORY DESIGN

- Multidisciplinary teams of designers and stakeholders
- Long term processes
- Social and political motivation
- Collective exploration of technological options in a domain

CO-DESIGN

- Shorter term processes
- Multidisciplinary teams of designers and stakeholders
- Development of specific products
- Technological innovation motivation

PRINCIPLES OF CO-DESIGN
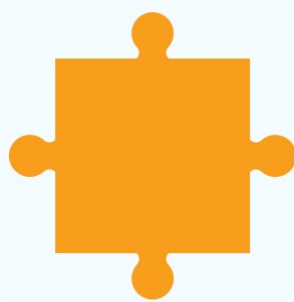
- Design happens in different spaces
- Design happens at different paces
- Design is divergent and convergent
- The outcomes have to be held in a permanent and meaningful way
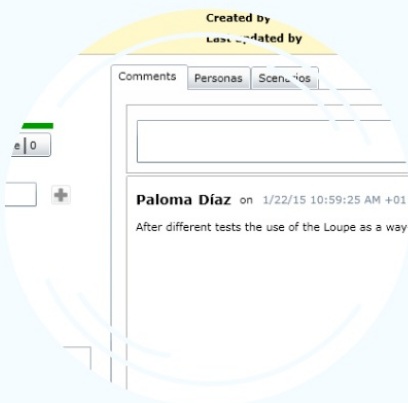- Richness of expression encourages all kinds of participants to externalize their ideas
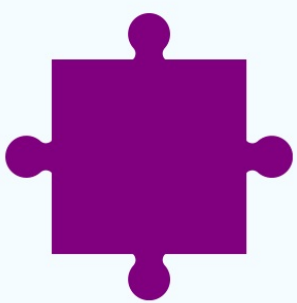
CODICE A CO-DESIGN SOFTWARE TOOL

- Multidisplay environment
- Meaningful documentation the process
- Synchronous and asynchronous collaboration
- Richness of expression

Remember:

✖ When we design software, there are factors or requirements that are easier to specify whilst other will emerge as we proceed in the design

✖ If we explore potential solutions with users, they can contribute with their unique experience and knowledge to help us identify alternative ways to improve our design

✖ Design software for, by and with people!

8.6: Working together

Paloma Díaz. Universidad Carlos III de Madrid