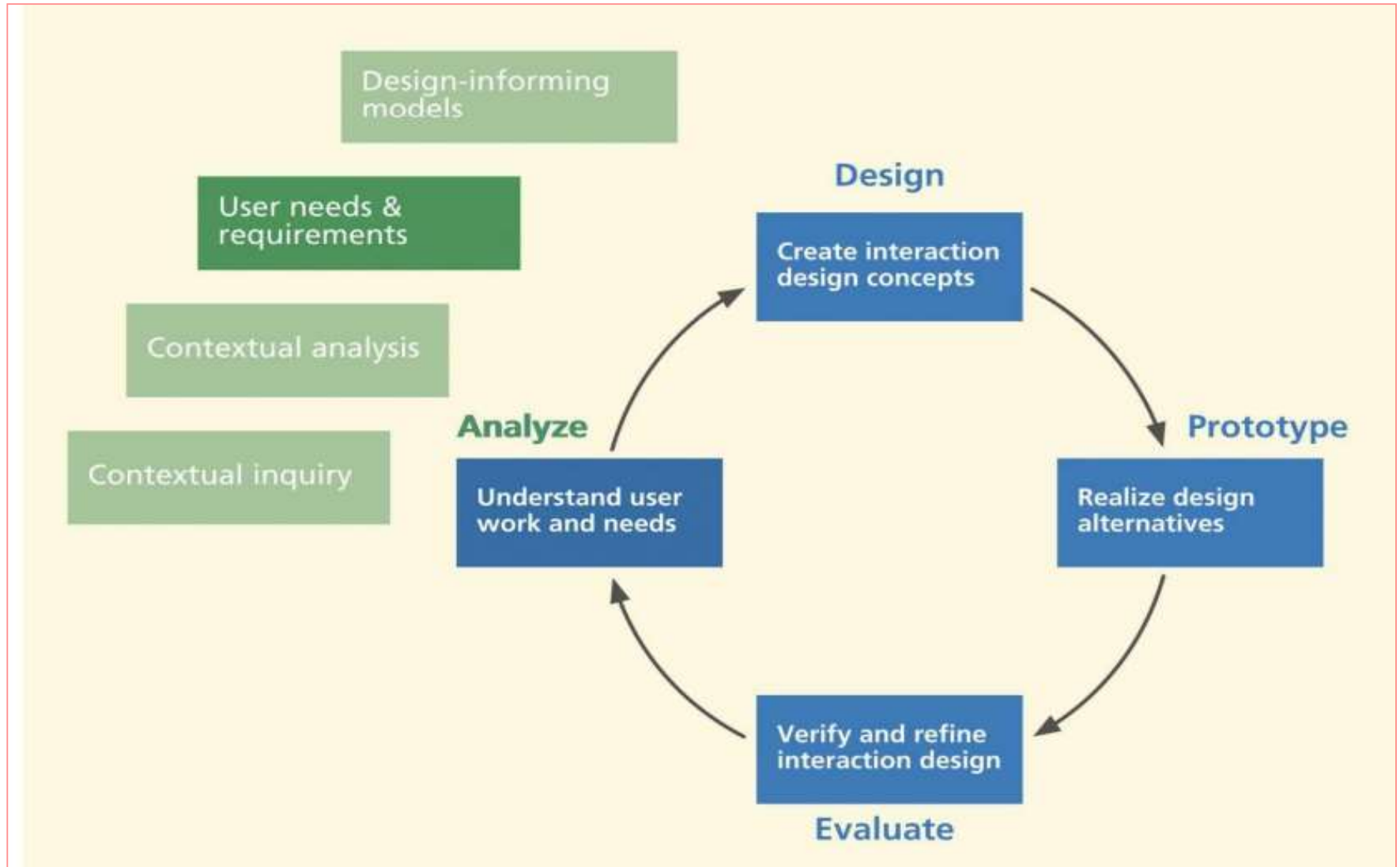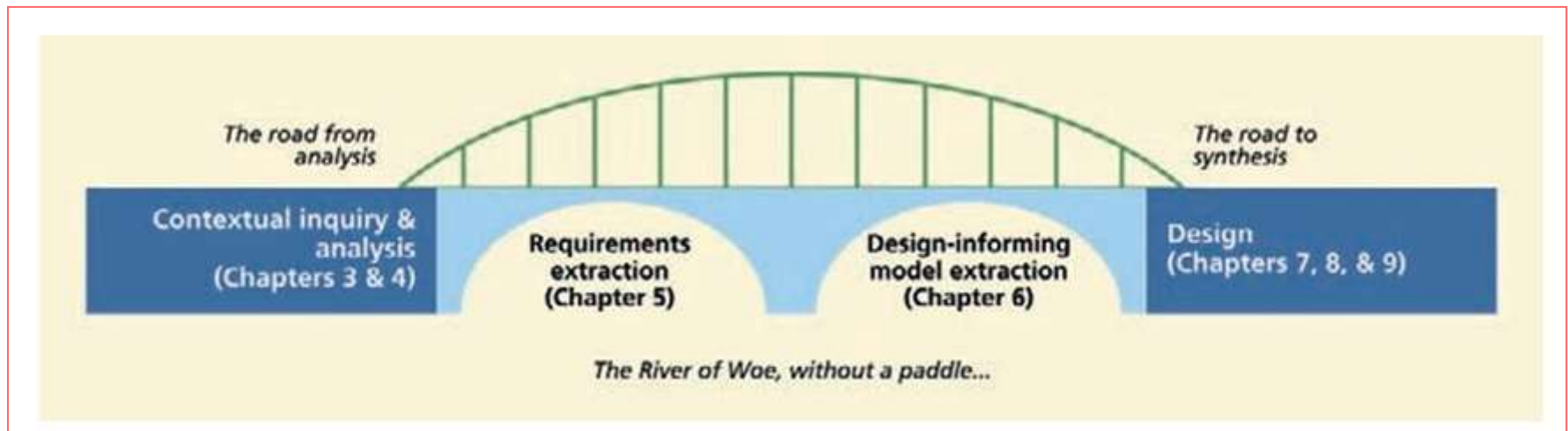# Unit 2

UX design requirements

Extracting Interaction design requirements

Extracting Interaction design requirements

- UX requirements means interaction design requirements. What is required to support user work activity needs.

- Work activity notes are not requirements.

- Requirements bridge contextual inquiry and analysis to design.

Extracting Interaction design requirements

The road from analysis

The road to synthesis

Contextual inquiry & analysis (Chapters 3 & 4)

Requirements extraction (Chapter 5)

Design-informing model extraction (Chapter 6)

Design (Chapters 7, 8, & 9)

The River of Woe, without a paddle...

- Fig. Overview of the bridge to design

UX requirements Extraction: How?

- Walk the WAAD one note at a time to deduce needs and UX requirements.
  - Filter terminology to achieve consistency(eg.alarm, alert)
  - What user needs are implied by the work acitivity note? Translate each user needs into one or more interactive design requirements.
- Switch from inductive to deductive reasoning
  - What UX requirement is "deduced" from a work activity note in a WAAD?
  - Consolidate notes to condense ideas
  - Extrapolate notes to broaden

UX requirement statement

- Generic structure of requirement statement
  - Major feature or category name
  - Second-level feature or category name
  - UX requirement statement[WAAD source node ID]
  - Rationale (if useful):rationale statement
  - Note(optional): Commentary about this requirement

Example 1

- **<u>Work activity note:</u>** "I am concerned about the privacy and security of my transactions"

- <u>Security</u>
  - Privacy of ticket-buyer transactions
  - Security and privacy of ticket-buyer transactions shall be protected
  - In design, consider timeout feature to clear screen between customers.

Example 2

- <u>Work activity note:</u> "I sometimes want to find events that have to do with my own personal interests."
- <u>Transaction flow:</u> Recommendations for buying
  - Ticket-buyer purchases shall be supported by recommendations for the purchases of related items.
  - Implied system requirements: During a transaction session the Ticketing system shall keep track of teh kinds of choices made by ticket-buyer along with the choices of other ticket-buyers who bought this item.
  - Amazon.com is a model for this feature.

Importance of Deduction

- <u>Work activity note(WAN</u>) : "I use my calendar to schedule meetings with my co-workers"

- <u>UX requirement:</u> "Users shall have support for automatic coordination or negotiation of schedules with the calenders of other users"

Validate

- Review with customers and users
- Prioritize in collaboration with customers and users
- Resolve identified issues

Activity : UX Requirements extraction

- Remember that requirements are interaction design requirements
- Do a walkthrough of your work activity affinity diagram
- Extract interaction design requirements by deducing the requirements implied.
- Write the requirements statements using the generic structure.
- Document relevant quantified usability requirements for learnability, memorability, efficiency, understandability, and satisfaction.
- Example usability requirements for a calendar app:
  - User will have no more than two false attempts in rescheduling appointments
  - Users will learn setting recurrent appointments within 150% of the benchmark times.