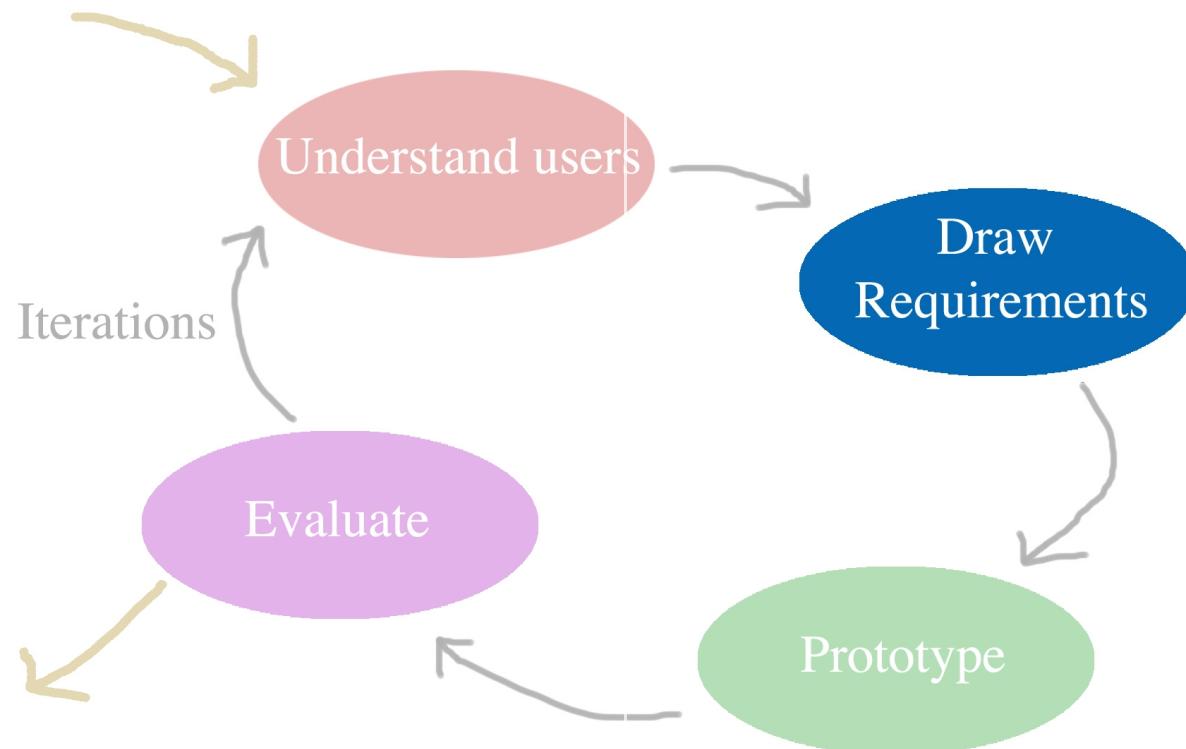


CS4826 HCI Tutorial Week 8

The User-Centred Design Process



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- Requirements?
 - Types of requirements
 - Functional
 - Non functional
 - Data
 - Environmental
 - Usability
 - Performance
 - Security

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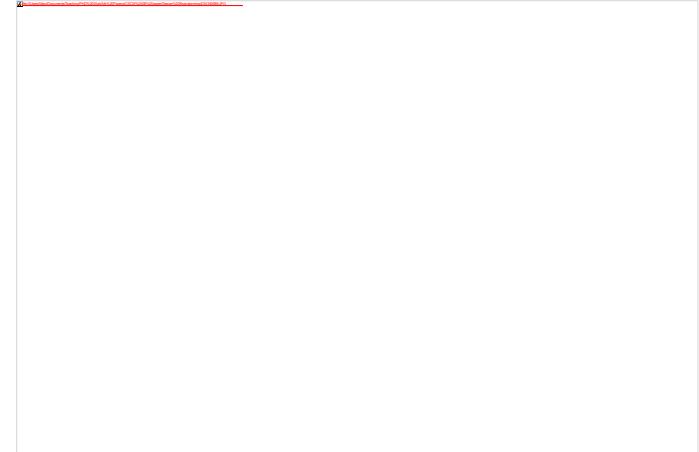
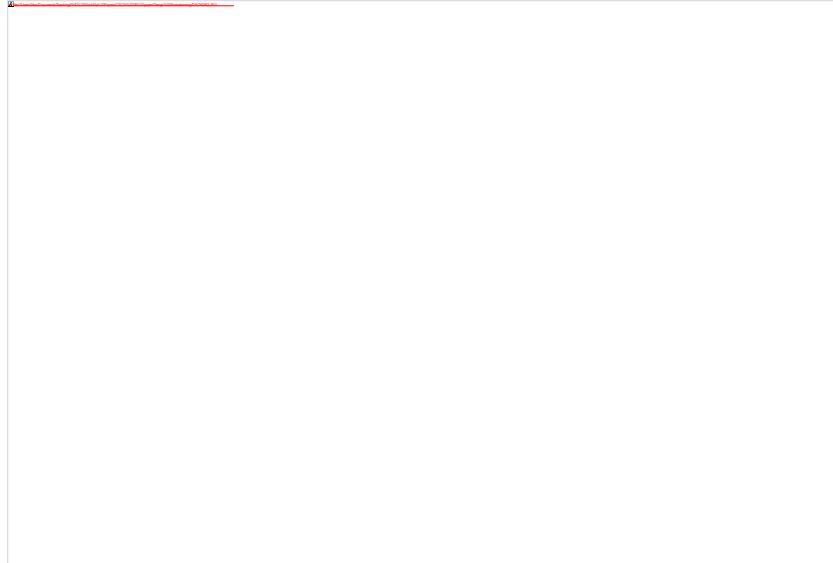
- Requirements for home information system
 1. Unobtrusive in the home environment
 2. Option to print out details
 3. Fast download of information
 4. Direct 'panic' link to the emergency services
 5. Volume Control/mute features
 6. Provides email
 7. Security for each individual user

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- MoSCoW Rules
 - Must have
 - Should have
 - Could have
 - Want to have but Won't

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- Brainstorming
 - Thinking creatively around a design problem
 - Inform group about what the system should support
 - No ideas should be criticised



Developing design concepts/Requirements

- Affinity diagrams

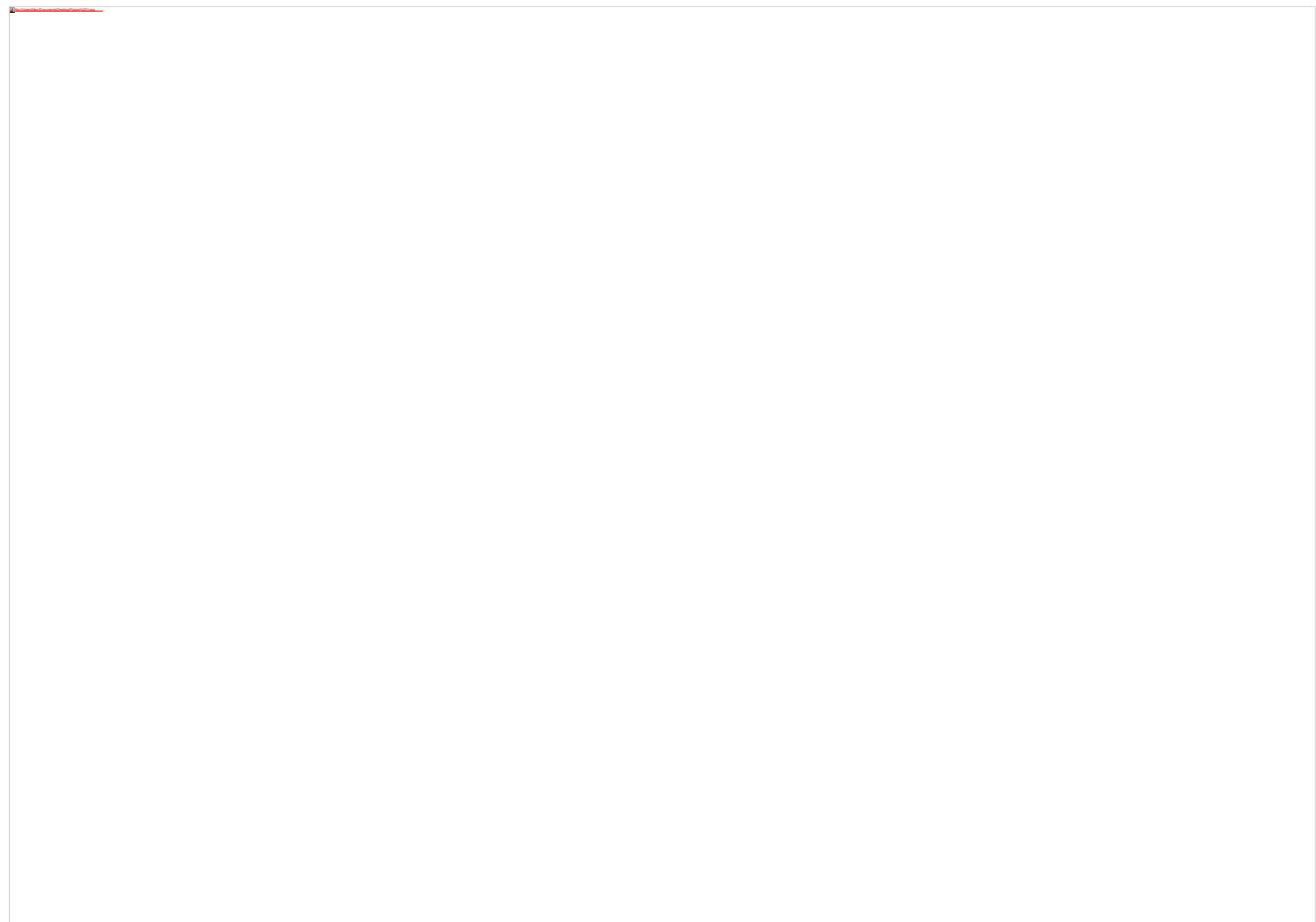


Next Generation Digital Camera			
Features	Composing Picture	Size & Ergonomics	Picture Capabilities
Long battery life	Have a large view finder screen	Easy to hold and carry	Take action pictures
Large picture storage capacity	Have a separate viewfinder	Compact, fits in pocket	Take pictures inside & at night
Standard, inexpensive memory card			Take close-up pictures
Zoom lens			Resolution for 8x10 enlargement
Value		Ease of Use	Responsiveness
Reasonably priced		Easy to use	No delay in turning on
		Easy to select picture modes	No delay in picture taking



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- Personas



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- Scenario-based design
 - Informal narrative description
 - Level of detail varies
 - Must be developed according to rules
 - Who
 - What
 - How
 - Where
 - When

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- Concept design has the aim of outlining the main features of the proposed design
 - Matching design decisions to results from field studies
 - Conveying a sense of what the interaction will be like
 - Challenge: to balance creative design decisions with user-centred requirements

Bunratty Folk Park supporting the Visitor Experience

- Moving from field studies to Design conceptualisation
 - Observation
 - Video / note taking
 - Shadowing
 - Questionnaires
 - Unstructured Interviews

Design Sessions

- Brainstorming

- Quotes from interviews
- Synopsis of questionnaires
- Maps of the park
- Inspiration artefacts
- Collage of images documenting the space
- Video
- Design Sensitivities



Any design intervention placed in the site should not effect the character of the space.

The journey around the park is long and can be tiresome for some visitors, many do not actually explore the entire park specifically the northern areas of the park

Most people visit the park in groups

The open air nature of the visitor experience means that it can be affected by the weather conditions.

Information available at the different sites in the park is minimal.

This lack of information is somewhat derived from the need to maintain the character of the recreated scenes and not to add "modern" features to the site.

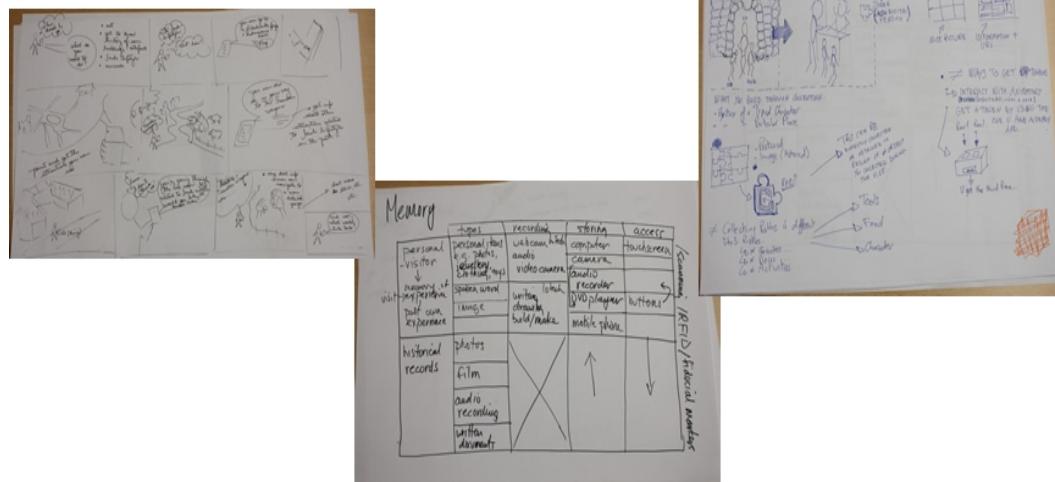
Developing Design concepts

- 4 - 5 Important Concepts or Keywords relating to the Bunratty Castle and Folk park



Developing the design concepts

- Three Main themes emerged:
 - Interactivity / Variety
 - Memory / Stories
 - Collecting things



Developing Design concepts / Requirements

- Final Scenario

Bunratty – Reminisce scenario

Scenario

- Jean is an Irish American Tourist who is visiting Bunratty as part of a guided tour on her holiday to Ireland. She is accompanied by her husband and some friends, the tour brings them to Bunratty Castle and folk park. At the entrance they all receive maps of the park, they are made aware of the “Reminisce” installation where they can listen to characters from reminisce about life in the 19th century and can listen to memories from other visitors.
- Jean thinks that this is something that she would be interested in doing so the receptionist directs her to the start of the installation where she can choose what characters she would like to know more about. She chooses to learn more about the Bean an ti's (Women of the houses) and she receives a clue about where first to find memories from a Bean an ti:

“Beside the harsh Atlantic sea life on the Loop Head Peninsula was hard for this Bean an ti”

She then is given a mobile device that she can use to collect the characters memories and to leave her own comments or memories about the specific activities. She is shown an example QR code so she can recognise the codes around the sites where she can collect and leave memories.
- Based on the clue and from studying the map Jean and her companions think that Loop Head House is the first site where she will find of a Bean an ti. So they start their journey around the park keeping a look out for Loop Head house. When they reach the site, they notice a QR code on the door the house. Jean scans the QR code and receives audio recording of the Bean an ti talking about life on the Loop Head peninsula. She then sees that other people have left comments on this memory so they listen to what other people have

Developing Design concepts / Requirements

- Use Cases (Book page 198)

