

FROM THEORY TO PRACTICE

UCD AND AGILE

WE WILL...

- ▶ Introduce ourselves.
- ▶ Define User-centered Design (UCD) and Agile Project Management, list examples, and discuss why the two are *perceived to be* counterintuitive
- ▶ We will critique a proposed model for integrating the two, guessing where we think the model will be successful and where we think it will fail.
- ▶ Hopefully swap some stories and learn from each other.

DEFINITIONS 1


- ▶ User-centered Design
 - ▶ a framework of processes
 - ▶ encourages extensive user-research and analysis prior to development
 - ▶ e.g. user stories, prototypes



CECentral / CEC-1249

XEN15028 Front Matter

 Edit

 Comment

Assign

More ▾

To Do (2)

Admin ▾

Details

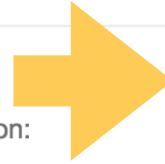
Type:  Story

Affects Version/s: None

Component/s: None

Labels: [collector-379e1e8f](#)

Status:



WON'T DO ([View Workflow](#))

Resolution:

Unresolved

Fix Version/s:

None

Description

I need all things published in the front matter section to show up on the page.



Attachments



Drop files to attach, or [browse](#).



CECentral / CEC-1026

Clone any activity into a new activity



Edit



Comment



Assign

More ▾

To Do (2)

Admin ▾

Details

Type:  Story
Priority:  Medium
Affects Version/s: None
Component/s: None
Labels: [unt](#)
Sprint: Sprint 26, Sprint 16.6
Consortium Support: UNTHSC
Story Points: 34

Status:  **DONE** ([View Workflow](#))
Resolution: Done
Fix Version/s: None

Description

As a PJC user, I want the ability to clone from children to children. Explore the feasibility of cloning a child into a new activity. For example, this would be helpful if you could clone an enduring to a live activity like when a spinoff activity occurs.

Attachments

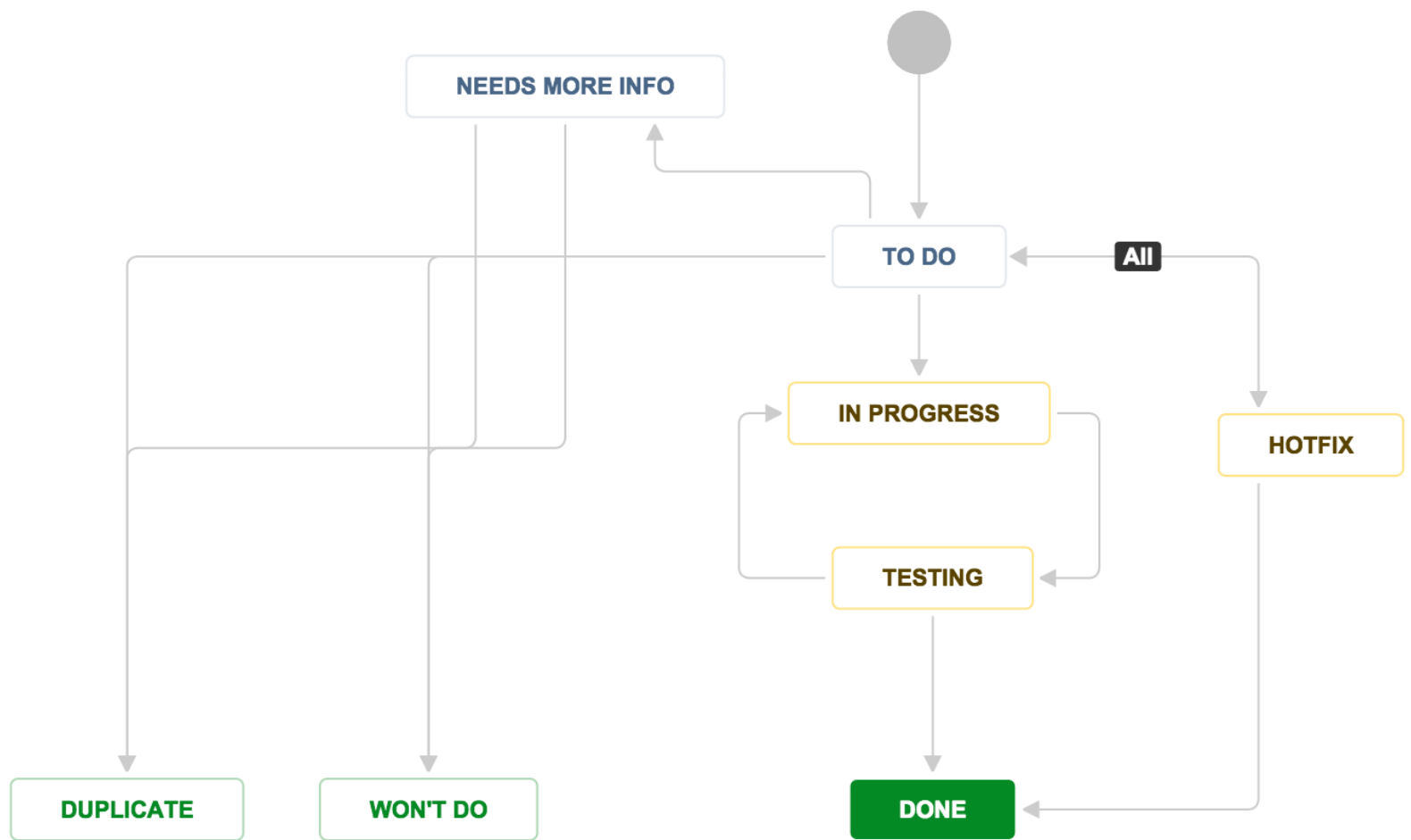


Drop files to attach, or [browse](#).

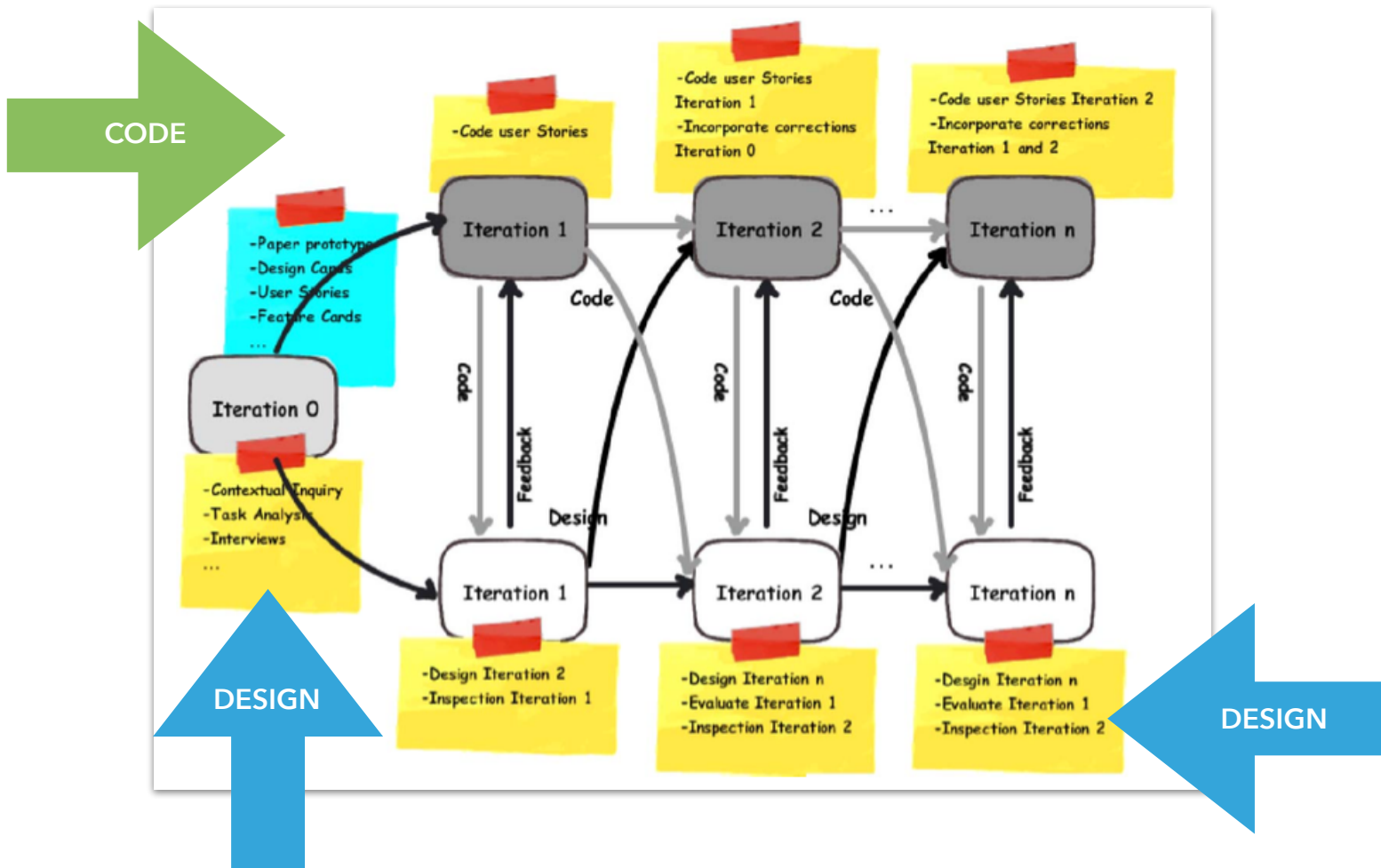
Clone to children
Clone an enduring activity
If clone a child

DEFINITIONS 2

- ▶ Agile programming
 - ▶ deliver small sets of software features to customers
 - ▶ quickly and with short iterations
 - ▶ e.g. Scrum, eXtreme



	M	T	W	TR	F	M	T	W	TR	F
8										
9	Sprint Planning	Daily Scrum Meeting								
10										Sprint Review
11										
12										
1		PROD DEV					Backlog Refine		Sprint Retrospect	
2										
3	DAILY BACKLOG PRUNING/BLOCKING									
4										
5										



MODIFIED FRAMEWORK

- ▶ Little Design Up Front (LDUF)
- ▶ Prototyping
- ▶ User Testing
- ▶ User Stories
- ▶ Usability Inspection
- ▶ One Sprint Ahead
- ▶ Close Collaboration
- ▶ Big Picture

SOME USER RESEARCH IS PERFORMED BY THE MARKETING TEAM. IN GENERAL, THEY KNOW WHAT THEY SAY THEY NEED, NOT WHAT THEY REALLY NEED. IT'S NOT A TARGET EFFORT TO GATHER THE USER NEED...IT'S A SELL VISIT.

UX Designer

DISCOUNT USABILITY (NIELSON)

- ▶ Simplified user testing (3-5 users)
- ▶ Single-path prototypes (usually done on paper)

IT'S TRICKY FOR UX PEOPLE TO CODE.

UX Designer

FOR INTERNAL STUDIES, WE USE NEW PEOPLE AND OLD PEOPLE FROM INSIDE THE COMPANY.

UX Designer

DESIGN CHUNKING

- ▶ Early iteration
 - ▶ Internal users
 - ▶ Operation level tasks
 - ▶ Low fidelity
- ▶ Late iteration
 - ▶ External users
 - ▶ Workflow level tasks
 - ▶ High fidelity

SOMETIMES WE ADD NEW USER STORIES BASED ON THE RESULTS OF THE USER TESTING, BUT IT DEPENDS ON THE PROBLEM.

UX Designer

COMMON ISSUES

- ▶ Poor consistency
- ▶ User-centric (should be validated against needs of other users)
- ▶ Limited acceptance test criteria

**WE PERFORM SOME EXPERT
EVALUATIONS, PEER REVIEW.**

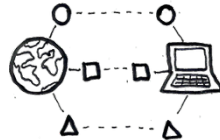
UX Designer

Ten Usability Heuristics by Jakob Nielsen



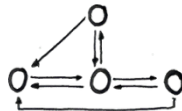
Visibility of system status

Give the users appropriate feedback about what is going on.



Match between system and the real world

Use real-world words, concepts and conventions familiar to the users in a natural and logical order.



User control and freedom

Support undo, redo and exit points to help users leave an unwanted state caused by mistakes.



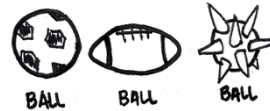
Error prevention

Prevent problems from occurring; eliminate error-prone conditions or check for them before users commit to the action.



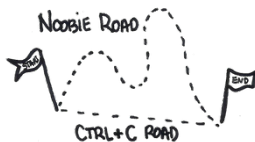
Aesthetic and minimalist design

Don't show irrelevant or rarely needed information since every extra elements diminishes the relevance of the others.



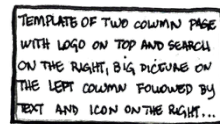
Consistency and standards

Follow platform conventions through consistent words, situations and actions.



Flexibility and efficiency of use

Make the system efficient for different experience levels through shortcuts, advanced tools and frequent actions.



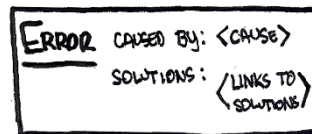
Recognition rather than recall

Make objects, actions, and options visible at the appropriate time to minimize users' memory load and facilitate decisions.



Help and documentation

Make necessary help and documentation easy to find and search, focused



Help users recognize, diagnose, and recover from errors

Express error messages in plain language (no codes) to indicate the problem and suggest solutions.

**I'M WORKING ON 7 TO 10 PROJECTS
AT THE SAME TIME. WITH
DIFFERENT LEVELS OF INCLUSION.**

UX Designer

**UX PEOPLE SHOULD BE PIGS.
SOMETIMES HE/SHE DOESN'T KNOW
WHO TO ANSWER TO, THE PM OR
THE FUNCTION MANAGER.**

Project Manager

**I NEED MORE THAN JUST A
PROTOTYPE TO COMMUNICATE MY
DESIGN TO MANAGEMENT.**

UX Designer

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SOME OTHER ISSUES WITH AGILE-LIKE SYSTEMS

- ▶ Mostly concerned with end-users
- ▶ Make simplistic assumptions
 - ▶ Suitable users are available to interact with dev
 - ▶ User requirements are congruent with org requirements

SUMMARY

- ▶ There are frameworks for integrating UCD and Agile Project Management.
- ▶ Design needs time to work out front.
- ▶ Disciplined and consistent exchange of artifacts (wireframes, user stories, etc.) among disciplines (Sales, Marketing, Leadership, Design, Dev).
- ▶ Iterative cycle allows for learning and change to happen with minimal overhead.
- ▶ Design/Dev close collaboration is key!

ORGANIZATIONS THAT BUILD PRODUCTS WITH THE MOST VALUE TO THEIR CUSTOMERS WIN. THOSE THAT BUILD PRODUCTS THAT MAKE THE WORLD YAWN LOSE, EVEN THOUGH THEY BUILD THEM VERY, VERY EFFICIENTLY.

DeMarco, Peopleware (1999)

REFS AND RESOURCES

▶ Journals

- ▶ User Experience Design and Agile Development - da Silva et al (2012)
- ▶ Socio Technical Systems - Baxter (2011)
- ▶ U-Scrum - Singh (2008)
- ▶ Adapting Usability Investigations - Sy (2007)
- ▶ Discount Usability - Neilson (1989)

▶ Books

- ▶ The Design (Psychology) of Everyday Things (Norman)
- ▶ Peopleware 2nd Edition (DeMarco)

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