User-Centered Design 2020

Demo 1_3

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Learning Diary

This paper is about what is the requirement for user design and the difference between unusable and usable design. In the user, designs are there were many individual methods applied by producers. However, over the years, these methods have become official for making a design such as ISO 1347. This paper discusses about ISO 1347 human-centered design framework for applying the software development process.

First thing first, the paper describes the importance of usable systems. There are some main statements for useable systems. Useable systems increase productivity, reduces errors, reduces training and support time, improves acceptance, enhances reputation. These main statements are essential according to the paper. It points out that human-centered design means that looking from the user's perspective and implementing it to the software development process. Also, it is important to understand that understanding user's and task's requirements. While designing it is important to have some involved end-users who know the context. The design should make a bridge between user and system. To make a reliable design, the steps are given for that in the HCD Development Cycle.

In section 3, the methods of usability are quite modern as aims, benefits and applying time. Planning and scoping, cost-benefits analysis are the most required for starting a project. They should plan very carefully so it should not cause a problem in the future.

In section 4, as the main idea of this paper, knowing the environment about systems is the main goal to achieve to understand user's and task's requirements. User group, tasks, and technical, physical, organizational environments are key factors to understand user's and task's requirements. Additionally, in the case of novelty, it is more important than having a system nowadays. Because there are many examples of the same system so the main difference between them is how they represent their system to their users. For achieving to understand the context of the user, the methods are useful such as surveys, observations, diaries, and task analysis.

In section 5, besides knowing requirements, one of the important part also is specifying the target users and knowing organizational requirements. These

two factors can cause significant damage to the system as in the past. So, it is very good to have ISO 13407 standards for these factors. Designers can use within these standards even the next generations.

In section 6, after these essential steps, finally, the designer should come up with a design solution. For producing the solution, they can use some methods such as interviews, focus groups, scenarios of use, personas, existing systems, task mapping, etc. These methods also can apply for an application of these decades. So, we can say about methods are very novel.

In section 7, to finalize the design idea, there is one step to help designers can test and develop their design. It is evaluating the design. For evaluating the design, designers can manage with brainstorm, parallel design, storyboarding and other methods. The purpose of this movement is comparison the other design ideas so it can produce a better one. However, the typical time and approach of the method can be changeable about our modern era. Because, some systems can take more than typical timing. Also, the approach of methods is often used via far communication channels sometimes it can happen freelance. So, dedicated approaches might be different in this modern era.

As a result, for my future, human-centered design demand is rapidly increasing in the IT sector. Therefore, the key factor of success is to develop designs that actually users in the center. Also, it is important to get feedbacks from live-users and improve their feedbacks. Moreover, knowing fundamental frameworks such as ISO 13407 is to ensure cover all representation for users.