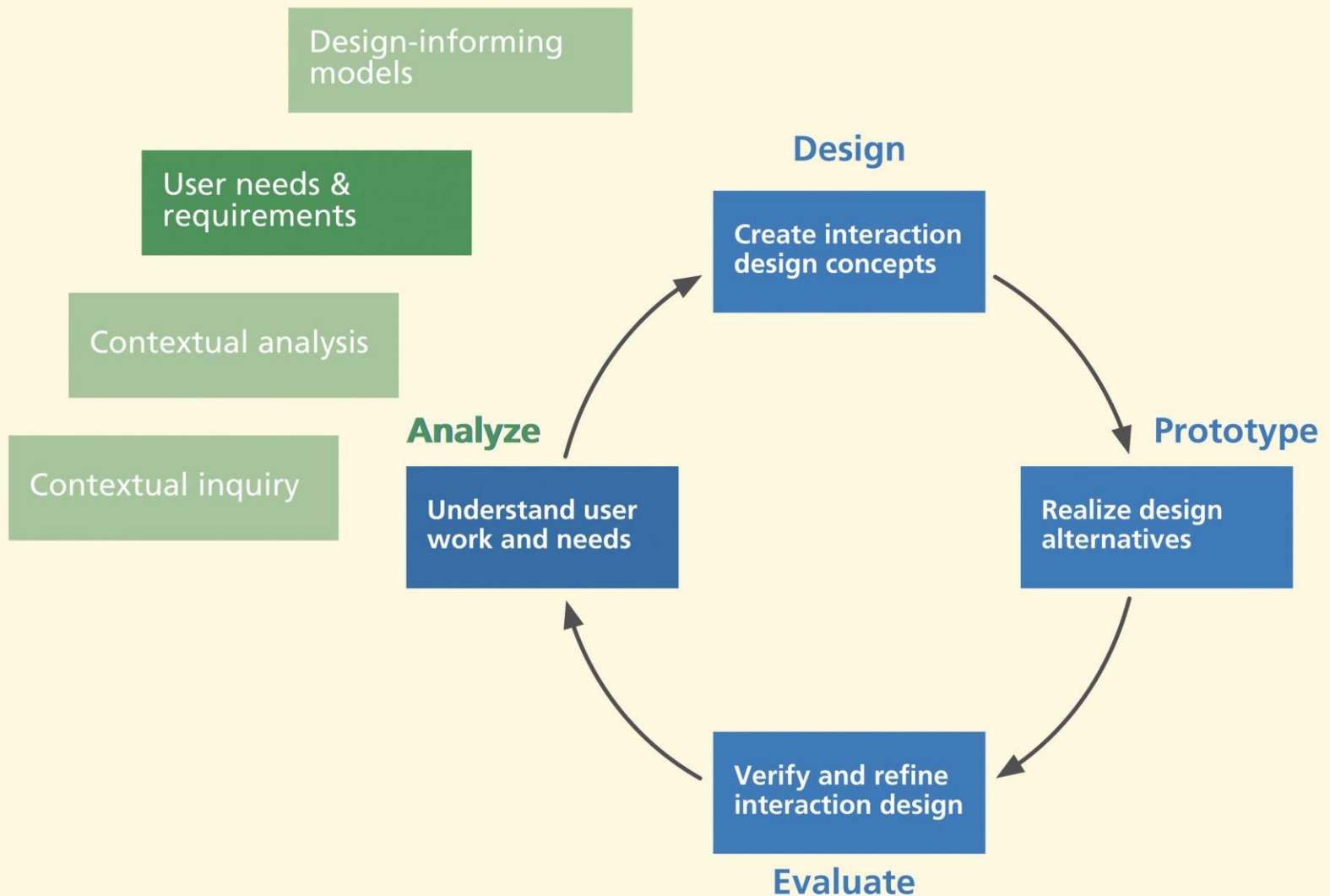# User experience design
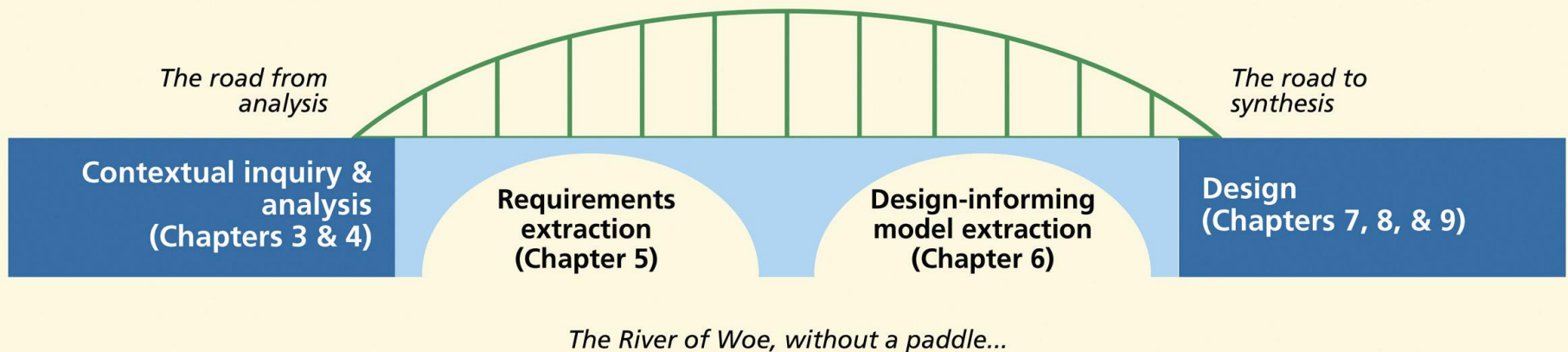
Chapter 5. Extracting Interaction Design Requirements

Introduction

Introduction

- **Contextual inquiry and analysis do not produce direct requirements**

- **Requirements are first span of bridge between analysis and design**

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...

Requirements

- "Requirements" means interaction design requirements

Formal requirements extraction

- **Walk WAAD for needs and requirements**

- **Switch from inductive to deductive reasoning**

  - **What requirement is "implied" a work activity note in a WAAD?**

  - **Have to deduce it**

Formal requirements extraction

- **Generic structure of requirement statement**
  - **Name of major feature or category**
  - **Name of second-level feature or category**
  - **Requirement statement [WAAD source node ID]**
  - **Rationale (if useful): Rationale statement**
  - **Note (optional): Commentary about this requirement**

Example requirement statement

- **Work activity note: "I am concerned about privacy and security of my transactions"**

Security

Privacy of ticket–buyer transactions

Shall protect security and privacy of ticket-buyer transactions [C19]

Note: In design, consider timeout feature to clear screen between customers.

Another example

- **Work activity note: "I sometimes want to find events that have to do with my own personal interests"**

Transaction flow

Recommendations for buying

Ticket-buyer purchases shall be supported by recommendations for the purchase of related items. [DE2].

Implied system requirement: During a transaction session the Ticket Kiosk System shall keep track of the kinds of choices made by the ticket buyer along with the choices of other ticket buyers who bought this item. [DE2].

Note: Amazon.com is a model for this feature.

Importance of deduction

WAN: "I use my calendar to schedule meetings with my co-workers"

Interaction requirement: "Users shall have support for automated coordination or negotiation of schedules with the calendars of other users"

Need to find balance between extrapolating and "inventing" requirements