

Designing user experience is a process that varies greatly and will never be the same from company to company and project to project.

Designing any project is similar to designing user experiences.

While experience only comes with practice, there are basic skills needed for creating projects, which are addressed in both of your texts.

- Siegel (2019) describes **human factors engineering**. What is this? See textbook X
- How does it come into play when designing a project? X

There are four aspects that need special attention.

1. Simplifying the structure of tasks.
 2. Making the appropriate things visible.
 3. Devising an appropriate partitioning of tasks between the automation and the users.
 4. Allowing the system to continue to operate effectively even in the presence of errors, especially human errors (Siegel, 2019, p. 114).
- Think about how these things shape the design of the system.
 - **As a project manager**, what is your responsibility in making sure these four things happen during the design phase of the project? See PMBOK and book p. 119. Section 4.4. Introduce the 4 aspects in relation to user experience then discuss your role. X

Readings

- Chapters 4 & 5 in *Engineering project management*
- Project Management Institute. (2017). **Part 1: A guide to the project management body of knowledge (PMBOK® guide): 6. Project schedule management**. In *A guide to the project management body of knowledge® (PMBOK® guide)*. (6th ed.). (pp. 173-230). PMI Publications.

Hello,

Human factors engineering (HFE) is the discipline of optimizing systems and human interaction. In the product design process, teams can apply HFE activities to create a product that meets user needs and prevents potential harm. These early project activities allow a project to adhere to its timeline and reduce costly changes later on. HFE encourages an iterative process that enables engineers to learn more about the product and produce a reliable product more aligned with users.

Siegel (2019) denotes the following as key instruments for the creation of a good user experience: simplifying the structure of tasks; making the appropriate things visible; devising an appropriate partitioning of tasks between the automation and the users; allowing the system to continue to operate effectively even in the presence of errors, especially in the presence of human errors. To assist in these objectives a project manager should communicate to the engineering team a framework for describing the user experience. This will include the high-level, desired user-product interaction as well as how the client wants the product interaction to occur, from user actions to interface design.

References

Goddard Technologies, Inc. (n.d.) *Understanding Your Product's Users: Human Factors Engineering*. <https://www.goddardtech.com/human-factors-engineering/>

ScienceDirect. (n.d.) *Human Factor Engineering*.
<https://www.sciencedirect.com/topics/computer-science/human-factor-engineering>

Siegel, N. G. (2019). *Engineering Project Management*. John Wiley & Sons Ltd.