



IT Systems Design
Problem Spaces, Paper Prototyping & Data Collection
Christoph Niesel and Alireza Nili – IFB103



Methods literature

- Exploratory Research
- https://en.wikipedia.org/wiki/Exploratory_research
- Interviews (research)
- [https://en.wikipedia.org/wiki/Interview_\(research\)](https://en.wikipedia.org/wiki/Interview_(research))
- Maxwell: Qualitative research design: an interactive approach
- https://qut.summon.serialssolutions.com/?spellcheck=true&q=yin+case+study+method#!/search/document?ho=t&l=en-AU&q=maxwell%20Qualitative%20research%20design:%20an%20interactive%20approach&id=FETCHMERGED-qut_catalog_b186051022
- Yin: Case study research: design and methods
- https://qut.summon.serialssolutions.com/?spellcheck=true&q=yin+case+study+method#!/search/document?ho=t&l=en-AU&q=yin%20case%20study%20method&id=FETCHMERGED-qut_catalog_b175944552



Goals for today

Take a further look at **Design Thinking theory**, as well as **problems** in the ICT space. Understanding Paper Prototyping.

Know how to gather information through **observations** and **interviews** about your designs effectively and with little bias.



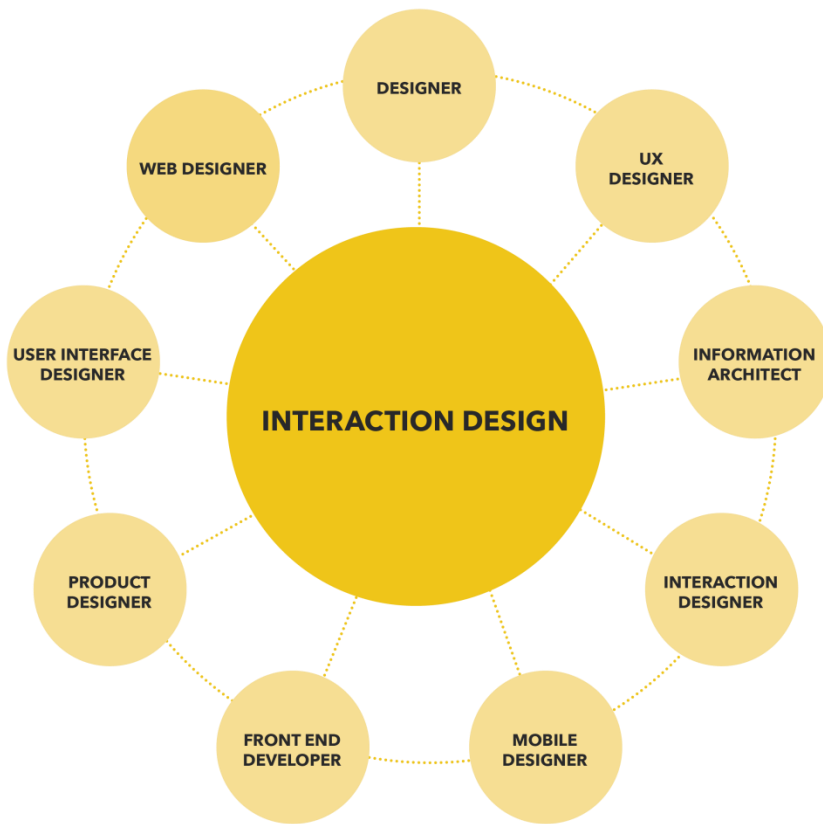
Understand **why** the methods shown work, and **how**.



Where we are in the module?

Last week we dived into a large domain of design.

This week we will further out understanding of Design Thinking in IT, as well as understand how to collect data.



Further Design Thinking

ICT Problems

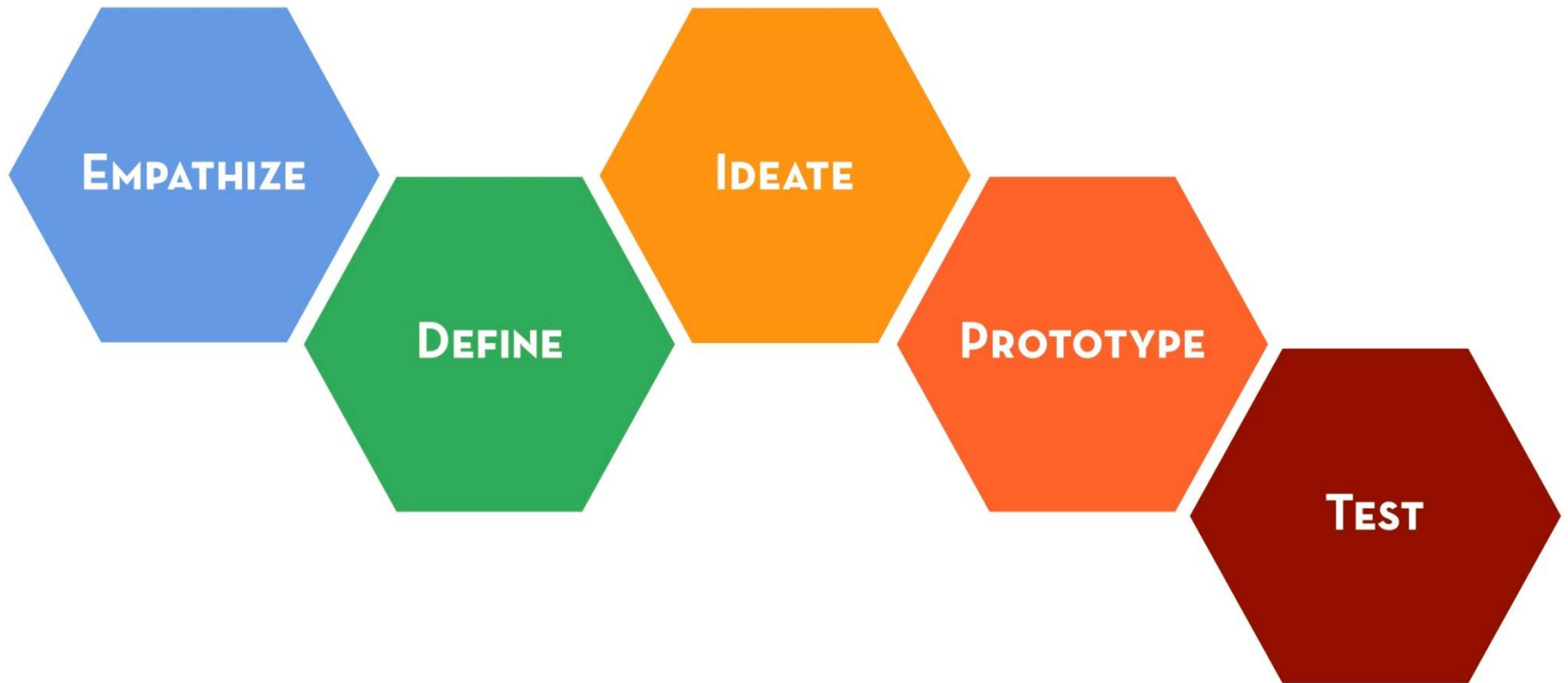
Paper Prototyping

How to Collect Data

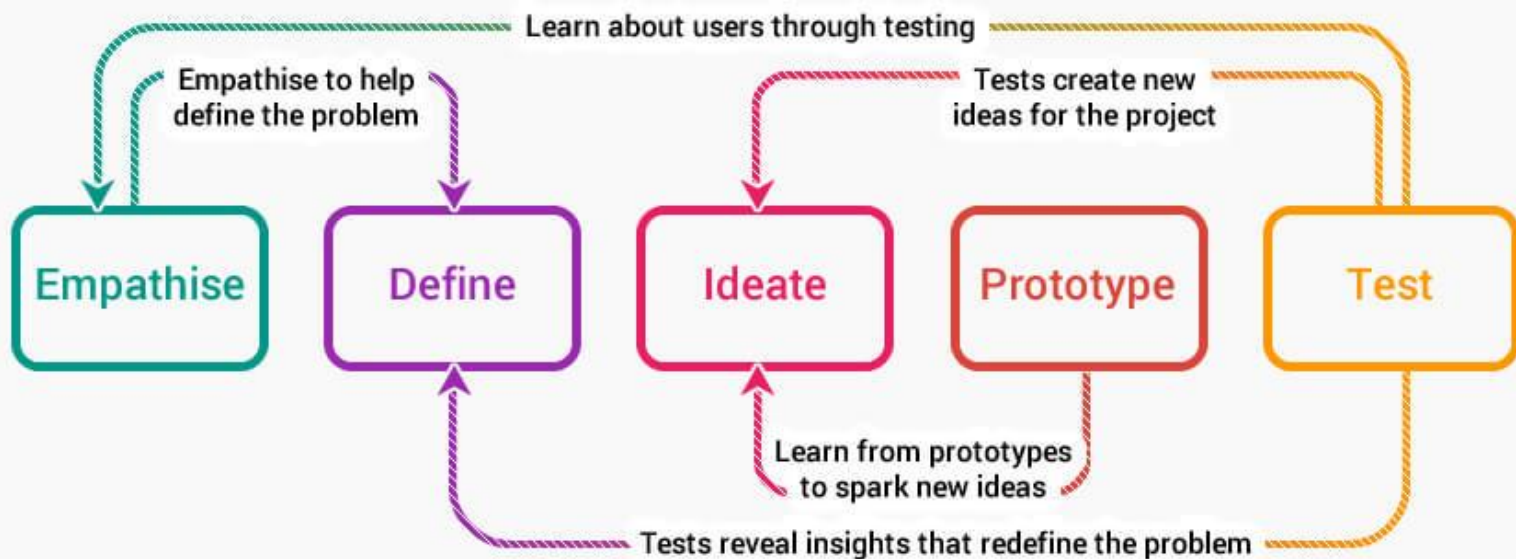
Wrap Up



To Recap - Design Thinking Modes



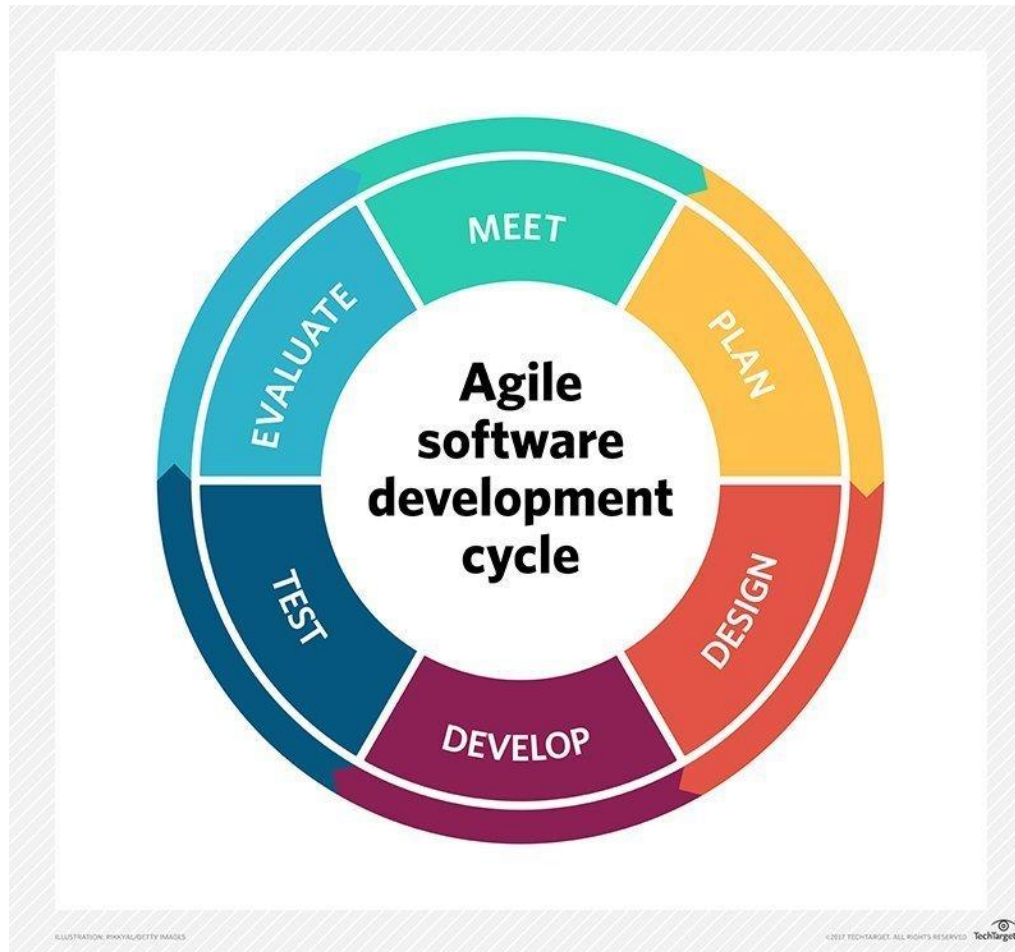
DESIGN THINKING: A NON-LINEAR PROCESS



Source: interaction-design.org



Design Thinking in Agile/Scrum

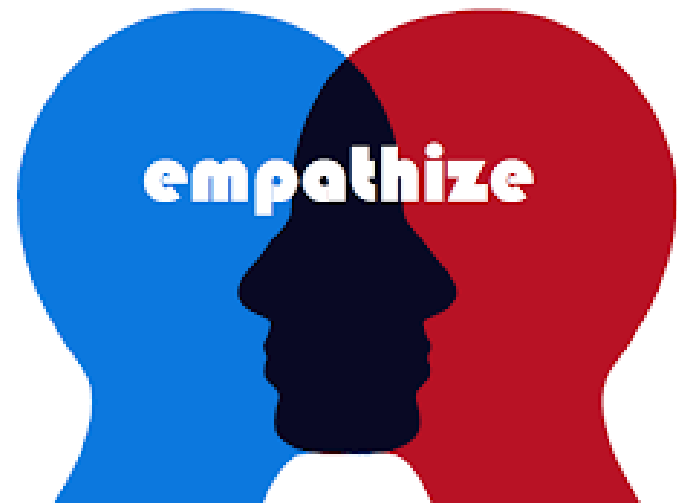


Empathise

Develop a deep understanding of the challenge or issue. A key foundation.

Involves consultation and immersion in the environment.

Set aside assumptions in order to gain insight.



Define

Articulate very clearly the problem you want to solve.

Use empathy step to guide your understanding of the true problem space. Who is this a problem to?

“I aim to create healthcare software to be used by tourists”?

OR

“Tourists need a fast and efficient way to track and manage their healthcare while overseas” ?



DEFINE

