User-Centered Application Design

- Why it matters
- Understand the work practice
- Envision the technology solution
- Design the interface via paper prototyping
- Usability testing
- Java challenges

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Why User-Centered Design Matters

- The Dancing Bear
- Don’t cross a user with a computer
- UI: the greatest risk factor
- Don’t believe what they say (completely)
- What really happens between people and computers

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Understand the Work Practice

- Learn work behavior as much as possible, as truly as possible
  - Contextual Inquiry
- Document the behavior
  - Flow of information and work between roles
  - Sequence of steps to do the work
  - Circumstances and challenges in people's work

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Envision the Technology Solution

- Immerse yourselves in the data about the current work practice
- Generate hot design ideas / solutions
- Create visions of the solutions
- Create a coherent, best technology vision

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Design the Interface Via Paper Prototyping

- Faster, less expensive, and better
- Create scenarios of new system usage
- Rapidly create paper prototypes
- Identify issues
- Make changes, try again

Usability Testing

- Test software before release with user
- Conduct in objective setting
- Support open feedback by user
- Verify and refine the user interface

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Java Challenges

- Initial implementations: useful or like the Dancing Bear?
- Feedback desired during initial loads
- Feedback desired during any long delays
- More windows does not imply a better UI
- Universal platform? Be sure to test