1. Record Nr.	UNINA9910458601803321
Titolo	User-centered design stories [[electronic resource]] : real-world UCD case files / / edited by Carol Righi and Janice James
Pubbl/distr/stampa	Amsterdam ; ; Boston, : Elsevier/Morgan Kaufman, c2007
ISBN	1-281-05061-X 9786611050610 0-08-048155-8
Edizione	[1st edition]
Descrizione fisica	1 online resource (688 p.)
Collana	The Morgan Kaufmann series in interactive technologies
Altri autori (Persone)	RighiCarol JamesJanice (Janice Sue)
Disciplina	658.5/038 22 658.5038
Soggetti	New products - Management Customer relations User interfaces (Computer systems) Reengineering (Management) Management information systems Electronic books.
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Front cover; User-Centered Design Stories; Copyright page; Table of contents; Foreword; Preface; Acknowledgments; PART I: Promoting, Establishing, and Administering a User-Centered Design Program; CASE 1: Changing Products Means Changing Behaviors; The Advocate; Analyzing the Situation; The Compromise; Creating Feedback Mechanisms; The Presentation; Thank You Mr. Gantt; Doing It Right-Iterative Design Based on User Feedback; Summary; Further Reading; CASE 2: Managing Politics in the Workplace; The Cleveland Company: Evolving From Old to New Economy; Sibling Rivalry; The Team Meeting A New Leader Comes to New York City No, You Come to Me; Bait and Switch; Trench Buddies; Finally, Success; Summary; Further Reading; CASE 3: Raising Awareness at the Company Level; Introduction; Understanding and Integrating Into the Company; Creating a Plan; Facilitating the Integration of UE; Summary; Further Reading; CASE 4:

| Sommario/riassunto | Intended for both the student and the practitioner, this is the first user-centered design casebook. It follows the Harvard Case study method, where the reader is placed in the role of the decision-maker in a real-life professional situation. In this book, the reader is asked to perform analysis of dozens of UCD work situations and propose solutions for the problem set. The problems posed in the cases cover a wide variety of key tasks and issues facing practitioners today, including those that are related to organizational/managerial topics, UCD methods and processes, and technical/ pr |