

1. Record Nr.	UNINA9910783458403321
Autore	Holtzblatt Karen
Titolo	Rapid contextual design [[electronic resource]] : a how-to guide to key techniques for user-centered design // Karen Holtzblatt, Jessamyn Burns Wendell, Shelley Wood
Pubbl/distr/stampa	San Francisco, : Elsevier/Morgan Kaufmann, c2005
ISBN	1-281-02823-1 0-08-051571-1 9786611028237
Edizione	[1st edition]
Descrizione fisica	1 online resource (321 p.)
Collana	The Morgan Kaufmann series in interactive technologies
Altri autori (Persone)	WendellJessamyn Burns WoodShelley
Disciplina	004.2/1
Soggetti	System design System analysis
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; RAPID CONTEXTUAL DESIGN; Copyright Page; Contents; About This Book; Acknowledgements; Chapter 1. Introduction; What steps of Contextual Design are covered in Rapid Contextual Design?; What is rapid about Rapid CD?; How do I get my organization to adopt a customer centered design process?; What is CDTools?; What project examples do we use?; Terms; Chapter 2. Planning Your Rapid CD Project; Is your project a good candidate for Rapid CD?; What if your project has a larger scope?; What type of Rapid CD should you use?; The Rapid CD team; Who are your stakeholders? Do you have a predefined software methodology?Managing your project; Sample schedules; Gathering data on the road; Using parallel interpretation sessions to move faster; Chapter 3. Planning Your Contextual Interviews; Key concepts; Who should you interview?; What contexts should be sampled?; How do you balance job roles within context?; What style of interview will you use?; What logistics do you need to consider?; How do you find and set up the customer visits?; Chapter 4. The Contextual Inquiry Interview; Definition; Key concepts; CI process checklist; Confirm the interview

Give an introductory group talk
Deal with the unexpected issues; Go to the workspace; Run the interview; Get ready to interpret after the interview; Tips; Chapter 5. Contextual Interview Interpretation Session; Definition; Key concepts; Interpretation; Prepare a team room; Identify the interpretation team; Identify who will play each interpretation session role; Capture the user and organization profiles; Capture affinity notes and work models; Capture insights; Conduct a share session; Chapter 6. Work Modeling; Definition; Key concepts; Work modeling during an interpretation session

The sequence model
The artifact model; The physical model; Chapter 7. Consolidated Sequence Models; Definition; Key concepts; Consolidation process; Choose sequences to consolidate; Prepare for consolidation; Start consolidation; Finish the consolidation; Tips; Example: Agile consolidated sequence; Chapter 8. Building an Affinity Diagram; Definition; Key concepts; Affinity building process; Decide when to build the affinity diagram; Identify the affinity building team; Prepare to build the affinity; Introduce the affinity building process; Place all affinity notes on the wall

Add Blue labels
Reorganize the wall-add Pink and Green labels; Creating the final affinity-rolling in new data; Chapter 9. Using Contextual Data to Write Personas; Definition; Key concepts; Personas; Choose the personas to write; Identify representative users for each persona; Identify goals, roles, and tasks for each persona; Write the persona; Write a user scenario-an extended task description; Check your personas; Chapter 10. Walking the Affinity and Consolidated Sequences; Definition; Key concepts; Process for walking the data; Prepare the data and the room for the data walk
Gather people to walk the data

Sommario/riassunto

Is it impossible to schedule enough time to include users in your design process? Is it difficult to incorporate elaborate user-centered design techniques into your own standard design practices? Do the resources needed seem overwhelming? This handbook introduces Rapid CD, a fast-paced, adaptive form of Contextual Design. Rapid CD is a hands-on guide for anyone who needs practical guidance on how to use the Contextual Design process and adapt it to tactical projects with tight timelines and resources. Rapid Contextual Design provides detailed suggestions on structuring the proj
