Tools and techniques

Group lecture 12.09.13

Inside their own group

Lesson 1:

- Future workshop
  - o Preparation   5 min
  - o Critique   10
  - o Fantasy   15
  - o Realisation   15

- Critique phase: The problem is investigated critically and thoroughly. First of all, a visualised brainstorming is performed and a general and critical question concerning the problem is framed.
- Fantasy Phase: All participants try to work out an utopia, to draw an exaggerated picture of future possibilities. Ex. Turn the bad to good. Open minded
- Implementation phase the ideas found are checked and evaluated in regard to their practicability.

There are many different ways to conduct a future workshop. We will only get a small taste of it. Lots of help to get on the internet.

Lesson 2: Chose one of the following

- Scenario
    o Description of a person's interaction with a system, from a user perspective
    o Scenarios may be related to 'use cases', which describe interactions at a technical level. Unlike use cases, however, scenarios can be understood by people who do not have any technical background
    o Scenarios can be derived from data gathered during contextual enquiry activities. If you do not have access to such data, you can write scenarios based on prior knowledge or even 'best guess',
    o To write a scenario, describe in simple language the interaction that needs to take place
    o Use scenarios during design to ensure that all participants understand and agree to the design parameters, and to specify exactly what interactions the system must support.

- Personas
    o «The inmates are running the asylum» - Alan Cooper
    o Generally not regarded as a PD-method, but with a participatory mindset you can make it
    o A way to get to know your users
    o Describes people who might want to use the product, background, daily life etc.
    o Also a way to talk about target group and users without necesarilly talking about yourself
    o May include the following; feel free to add more or less.
        ▪ Name
        ▪ Photo
        ▪ Work
        ▪ Education
        ▪ Social environment
        ▪ Personality
        ▪ Interests
        ▪ Personal story
        ▪ Description of the use of ICT
        ▪ Needs regardring the area of use
        ▪ Frustrations, values, attitudes etc
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    Storyboard
    o technique for illustrating an interaction between a person and a product
    o Drawings, sketches, pictures
    o Early concept sketches

Suggestions for theme/situations:

- Buy a subway-ticket / public transport
- Deliver tax return form / taxes
- Make a photo-album
- Buy a game
- Or something completely different

Group lecture 19.09.13

Some thoughts groupwork, users and collaboration

http://johnnyholland.org/2012/07/collaborative-prototyping-groupthink-and-design-by-committee/

General advice when conducting a workshop

- Prepare a good atmosphere
- Have something to eat and/or drink
- Be confident
- Make sure that everything is printed (etc.) in advance
- Think through the most obvious things that can go wrong

Prepare either:

- Inspiration card workshop
    - o Create new concepts for design
    - o Domain cards
    - o Technology cards

- Storyboard

- Card Sorting

- User interface race

The methods from the lecture

- http://dl.acm.org/citation.cfm?id=1142409
- http://johnnyholland.org/2011/10/storyboarding-ux-part-3-storyboarding-as-a-workshop-activity/
- http://infodesign.com.au/usabilityresources/cardsorting/
- http://www.cs.umd.edu/hcil/UIST05contest/UserInterfaceRaces.htm

Useful links:

- http://dux.typepad.com/

- http://Johnnyholland.org/
- http://Infodesign.com.au/

Gruppetime 26.09.13

Conduct the workshop they prepared last session. One hour for each group.

Mulige metoder

- Future workshop
- Walkthrough
- Scenario
- Storyboard
- Inspiration cards
- Personas
- Prototypes
- Brainstorming
- And so on…