



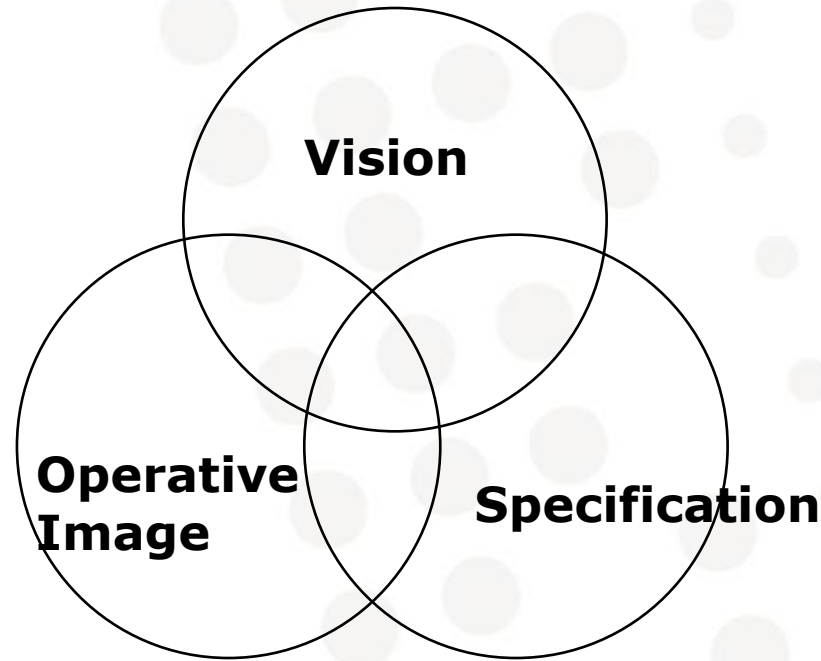
INF5722
Methods, techniques and tools

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The design process – early phases



Löwgren & Stolterman 2005

“Participants were obviously equally knowledgeable, but bringing the knowledge of computer systems and knowledge of skilled print production into productive dialogue with one another called for tools and techniques that could span the gap between separate knowledge domains”

(Brandt et al 2012, p. 149)

- “Through practice we produce the world, both the world of objects and our knowledge about this world. Practice is both action and reflection. But practice is also a social activity, it is produced in cooperation with others.”

(Ehn 1993, in Brandt et al, 2012, p 148)

Participatory Design

- Close to practice
- Practice of participation
- Tools and techniques for
 - Telling
 - Making
 - Enacting
- Participatory Mindset

Two types of values guide participation in PD projects

“One is the social and rational idea of *democracy as a value* that leads to considerations for proper and legitimate user participation – the very making of things. The other value might be described as the idea of the importance of making participants’ ‘*tacit knowledge*’ come into play in the design process ...” (my italics)

Binder et al 2011, p. 163 in Brandt et al 2012, p. 147)

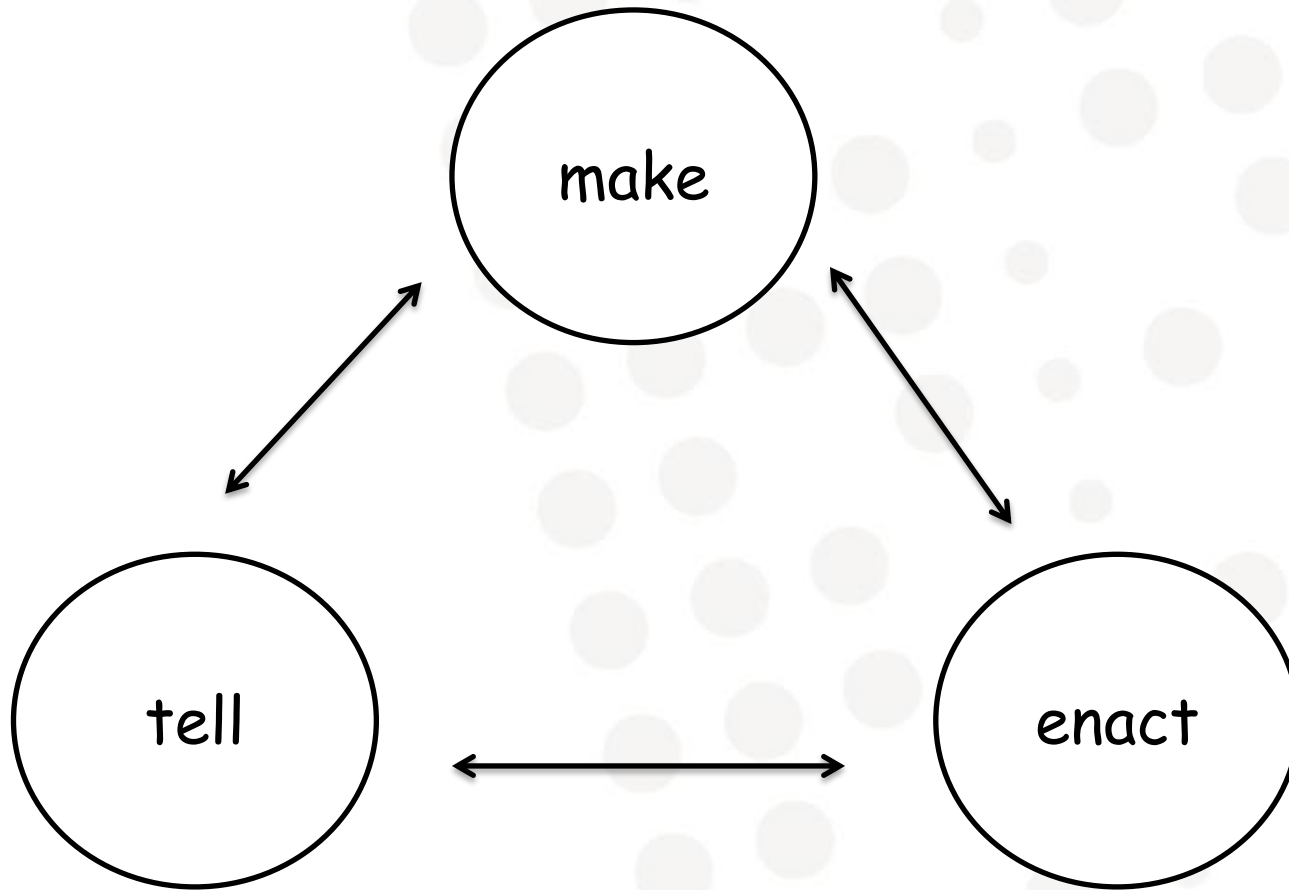


Figure 7.1 A Participatory Design practice entails tools and techniques that combine telling, making and enacting (Brandt et al 2012, p, 165)

Telling activities

- Telling about existing practices
- Introducing change perspectives
- Telling about needs and dreams
- A balance between “what is” and “what could be”

Making Activities

- Participatory prototyping
 - Mock-ups
 - Paper prototypes
 - Doll house, paper dolls
- Probes
 - Means of exploring experience
 - Emotions
 - Ambiguous
- Generative tools
 - Ambiguity and creativity

Enacting activities

- Inspiration from theatre techniques
- Scenarios
- Performances with props, mock-ups and prototypes
- Developing knowledge through practice

Techniques and Tools

- document analysis
- interviews
- observations
- future workshop
- thinking aloud
- workshops
- scenarios
- cartographies
- prototypes
- brainstorming
- storyboard
- role play
- probes
- walk through
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Future workshop

Phase	2-day schedule	1-day schedule	1/2-day schedule
Preparation phase Designing the room, introducing the Theme and working method	1 h	$\frac{1}{2}$ h	1/2 h
Critique phase Creating a richer; common image Of the problematic situation	4 h	$2 \frac{1}{2}$ h	1 h
Fantasy phase Generating visions of an improved Situation without restrictions	6 h	2 h	$1 \frac{1}{2}$ h
Realization phase Bringing the visions down to earth and Developing a plan	4 h	2 h	$1 \frac{1}{2}$ h
Follow-Up Phase			

Scenario:

While she sits in the bus and waits for it to start, she takes up the restaurant webpage that the device has made accessible for her. The boat trip has given her a desire for seafood, and she studies the menu for the city's two fish restaurants. She asks the device to book a table at one of the restaurants. At the same time the bus moves off, and she decides to enjoy the scenery on the trip into town. She has a seat next to someone who lives not far from the ferry, and he can tell about what they see on the trip, including the landslip and the highest cliffs. After a couple of minutes she gets a message from her device (assistant), and the device tells her that a table is reserved for her at about 15 minutes after her expected arrival.

<http://hlshanks.blogspot.no/2011/04/storyboard.html>

Bringing it together

- Tools for
 - instrumental ethos of system design, versus
 - openness and creativity
- Telling, making and enacting goes together
- Staging a third space of collaboratory enquiry of “the possible”
- A game of possible futures
- Tools and techniques + participatory mindset

... need more research ;-)

- Chapter 6, 7 in Simonsen & Robertson (2012)
- Gaver et al (1999)
- Sanders & Stappers (2008)
- Light & Akama (2012)
- Reyes & Finken (2012)
- Houde & Hill (1997)
- Bødker (2009)