

Hugh Beyer

User-Centered Agile Methods

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**Susanne Bødker, Christian Dindler, Ole
S. Iversen, Rachel C. Smith**



User Centered Agile Methods Hugh Beyer:

User-Centered Agile Methods Hugh Beyer, 2010-07-07 With the introduction and popularization of Agile methods of software development existing relationships and working agreements between user experience groups and developers are being disrupted Agile methods introduce new concepts the Product Owner the Customer but not the user short iterations User Stories Where do UX professionals fit in this new world Agile methods also bring a new mindset no big design no specifications minimal planning which conflict with the needs of UX design This lecture discusses the key elements of Agile for the UX community and describes strategies UX people can use to contribute effectively in an Agile team overcome key weaknesses in Agile methods as typically implemented and produce a more robust process and more successful designs We present a process combining the best practices of Contextual Design a leading approach to user centered design with those of Agile development Table of Contents Introduction Common Agile Methods Agile Culture Best Practices for Integrating UX with Agile Structure of a User Centered Agile Process Structuring Projects Conclusion [User-Centered Agile Methods](#)

User-Centered Agile Methods Hugh Beyer, 2022-06-01 With the introduction and popularization of Agile methods of software development existing relationships and working agreements between user experience groups and developers are being disrupted Agile methods introduce new concepts the Product Owner the Customer but not the user short iterations User Stories Where do UX professionals fit in this new world Agile methods also bring a new mindset no big design no specifications minimal planning which conflict with the needs of UX design This lecture discusses the key elements of Agile for the UX community and describes strategies UX people can use to contribute effectively in an Agile team overcome key weaknesses in Agile methods as typically implemented and produce a more robust process and more successful designs We present a process combining the best practices of Contextual Design a leading approach to user centered design with those of Agile development Table of Contents Introduction Common Agile Methods Agile Culture Best Practices for Integrating UX with Agile Structure of a User Centered Agile Process Structuring Projects Conclusion **Contextual Design** Karen Holtzblatt, Hugh Beyer, 2022-05-31

Contextual Design is a user centered design process that uses in depth field research to drive innovative design Contextual Design was first invented in 1988 and has since been used in a wide variety of industries and taught in universities all over the world It is a complete front end design process rooted in Contextual Inquiry the widespread industry standard field data gathering technique Contextual Design adds techniques to analyze and present user data drive ideation from data design specific product solutions and iterate those solutions with customers In 2013 we overhauled the method to account for the way that technology has radically changed people s lives since the invention of the touchscreen phones and other always on always connected and always carried devices This book describes the new Contextual Design evolved to help teams design for the way technology now fits into peoples lives We briefly describe the steps of the latest version of Contextual Design and show how they create a continual immersion in the world of the user for the purpose of innovative product design

Contextual Design Karen Holtzblatt, Hugh Beyer, 2016-11-16 *Contextual Design Design for Life Second Edition* describes the core techniques needed to deliberately produce a compelling user experience Contextual design was first invented in 1988 to drive a deep understanding of the user into the design process It has been used in a wide variety of industries and taught in universities all over the world Until now the basic CD approach has needed little revision but with the wide adoption of handheld devices especially smartphones the way technology is integrated into people's lives has fundamentally changed Contextual Design V2.0 introduces both the classic CD techniques and the new techniques needed to design for life fulfilling core human motives while supporting activities This completely updated and revised edition is written in a clear informal style without excessive jargon and is the must have book for any UX Design library Users will find coverage of mobile devices and consumer and business products all illustrated with new examples case studies and discussions on how to use CD with the agile development and other project requirements methods Provides tactics on how to gather detailed data on how people live work and use products Helps develop a coherent picture of a whole user population Presents tactics on how to use the seven Cool Concepts to support core human motives and generate new product concepts guided by user data ideation techniques and principles key to producing a compelling user experience Explains how to structure the system and user interface to best support the user across place time and platform

Learner-Centered Design of Computing Education Mark Guzdial, 2022-05-31 Computing education is in enormous demand Many students both children and adult are realizing that they will need programming in the future This book presents the argument that they are not all going to use programming in the same way and for the same purposes What do we mean when we talk about teaching everyone to program When we target a broad audience should we have the same goals as computer science education for professional software developers How do we design computing education that works for everyone This book proposes use of a learner centered design approach to create computing education for a broad audience It considers several reasons for teaching computing to everyone and how the different reasons lead to different choices about learning goals and teaching methods The book reviews the history of the idea that programming isn't just for the professional software developer It uses research studies on teaching computing in liberal arts programs to graphic designers to high school teachers in order to explore the idea that computer science for everyone requires us to re think how we teach and what we teach The conclusion describes how we might create computing education for everyone

Translating Euclid Gerry Stahl, 2022-05-31 *Translating Euclid* reports on an effort to transform geometry for students from a stylus and clay tablet corpus of historical theorems to a stimulating computer supported collaborative learning inquiry experience The origin of geometry was a turning point in the pre history of informatics literacy and rational thought Yet this triumph of human intellect became ossified through historic layers of systematization beginning with Euclid's organization of the *Elements* of geometry Often taught by memorization of procedures theorems and proofs geometry in schooling rarely conveys its underlying intellectual excitement The recent

development of dynamic geometry software offers an opportunity to translate the study of geometry into a contemporary vernacular. However, this involves transformations along multiple dimensions of the conceptual and practical context of learning. Translating Euclid steps through the multiple challenges involved in redesigning geometry education to take advantage of computer support. Networked computers portend an interactive approach to exploring dynamic geometry as well as broadened prospects for collaboration. The proposed conception of geometry emphasizes the central role of the construction of dependencies as a design activity integrating human creation and mathematical discovery to form a human-centered approach to mathematics. This book chronicles an iterative effort to adapt technology, theory, pedagogy, and practice to support this vision of collaborative dynamic geometry and to evolve the approach through on-going cycles of trial with students and refinement of resources. It thereby provides a case study of a design-based research effort in computer-supported collaborative learning from a human-centered informatics perspective.

Core-Task Design Leena Norros, Paula Savioja, Hanna Koskinen, 2022-06-01. This book focuses on design of work from the human factors (HF) perspective. In the approach referred to as Core Task Design (CTD), work is considered practice composed of human actors, the physical and social environment, and the tools used for reaching the actors' objectives. This book begins with consideration of an industrial case: the modernization of a nuclear power plant automation system and the related human-system interfaces in the control room. This case illustrates generic design dilemmas that invite one to revisit human factors research methodology. Human factors should adopt practice as a new unit of analysis and should accept intervention as an inherent feature of its methodology. These suggestions are put into practice in the CTD approach according to which three general design functions are performed: those being understood to generalize empirical analysis of the work at hand, foresee the promise, creation of concepts for future work, and intervene to develop participatory development and design of work. For fulfillment of each of the design functions, several CTD methods are introduced. The methods are aimed at modeling the core task and analyzing how the actors actually take the core task features into account in order to achieve balance between potentially conflicting demands in action. Thereby, new understanding of the core task is acquired. Further methods focus on projecting the roles and functionality of technologies in the future work and on implementing changes to the work. Specific studies of the nuclear power plant's control room renewal constitute an example demonstrating a core task and the associated methods. We argue that the CTD approach offers clear utility for the design of future technology work and everyday services and environments. CTD utilizes achievements of practice theory in the social sciences to generate a creative synthesis of Cognitive Work Analysis, semiotic analysis of practice, and the cultural-historical theory of activity. Core Task Design facilitates dialogue among human factors experts, design engineers, and end users in their joint development of work. The intended audience of this book is students, researchers, and practitioners of human factors, industrial art and design, and instrumentation and control system design.

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Understandings How to Generalize from Empirical Enquiry about Actual Work Foreseeing How to Uncover the Promise of Solutions for Future Work Intervening How to Develop the Work System Core Task Design in Broader Perspective

Bibliography Author Biographies **Adaptive Interaction** Stephen J. Payne, Andrew Howes, 2022-06-01 This lecture describes a theoretical framework for the behavioural sciences that holds high promise for theory driven research and design in Human Computer Interaction The framework is designed to tackle the adaptive ecological and bounded nature of human behaviour It is designed to help scientists and practitioners reason about why people choose to behave as they do and to explain which strategies people choose in response to utility ecology and cognitive information processing mechanisms A key idea is that people choose strategies so as to maximise utility given constraints The framework is illustrated with a number of examples including pointing multitasking skim reading online purchasing Signal Detection Theory and diagnosis and the influence of reputation on purchasing decisions Importantly these examples span from perceptual motor coordination through cognition to social interaction Finally the lecture discusses the challenging idea that people seek to find optimal strategies and also discusses the implications for behavioral investigation in HCI An Anthropology of Services Jeanette Blomberg, Chuck Darrah, 2022-06-01 This book explores the possibility for an anthropology of services and outlines a practice approach to designing services The reader is taken on a journey that Blomberg and Darrah have been on for the better part of a decade from their respective positions helping to establish a services research group within a large global enterprise and an applied anthropology master's program at a Silicon Valley university They delve into the world of services to understand both how services are being conceptualized today and the possible benefits that might result from taking an anthropological view on services and their design The authors argue that the anthropological gaze can be useful precisely because it combines attention to details of everyday life with consideration of the larger milieu in which those details make sense Furthermore it asks us to reflect upon and assess our own perspectives on that which we hope to understand and change Central to their exploration is the question of how to conceptualize and engage with the world of services given their heterogeneity the increasing global importance of the service economy and the possibilities introduced for an engaged scholarship on service design While discourse on services and service design can imply something distinctively new the authors point to parallels with what is known about how humans have engaged with each other and the material world over millennia Establishing the ubiquity of services as a starting point the authors go on to consider the limits of design when the boundaries and connections between what can be designed and what can only be performed are complex and deeply mediated In this regard the authors outline a practice approach to designing that acknowledges that designing involves participating in a social context that design and use occur in concert that people populate a world that has been largely built by and with others and that formal models of services are impoverished representations of human performance An Anthropology of Services draws attention to the conceptual and methodological messiness of service worlds while providing

the reader with strategies for intervening in these worlds for human betterment as complex and challenging as that may be

Table of Contents Preface Acknowledgments Getting Started From Services to Service Worlds The Human Condition Service Concepts Design and its Limits Service Design An anthropology of Services References Author Biographies Surface Computing and Collaborative Analysis Work Judith Brown, Jeff Wilson, Robert Biddle, Chris Hack, Stevenson Gossage, 2022-05-31 Large surface computing devices wall mounted or tabletop with touch interfaces and their application to collaborative data analysis an increasingly important and prevalent activity is the primary topic of this book Our goals are to outline the fundamentals of surface computing a still maturing technology review relevant work on collaborative data analysis describe frameworks for understanding collaborative processes and provide a better understanding of the opportunities for research and development We describe surfaces as display technologies with which people can interact directly and emphasize how interaction design changes when designing for large surfaces We review efforts to use large displays surfaces or mixed display environments to enable collaborative analytic activity Collaborative analysis is important in many domains but to provide concrete examples and a specific focus we frequently consider analysis work in the security domain and in particular the challenges security personnel face in securing networks from attackers and intelligence analysts encounter when analyzing intelligence data Both of these activities are becoming increasingly collaborative endeavors and there are huge opportunities for improving collaboration by leveraging surface computing This work highlights for interaction designers and software developers the particular challenges and opportunities presented by interaction with surfaces We have reviewed hundreds of recent research papers and report on advancements in the fields of surface enabled collaborative analytic work interactive techniques for surface technologies and useful theory that can provide direction to interaction design work We also offer insight into issues that arise when developing applications for multi touch surfaces derived from our own experiences creating collaborative applications We present these insights at a level appropriate for all members of the software design and development team

Table of Contents List of Figures Acknowledgments Figure Credits Purpose and Direction Surface Technologies and Collaborative Analysis Systems Interacting with Surface Technologies Collaborative Work Enabled by Surfaces The Theory and the Design of Surface Applications The Development of Surface Applications Concluding Comments Bibliography Authors Biographies Disability Interactions Catherine Holloway, Giulia Barbareschi, 2022-05-31 Disability interactions DIX is a new approach to combining cross disciplinary methods and theories from Human Computer Interaction HCI disability studies assistive technology and social development to co create new technologies experiences and ways of working with disabled people DIX focuses on the interactions people have with their technologies and the interactions which result because of technology use A central theme of the approach is to tackle complex issues where disability problems are part of a system that does not have a simple solution Therefore DIX pushes researchers and practitioners to take a challenge based approach which enables both applied and basic research to happen

alongside one another DIX complements other frameworks and approaches that have been developed within HCI research and beyond Traditional accessibility approaches are likely to focus on specific aspects of technology design and use without considering how features of large scale assistive technology systems might influence the experiences of people with disabilities DIX aims to embrace complexity from the start to better translate the work of accessibility and assistive technology research into the real world DIX also has a stronger focus on user centered and participatory approaches across the whole value chain of technology ensuring we design with the full system of technology in mind from conceptualization and development to large scale distribution and access DIX also helps to acknowledge that solutions and approaches are often non binary and that technologies and interactions that deliver value to disabled people in one situation can become a hindrance in a different context Therefore it offers a more nuanced guide to designing within the disability space which expands the more traditional problem solving approaches to designing for accessibility This book explores why such a novel approach is needed and gives case studies of applications highlighting how different areas of focus from education to health to work to global development can benefit from applying a DIX perspective We conclude with some lessons learned and a look ahead to the next 60 years of DIX

Proxemic Interactions Nicolai Marquardt, Saul Greenberg, 2022-05-31 In the everyday world much of what we do as social beings is dictated by how we perceive and manage our interpersonal space This is called proxemics At its simplest people naturally correlate physical distance to social distance We believe that people s expectations of proxemics can be exploited in interaction design to mediate their interactions with devices phones tablets computers appliances large displays contained within a small ubiquitous computing ecology Just as people expect increasing engagement and intimacy as they approach others so should they naturally expect increasing connectivity and interaction possibilities as they bring themselves and their devices in close proximity to one another This is called Proxemic Interactions This book concerns the design of proxemic interactions within such future proxemic aware ecologies It imagines a world of devices that have fine grained knowledge of nearby people and other devices how they move into range their precise distance their identity and even their orientation and how such knowledge can be exploited to design interaction techniques The first part of this book concerns theory After introducing proxemics we operationalize proxemics for ubicomp interaction via the Proxemic Interactions framework that designers can use to mediate people s interactions with digital devices The framework in part identifies five key dimensions of proxemic measures distance orientation movement identity and location to consider when designing proxemic aware ubicomp systems The second part of this book applies this theory to practice via three case studies of proxemic aware systems that react continuously to people s and devices proxemic relationships The case studies explore the application of proxemics in small space ubicomp ecologies by considering first person to device then device to device and finally person to person and device to device proxemic relationships We also offer a critical perspective on proxemic interactions in the form of dark patterns where knowledge of proxemics may and likely will be easily exploited to

the detriment of the user Table of Contents Acknowledgments Videos Figure Credits Introduction Part I Ubicomp in Brief Proxemic Interactions Theory Operationalizing Proxemics for Ubicomp Interaction Exploiting Proxemics to Address Challenges in Ubicomp Ecologies Part II Exploiting Proxemics in Ubicomp Ecologies Person Person to Device Proxemic Interactions Device to Device Proxemic Interactions Considering Person to Person and Device to Device Proxemics Dark Patterns Conclusion References Author Biographies

Social Media and Civic Engagement Scott Robertson, 2022-05-31 Social media platforms are the latest manifestation in a series of sociotechnical innovations designed to enhance civic engagement political participation and global activism While many researchers started out as optimists about the promise of social media for broadening participation and enhancing civic engagement recent events have tempered that optimism As this book goes to press Facebook is fighting a battle over the massive disclosure of user information during the 2016 U S presidential campaign social analytics company Cambridge Analytica is being revealed as a major player in micro profiling voters in that same election bots and fake news factories are undermining democratic discourse via social media worldwide and the president of the United States is unnerving the world as a stream of consciousness Twitter user This book is a foundational review of current research on social media and civic engagement organized in terms of history theory practice and challenges History reviews how researchers and developers have continuously pushed the envelope to explore technology enhancements for political and social discourse Theory reveals that the use of globally networked social technologies touches many fields including political science sociology psychology media studies network science and more Practice is examined through studies of political engagement both in democratic situations and in confrontational situations Challenges are identified in order to find ways forward For better or worse social media for civic engagement has come of age Citizens politicians and activists are utilizing social media in innovative ways while bad actors are discovering possibilities for spreading dissention and undermining trust We are at a sobering inflection point and this book is your foundation for understanding how we got here and where we are going

Designing for Gesture and Tangible Interaction Mary Lou Maher, Lina Lee, 2022-05-31 Interactive technology is increasingly integrated with physical objects that do not have a traditional keyboard and mouse style of interaction and many do not even have a display These objects require new approaches to interaction design referred to as post WIMP Windows Icons Menus and Pointer or as embodied interaction design This book provides an overview of the design opportunities and issues associated with two embodied interaction modalities that allow us to leave the traditional keyboard behind tangible and gesture interaction We explore the issues in designing for this new age of interaction by highlighting the significance and contexts for these modalities We explore the design of tangible interaction with a reconceptualization of the traditional keyboard as a Tangible Keyboard and the design of interactive three dimensional 3D models as Tangible Models We explore the design of gesture interaction through the design of gesture base commands for a walk up and use information display and through the design of a gesture

based dialogue for the willful marionette We conclude with design principles for tangible and gesture interaction and a call for research on the cognitive effects of these modalities *How We Cope with Digital Technology* Phil Turner, 2022-06-01

Digital technology has become a defining characteristic of modern life Almost everyone uses it we all rely on it and many of us own a multitude of devices What is more we all expect to be able to use these technologies straight out the box This lecture discusses how we are able to do this without apparent problems We are able to use digital technology because we have learned to cope with it To cope is used in philosophy to mean absorbed engagement that is we use our smart phones and tablet computers with little or no conscious effort In human computer interaction this kind of use is more often described as intuitive While this of course is testament to improved design our interest in this lecture is in the human side of these interactions We cope with technology because we are familiar with it We define familiarity as the readiness to engage with technology which arises from being repeatedly exposed to it often from birth This exposure involves the frequent use of it and seeing people all around us using it every day Digital technology has become as common a feature of our everyday lives as the motor car TV credit card cutlery or a dozen other things which we also use without conscious deliberation We will argue that we cope with digital technology in the same way as we do these other technologies by means of this everyday familiarity But this is only half of the story We also regularly support or scaffold our use of technology These scaffolding activities are described as epistemic actions which we adopt to make it easier for us to accomplish our goals With digital technology these epistemic actions include appropriating it to more closely meet our needs In summary coping is a situated embodied and distributed description of how we use digital technology

Table of Contents Introduction Familiarity Coping Epistemic Scaffolding Coping in Context Bibliography Author Biography *Research in the Wild* Yvonne Rogers, Paul Marshall, 2022-05-31

The phrase in the wild is becoming popular again in the field of human computer interaction HCI describing approaches to HCI research and accounts of user experience phenomena that differ from those derived from other lab based methods The phrase first came to the forefront 20 25 years ago when anthropologists Jean Lave 1988 Lucy Suchman 1987 and Ed Hutchins 1995 began writing about cognition being in the wild Today it is used more broadly to refer to research that seeks to understand new technology interventions in everyday living A reason for its resurgence in contemporary HCI is an acknowledgment that so much technology is now embedded and used in our everyday lives Researchers have begun following suit decamping from their usability and living labs and moving into the wild carrying out in situ development and engagement sampling experiences and probing people in their homes and on the streets The aim of this book is to examine what this new direction entails and what it means for HCI theory practice and design The focus is on the insights demands and concerns But how does research in the wild differ from the other applied approaches in interaction design such as contextual design action research or ethnography What is added by labeling user research as being in the wild One main difference is where the research starts and ends unlike user centered and more specifically ethnographic

approaches which typically begin by observing existing practices and then suggesting general design implications or system requirements in the wild approaches create and evaluate new technologies and experiences in situ Rogers 2012 Moreover novel technologies are often developed to augment people places and settings without necessarily designing them for specific user needs There has also been a shift in design thinking Instead of developing solutions that fit in with existing practices researchers are experimenting with new technological possibilities that can change and even disrupt behavior Opportunities are created interventions installed and different ways of behaving are encouraged A key concern is how people react change and integrate these in their everyday lives This book outlines the emergence and development of research in the wild It is structured around a framework for conceptualizing and bringing together the different strands It covers approaches methods case studies and outcomes Finally it notes that there is more in the wild research in HCI than usability and other kinds of user studies in HCI and what the implications of this are for the field

Participatory Design Susanne Bødker, Christian Dindler, Ole S. Iversen, Rachel C. Smith, 2022-05-31 This book introduces Participatory Design to researchers and students in Human Computer Interaction HCI Grounded in four strong commitments the book discusses why and how Participatory Design is important today The book aims to provide readers with a practical resource introducing them to the central practices of Participatory Design research as well as to key references This is done from the perspective of Scandinavian Participatory Design The book is meant for students researchers and practitioners who are interested in Participatory Design for research studies assignments in HCI classes or as part of an industry project It is structured around 11 questions arranged in 3 main parts that provide the knowledge needed to get started with practicing Participatory Design Each chapter responds to a question about defining conducting or the results of carrying out Participatory Design The authors share their extensive experience of Participatory Design processes and thinking by combining historical accounts cases how to process descriptions and reading lists to guide further readings so as to grasp the many nuances of Participatory Design as it is practiced across sectors countries and industries

Representation, Inclusion, and Innovation Clayton Lewis, 2022-05-31 A representation is a thing that can be interpreted as providing information about something a map or a graph for example This book is about the expanding world of computational representations representations that use the power of computation to provide information in new forms and in new ways Unlike printed maps or graphs computational representations can be dynamic and even interactive so that what is represented and how can be shaped by user actions Exploring these new possibilities can be guided by an emerging theory of representation that clarifies what characteristics representations must have to express the meaning being represented and to enable users to discern that meaning easily and accurately The theory also shows the way to inclusive design for example using sounds to represent information commonly presented visually so that people who cannot see can understand what is being presented Because representations must be shaped by the abilities of their users and by the nature of the meanings they convey creating them requires perspectives

from multiple disciplines including psychology as well as computer science and the sciences appropriate to the content being expressed The book presents a series of explorations of this large and complicated space as invitations to further study and to innovation

Multitasking in the Digital Age Gloria Mark, 2022-05-31 In our digital age we can communicate access create and share an abundance of information effortlessly rapidly and nearly ubiquitously The consequence of having so many choices is that they compete for our attention we continually switch our attention between different types of information while doing different types of tasks in other words we multitask The activity of information workers in particular is characterized by the continual switching of attention throughout the day In this book empirical work is presented based on ethnographic and sensor data collection which reveals how multitasking affects information workers activities mood and stress in real work environments Multitasking is discussed from various perspectives activity switching interruptions as triggers for activity switching email as a major source of interruptions and the converse of distractions focused attention All of these factors are components of information work This book begins by defining multitasking and describing different research approaches used in studying multitasking It then describes how multiple factors occur to encourage multitasking in the digitally enabled workplace the abundance and ease of accessing information the number of different working spheres the workplace environment attentional state habit and social norms Empirical work is presented describing the nature of multitasking the relationship of different types of interruptions and email with overload and stress and patterns of attention focus The final chapter ties these factors together and discusses challenges that information workers in our digital age face

The Design of Implicit Interactions Wendy Ju, 2022-05-31 People rely on implicit interaction in their everyday interactions with one another to exchange queries offers responses and feedback without explicit communication A look with the eyes a wave of the hand the lift of the door handle small moves can do a lot to enable joint action with elegance and economy This work puts forward a theory that these implicit patterns of interaction with one another drive our expectations of how we should interact with devices I introduce the Implicit Interaction Framework as a tool to map out interaction trajectories and we use these trajectories to better understand the interactions transpiring around us By analyzing everyday implicit interactions for patterns and tactics designers of interactive devices can better understand how to design interactions that work or to remedy interactions that fail This book looks at the smart automatic and interactive devices that increasingly permeate our everyday lives doors switches whiteboards and provides a close reading of how we interact with them These vignettes add to the growing body of research targeted at teasing out the factors at play in our interactions I take a look at current research which indicates that our reactions to interactions are social even if the entities we are interacting with are not human These research insights are applied to allow us to refine and improve interactive devices so that they work better in the context of our day to day lives Finally this book looks to the future and outlines considerations that need to be taken into account in prototyping and validating devices that employ implicit interaction Table of Contents Acknowledgments

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