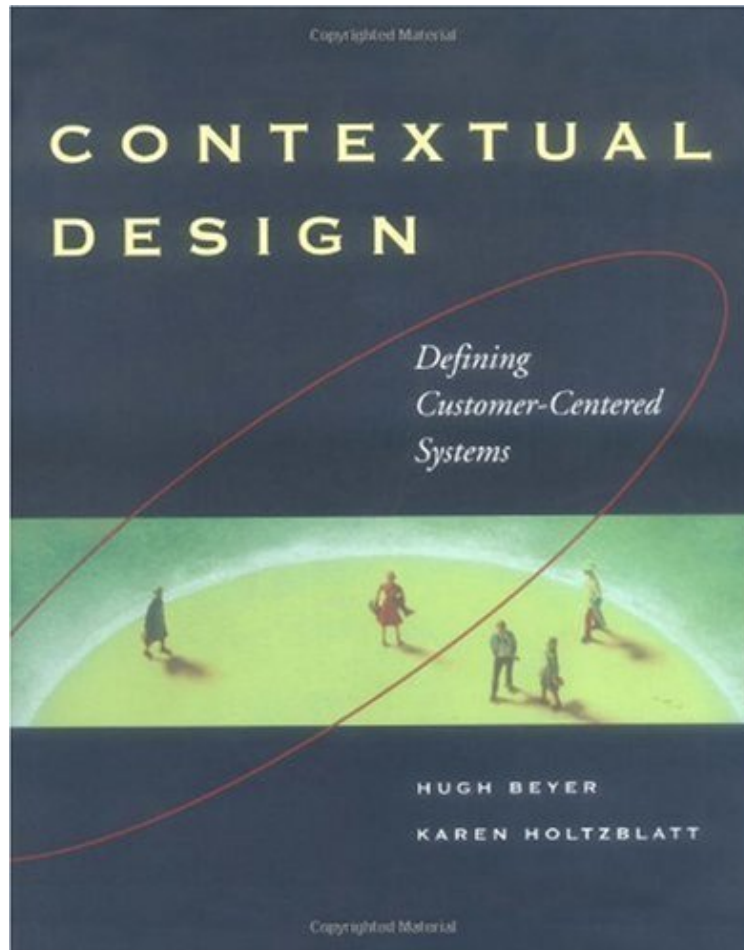



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Contextual Design: Defining Customer-Centered Systems (Interactive Technologies)

Von Hugh Beyer

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1 von 1 Kunden fanden die folgende Rezension hilfreich. If only more software was designed this way! Von Ein Kunde The book offers a fantastic guide to project teams for creating excellent software. If any group follows the design practices prescribed by Contextual Design, their users are likely to find the resulting software actually enhances their work practice, rather than gets in their way. The book works on the level of processes that project teams should follow to understand their users work and then to build the software to enhance that work practice. Someone wanting to focus on the level of GUI interface guidelines should look elsewhere. What is amazing to me so far as I read and use the book is how often these authors are saying something that is not only novel but also simply right. Great job by Holtzblatt and Beyer!-- Joe Grant

Kurzbeschreibung This book introduces a customer-centered approach to business by showing how data gathered from people while they work can drive the definition of a product or process while supporting the needs of teams and their organizations. This is a practical, hands-on guide for anyone trying to design systems that reflect the way customers want to do their work. The authors developed Contextual Design, the method discussed here, through their work with teams struggling to design products and internal systems. In this book, you'll find the underlying principles of the method and how to apply them to different problems, constraints, and organizational situations. Contextual Design enables you to + gather detailed data about how people work and use systems + develop a coherent picture of a whole customer population + generate systems designs from a knowledge of customer work + diagram a set of existing systems, showing their relationships, inconsistencies, redundancies, and omissions. de There's certainly no shortage of software design methods: most demand total allegiance, and many claim to be the only true way to delivering useful and maintainable software systems in a timely manner. Contextual Design describes another worthwhile software engineering method, one that places the user (or customer) at the forefront of the software design process from beginning to end. This method seems to be a particularly worthwhile addition to the literature. Contextual Design begins with contextual inquiry, where software developers interview users and attempt to understand the way they work. Such "customer empathy" is central to the Contextual Design process and a total understanding of "work" within organizations is the mantra here. The book describes how, later in the process, software developers step back from the user data and do an "affinity," which is an overall analysis of hundreds (or even thousands) of individual facts. Contextual Design then explains the additional steps required to build systems using this method, including building models for flow, sequence, and artifacts, and establishing the cultural and the physical environments for a system. After getting an overview, developers consolidate these initial models, get more user input, and then design user interfaces. This book, written in a clear, informal style without excessive jargon, reads very much like a book on business motivation. Various practitioners of Contextual Design offer short testimonials on the software design method. Pressestimmen "If necessity is the mother of invention, then if you don't know what the users need you can't invent. Karen and Hugh present a step-by-step way to uncover, understand, and use those needs. If developers are not already using techniques like those presented here, they should read this book carefully to see what they are missing." - Dan Bricklin, co-creator of VisiCalc "Hugh Beyer and Karen Holtzblatt are widely recognized as the foremost experts on contextual inquiry, and they have packed what they know into a book of both substance and intelligence. It has been a long wait but worth it. The book lucidly shows how to capture the real requirements of customers and how to tailor designs to fit their needs. If you care about your customers and want to create products they as well as want, then you need to understand contextual inquiry and contextual design. You need this book." --Larry Constantine, Principal Consultant, Constantine Locwood, Ltd.; Professor of Computing Sciences, University of Technology, Sydney (Australia); Author of Constantine on Peopleware and Software for User "For many years, Beyer and Holtzblatt have been pioneers in the field of human-computer interaction, showing how the context of computer use can be (and needs to be) the central focus of analysis and design. This book conveys the understanding and wisdom that they have gained from their experience in contextual design in a form that is accessible to students and design practitioners. It will serve as a guide and handbook for the next generation of interaction designers, and as a result we can expect the usability and appropriateness of computer systems to be greatly improved." --Terry Winograd, Stanford University"