

S-72.2510 User-Oriented Design of Telecommunications Services

Closed book exam on Tuesday, 14th of May, 2013

- 1 Discuss factors (4) that need to be considered when selecting UCD methods.
- 2 Briefly explain and sketch (make a diagram) of a standardized UCD process.
- 3 Briefly comment (5) the open interview technique.
- 4 Explain four chronological phases of interview.
- 5 Briefly discuss benefits (3) and drawbacks (3) of user observations.