S-72.2510 User-Oriented Design of Telecommunications Services

Closed-book exam, 16^{th} of May, 2011

- 1. Briefly describe the following UCD methods i) Contextual Enquiry and ii) Parallel design. List in bullet points their strengths and weaknesses.
- 2. Your task is to create a user centric design process in order to develop portal applying social media for elderly. i) Give two alternate process suggestions. ii) List in bullet points their strengths and weaknesses.
- 3. Based on the figure below, indicate the methods that are recommended for i) limited time/resources, ii) no direct access to users and iii) limited skills/expertise. Reply to this question by ticking the respective cells in the table given in the next page. This assignment is graded such that you get 1 point from each correct selection and 1 point from each wrong selection. So, please don't make any guessing if you don't know the answer.

Methods table

you can select the most appropriate methods depending on three conditions Limited skills/expertise limited time/resources No direct access to users **Planning** Design Test & Measure Post Release Requirements Implementation & Feasibility Diagnostic Post release testing User Surveys Style guides Getting started Design guidelines Subjective Stakeholder Performance Interviews Paper prototyping Rapid prototyping meeting testing assessment Subjective User surveys Contextual inquiry Heuristic evaluation Analyse context evaluation Heuristic 150 13407 Parallel design Remote evaluation User Observation evaluation Critical Incidence **Planning** Storyboarding Context Technique Competitor Analysis Focus Groups Pleasure Evaluate prototype Brainstorming Wizard of Oz Evaluting existing systems Interface design patterns Card Sorting Affinity diagramming Scenarios of use Task Anaysis Requirements meeting

| Method | Limited time/resources | No direct access to users | Limited skills/expertise |
|-----------------------|--|--|--|
| Getting started | | | 11110 |
| Stakeholder meeting | | | |
| Analyze context | | | 8 |
| ISO 13407 | 17 S. C. L. | F. Junio Branca B. | 21 A |
| Planning | | | |
| Competitor analysis | | | |
| User surveys | term strike in his object of | DEACON THE STATE OF | The subsection of the subsection of |
| Interviews | telfred with a consequence | AND STREET | to a sure it of a character was as has |
| Contextual inquiry | | | an a series and he |
| User observations | | | - |
| Context | ma helianeramier en teo | Francis or statisticature | Sacration that facenshe lay |
| Focus groups | o St. and are a now it of the same | 11.1 has 2050 to \$1.0250 as | the distance in the community of |
| Brainstorming | manusian sidil associati | | t data dispenses all'appide |
| Evaluating existing | CÉ PARA A MARS MAN DE LA | | the event being in |
| systems | The state of the s | North Add Co. 1 | a some one Stam the |
| Card sorting | | | |
| Affinity diagram | | | |
| Scenarios of use | | | × 1.3. × 450.50.50 × s. 3 |
| Task analysis | | | |
| Requirements meeting | rappalana estra de | prompt beat it is yet | The control of the co |
| Design guidelines | | | |
| Paper prototyping | | | |
| Heuristic evaluation | | | |
| Parallel design | | | |
| Storyboarding | | | |
| Evaluate prototype | | | |
| Wizard of Oz | | | |
| Interface design | | | |
| patterns | The second second | | |
| Style guides | | | Committee of the second discountry to the |
| Rapid prototyping | | | |
| Diagnostic evaluation | | 2.47 4927 | |
| Performance testing | | | |
| Subjective evaluation | | | |
| Heuristic evaluation | | 6 - 1 a 0 2 | |
| Critical incidence | | | |
| technique | | | |
| Pleasure | | | The state of the s |
| Post release testing | | | 1,000 |
| Subjective assessment | | Septimental Control of the Control o | |
| User surveys | | | |
| Remote evaluation | | | |