

## Exercise F on Contextual Design and user needs capture med udgangspunkt i opgave D [\[Gruppe 2116, BL, 2009\]](#)

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Envision yourself as advisor for a company who is going to re-engineer its knowledge management system and including its user environment. We call the new system USE. (You may well use the example you derived in exercise C, the company you are working with in your project or even the project work itself).

1. Write a few lines describing the *Goals* with USE
  - Hurtig adgang til de "rigtige" informationer.
  - Lagring af information over længere tid.
  - Komplisitet
2. Describe the focus system *user groups*

Krone vinduer (produktion), Entreprenører (Montering/nedrivning), rådgivere (planlægning og tegning)

3. Draw *rich pictures* of USE. Formulate a Vision (.. how will USE change our knowledge management ....)

Opgave D

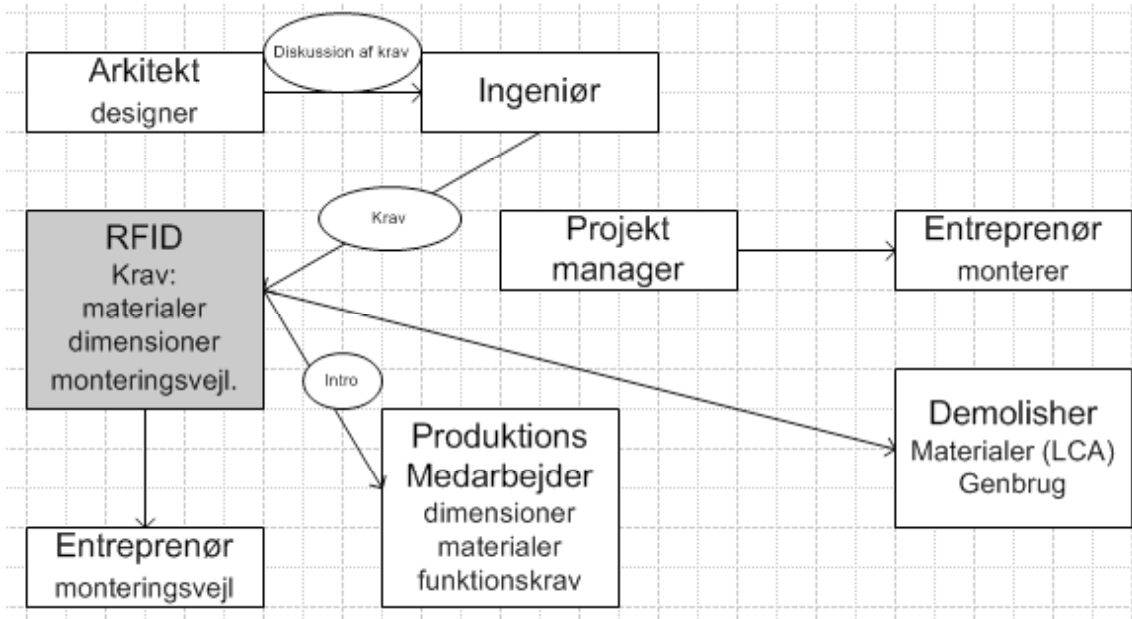
4. Compose the Work Modelling team.

Produktion/udviklingschef, 1 kompetent produktionsmedarbejder, en entreprenørernes og rådgivernes brancheforening, projektleder og håndværker fra entreprenør virksomhed.

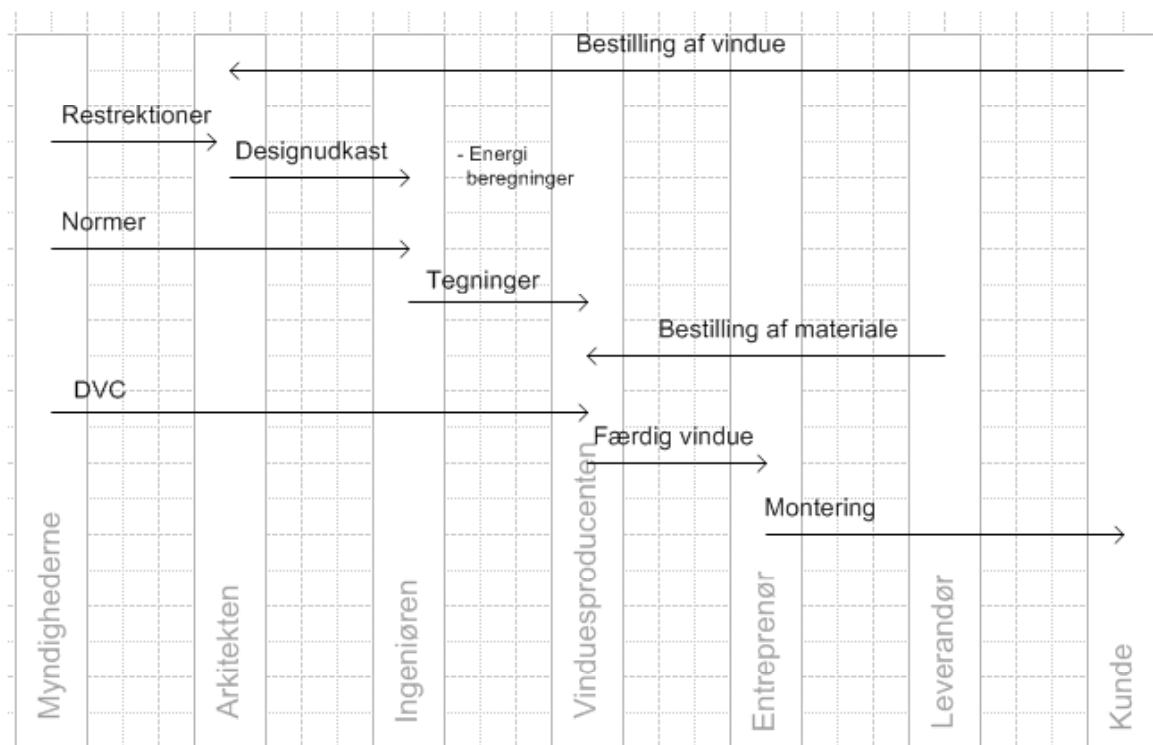
5. Capture and list *user needs* (during the contextual inquiry).

Let anvendeligt, hurtigt, effektivitet, opfylde behov.

6. Draw simplified *work flow* models showing users/roles and in the proposed environment. Describe formal and informal communication, as well information containers (existing and new)



7. Draw *sequence* models (corresponding to the work flows) showing the works steps to achieve desired goals/intents.



8. Describe in the *cultural* model the constraints on the system caused by organisational culture.
9. Describe some of the *artifacts*/tools that will support the use of USE.
10. Consolidate the Work Models

11. Update the vision.
12. Make a *storyboard* for the studied use case. Get feed-back from the users on the sketched solution.
13. Outline the functional structure (*User Environment - UE* - 'the floor plan') of USE, to describe the USE functions and their relations (inspiration on page 307,308 in Beyer Holtzblatt [[education/reports/cd\\_1.pdf](#)]). [Each storyboard contains implications for place, functions, and links in the User Environment].
14. Outline *physical* (distributed) environment where USE will be used.
15. Sketch on a possible user environment system *interface*
16. goto 5 (or goto the next step in the system development if you have enough user-needs/system-requirements formulated)