

IS 214 Needs Assessment and Evaluation of Information Systems

Contextual Design

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Contextual Design

- As defined in the Contextual Design process of Karen Holtzblatt and Hugh Beyer of InContext Enterprises

Contextual Design

- Interview – observing users in context
- Interpretation session – modeling work
- Affinity diagrams – patterns in the work
- Consolidating – patterns across users
- Brainstorming – creating a vision
- Storyboarding – making the vision real
- User Environment Design – work focus areas
- Paper prototyping – testing the UED

Interpretation Session

- Structured meeting for a single interview
- Team hears, models, and responds
- Interpret as a group – all team members
- Multiple perspectives – shared perspective
- Do within 48 hours of the interview
- 4-6 people in each session

Notes for Later Affinity

- Interpretations of events
- Use of artifacts
- Characteristics or strategies of the work
- Breakdowns in the work
- Influences from the cultural model
- Questions for future interviews
- Insightful customer quotes

Work Models

- Flow – communication and coordination
- Cultural – climate and influences
- Sequence – steps to complete a task
- Artifact – structure and strategies of work
- Physical – location of people and things

Flow

- Individuals or groups doing the work
- Responsibilities of individuals or roles
- Flow of communication between people
- Communication topic or action of work
- Places and artifacts supporting communication
- Breakdowns in communication or work

Cultural

- Influencers who affect or constrain work
- Extent of the influence on work
- Direction and strength of influence
- Breakdowns interfering with work
- Standards, policies, power, values
- Identity, emotions, style, preferences

Sequence

- Intent of the sequence of tasks
- Trigger that causes the sequence to begin
- Steps in the sequence
- Loops, branching in the sequence
- Breakdowns in completion of the sequence

Artifacts

- Information presented
- Parts that suggest how it is used
- Structure of those parts
- Annotations showing information usage
- Presentation of font, color, layout, emphasis
- When created, how used and by who
- Breakdowns – problems using the artifact

Physical

- Places where work happens
- Structures that define and limit work
- Usage and movement in the spaces
- Hardware and other tools
- Layout of places
- Breakdowns - what interferes with work

Contextual Interview Interpretation – Class Exercise

- Divide into groups of four to six
- Identify person with good notes on interview
- Assign other roles for session
- Record important data
- Create work models

Affinity Diagrams

- Inductive process for rethinking paradigm
- Done by the whole team together
- Put notes on the wall one at a time
- Group notes addressing the same issue
- Move notes into groups of 4-6
- Add notes defining groups
- Group the groups and add notes defining these

Consolidating Models

- Collect models of a type and look at together
- Synthesize primary elements into single model
- Similar usage, purpose, meaning
- Look for repeating patterns
- Include key differences, don't lose details
- Identify roles, group influencers, influences
- Primary activities, abstract steps