



ICT Experience Prototyping in practice: Artefact Transitions

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- The VIP-lab project
- Case studies
- The overall approach
- UCD with experience driven techniques
- Example
- Conclusion

The VIP-lab project

- **Virtual ICT Experience Prototyping lab**
 - Multi-disciplinary project team
 - Companies
 - 5 Case studies
 - Show the benefits of User-Centered Design (UCD)

- Whole user experience
- 5 application domains and industrial brands, e.g.:
 - Flexible user interface for mobile journalists
 - Registration application for foreign truck drivers
- Similar approach for each case study

- Similar approach for each case study **BUT different techniques** e.g. :
 - User analysis: Contextual inquiry, questionnaires, interviews, etc.
 - Evaluation of prototypes: Heuristic evaluation, lab test, field test, questionnaires, etc.
- Choice depends on:
 - Sector
 - Target user group

UCD with experience driven techniques (2)

- Needed: smooth transitions between techniques in the general stages
- Problem:
 - Techniques described in literature
 - No solution to manage the **transitions**
- Previous experiences → best practice

Example (2)

- From user and task analysis to low-fidelity prototype:
 - Several meetings with the multi-disciplinary team
 - Differences in interpretation
 - Avoiding misunderstandings
 - Task hierarchy and mockups as **communication medium**
 - Agreement on decisions, priorities, ...

- Multi-disciplinary teams add value
 - Transitions between the stages should be based on:
 - Best practice
 - Guidelines
- more research needed**

Questions?

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