

Administrative Stuff

Project I Timeline:

Friday, Feb. 7: Interim presentation

Tuesday, Feb. 11: Assignment I due

Friday, Feb. 28: Final presentation

Work Models

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CS-570 Introduction to Human-Computer Interaction



Work Models

Data from a CI is used to make models

Helps us understand the workflow

Highlights gaps in our understanding

Allows us to note breakdowns and workarounds

These are often opportunities for design

Can someone list the work models from the readings?

5 Kinds of Work Models

Flow — Direction of communication and coordination

Sequence — Detailed sequence of work steps

Artifact — Physical objects that support the work

Culture — External influences

Physical — Layout of the work environment

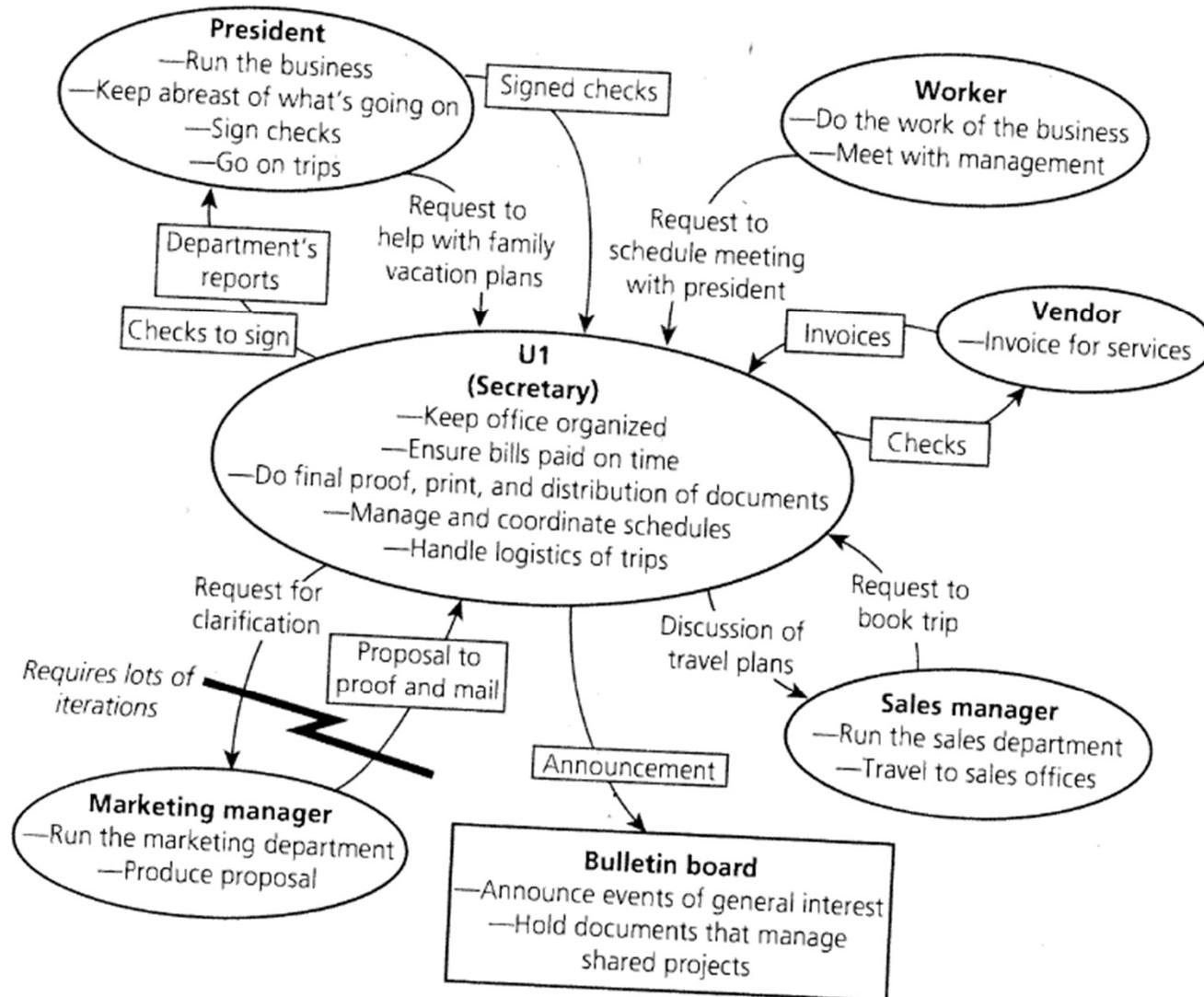
Flow Model

Focuses on the roles of different users and how they communicate and coordinate to get work done

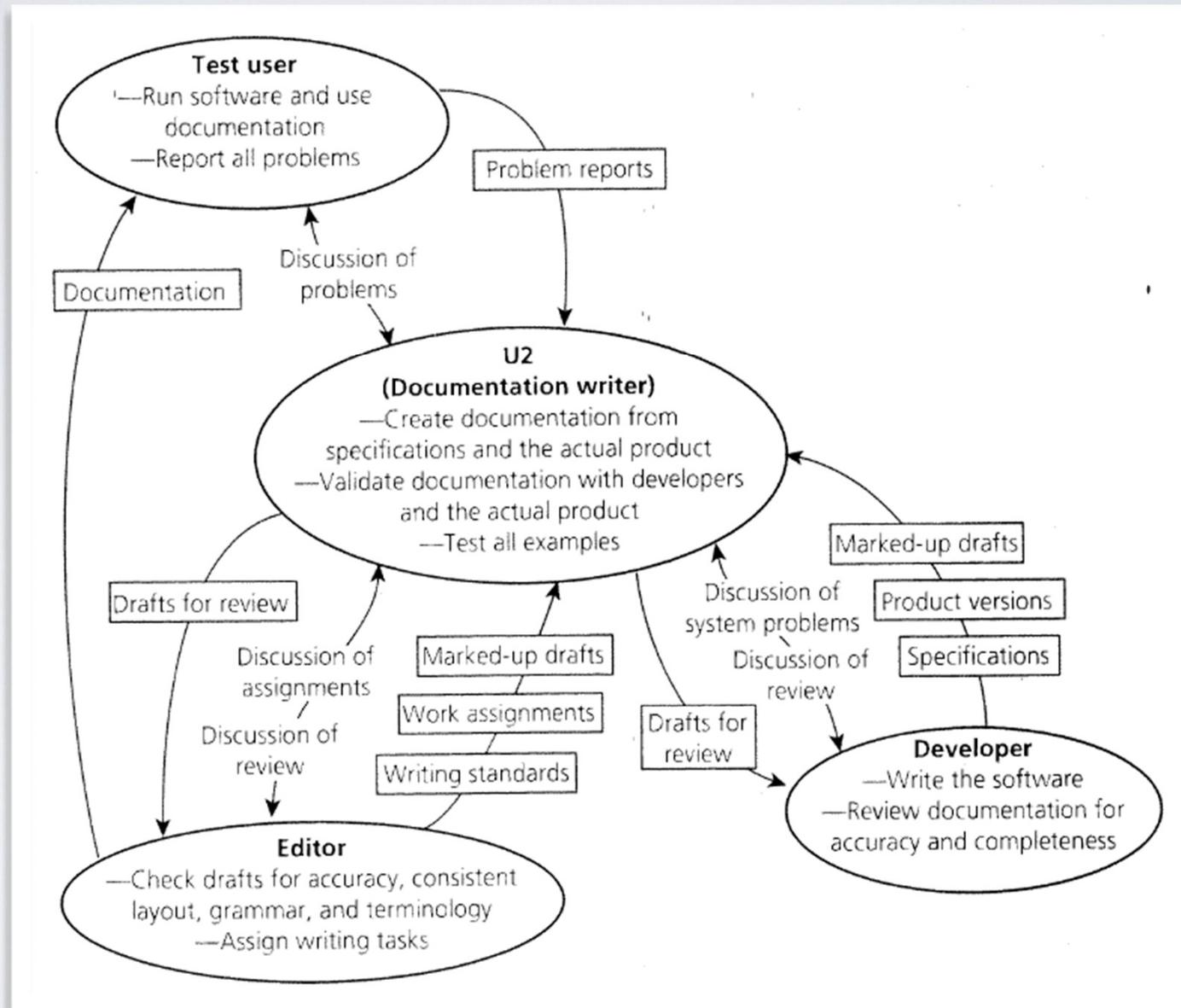
Each flow model is generated from a specific individual perspective

Includes the places where communication happens, the artifacts used for communication, and breakdowns in communication that negatively impact work

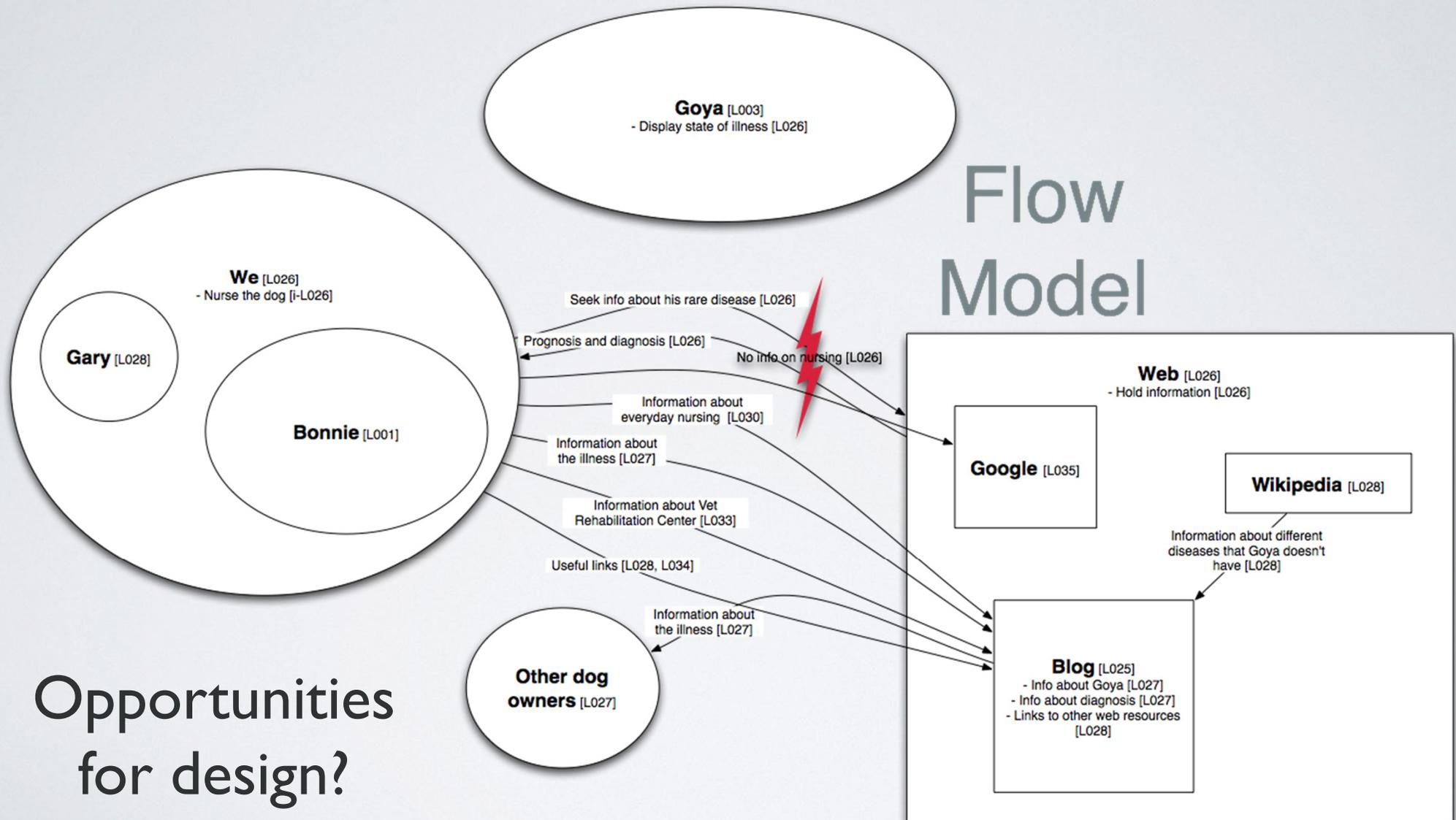
Flow Model: Secretary



Flow Model: Documentation



Flow Model: Blogger



Opportunities
for design?

Questions?

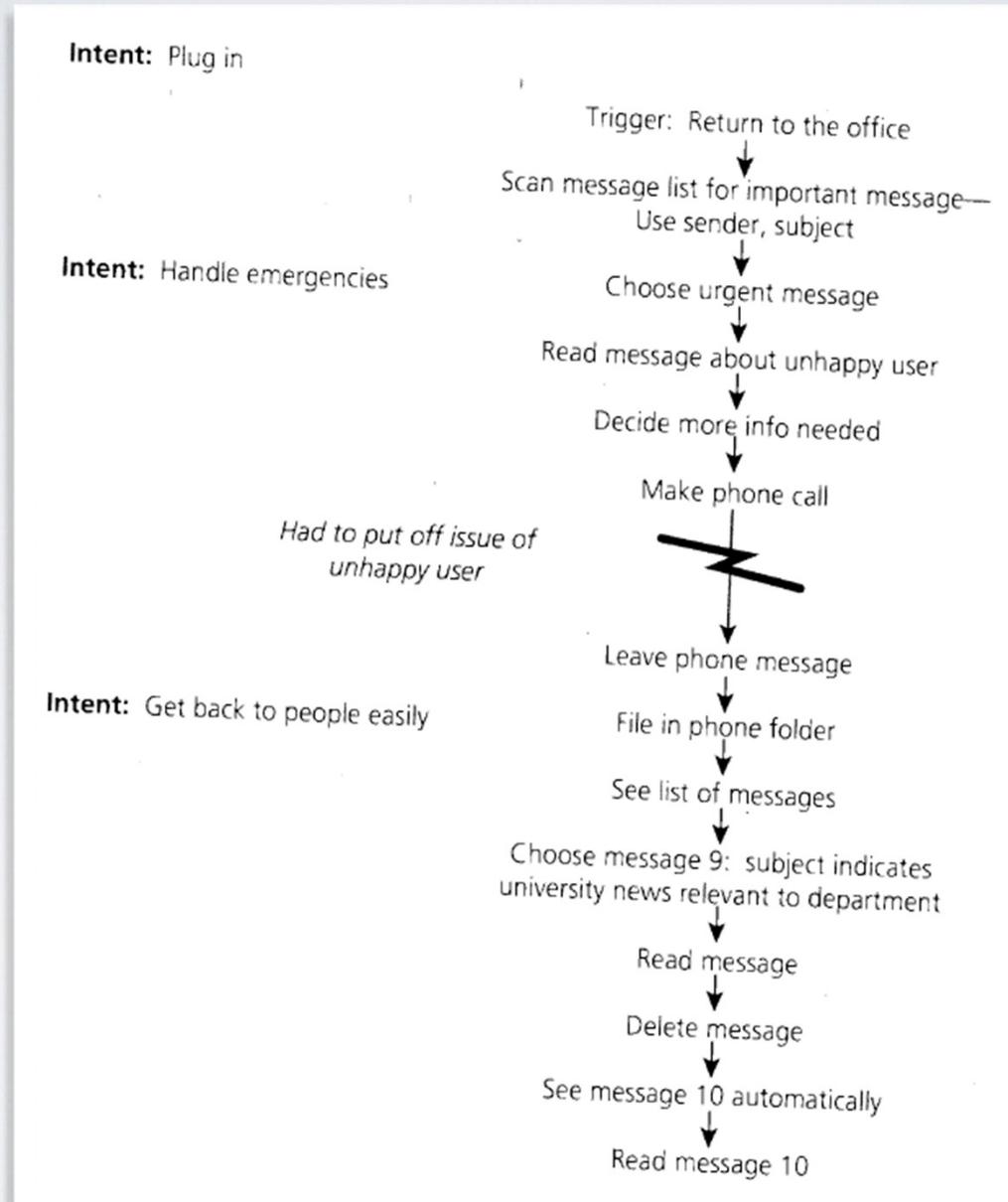
Sequence Model

“Low-level, step-by-step information on how work is actually done”

Includes the intent behind the action, the trigger that led the user to this action, and breakdowns that create problems

Captured at level of detail appropriate for focus of the design team

Sequence Model: Handling Mail



Sequence Model: Blogger

Intent: Draft post [<L208]

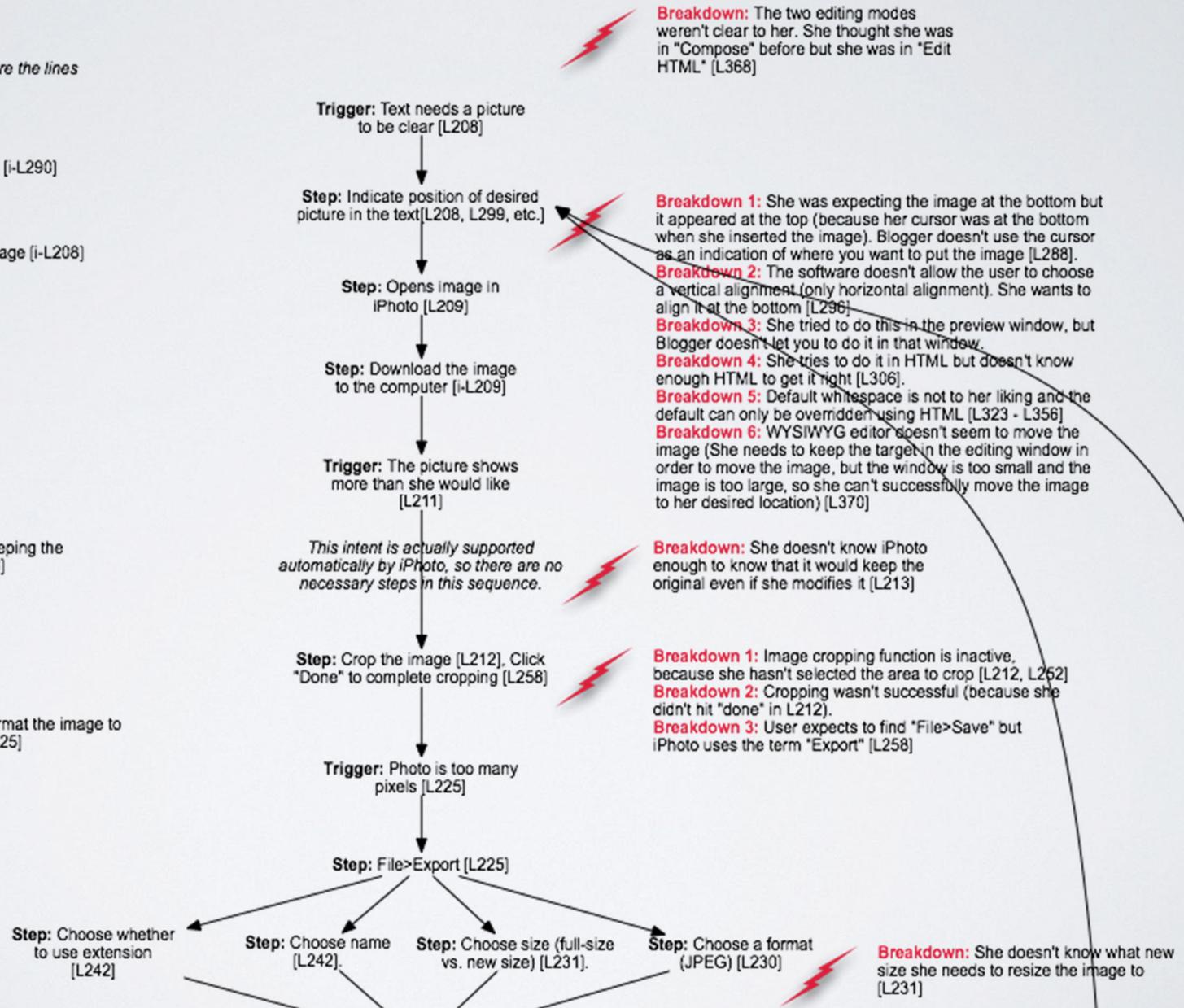
The evidence for this was before the lines you started modeling.

Sub-Intent: Position image [i-L290]

Sub-Intent: Prepare the image [i-L208]

Sub-Sub-Intent: Keeping the original image [L213]

Sub-Sub-Intent: Format the image to use it in the blog [L225]



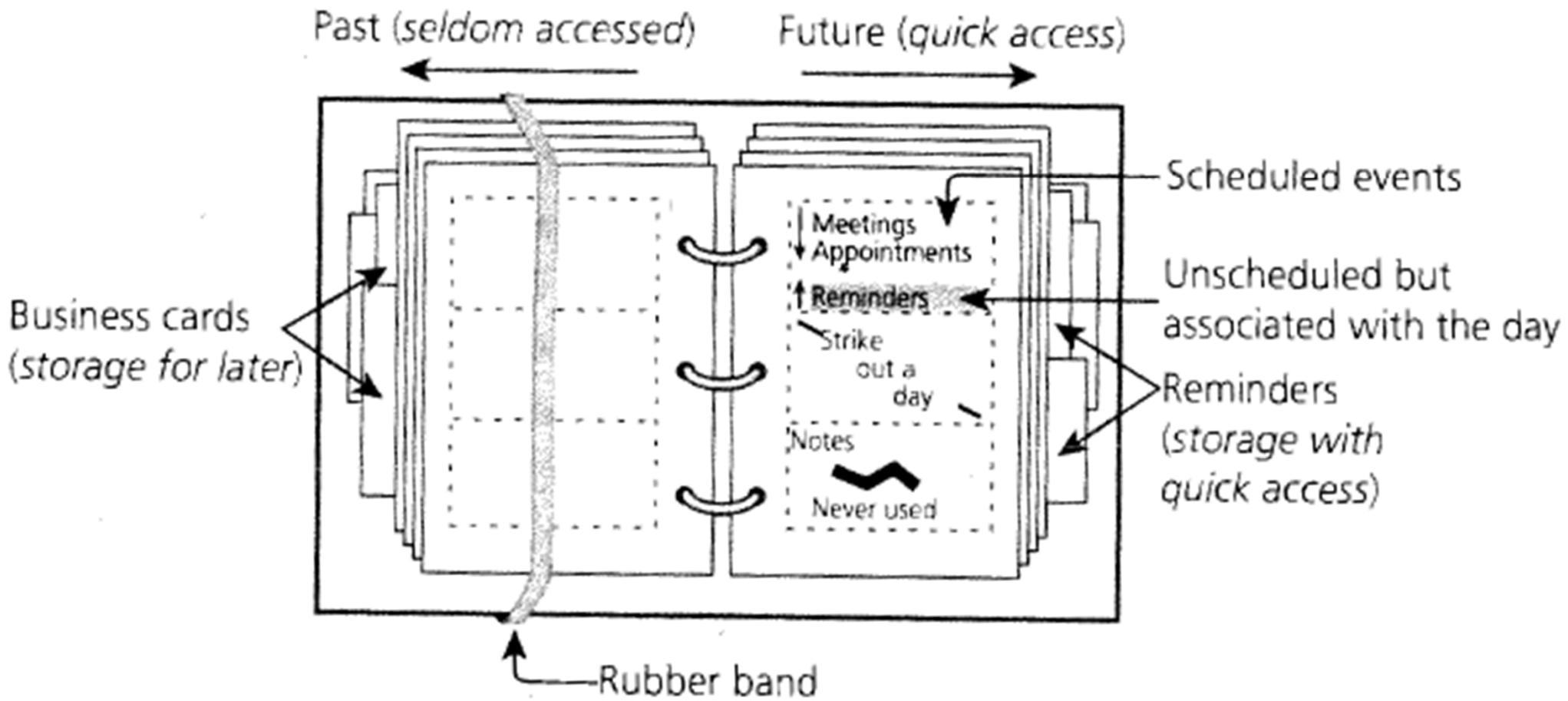
Questions?

Artifact Model

“An artifact model is a drawing or photocopy of the artifact, complete with any handwritten notes”

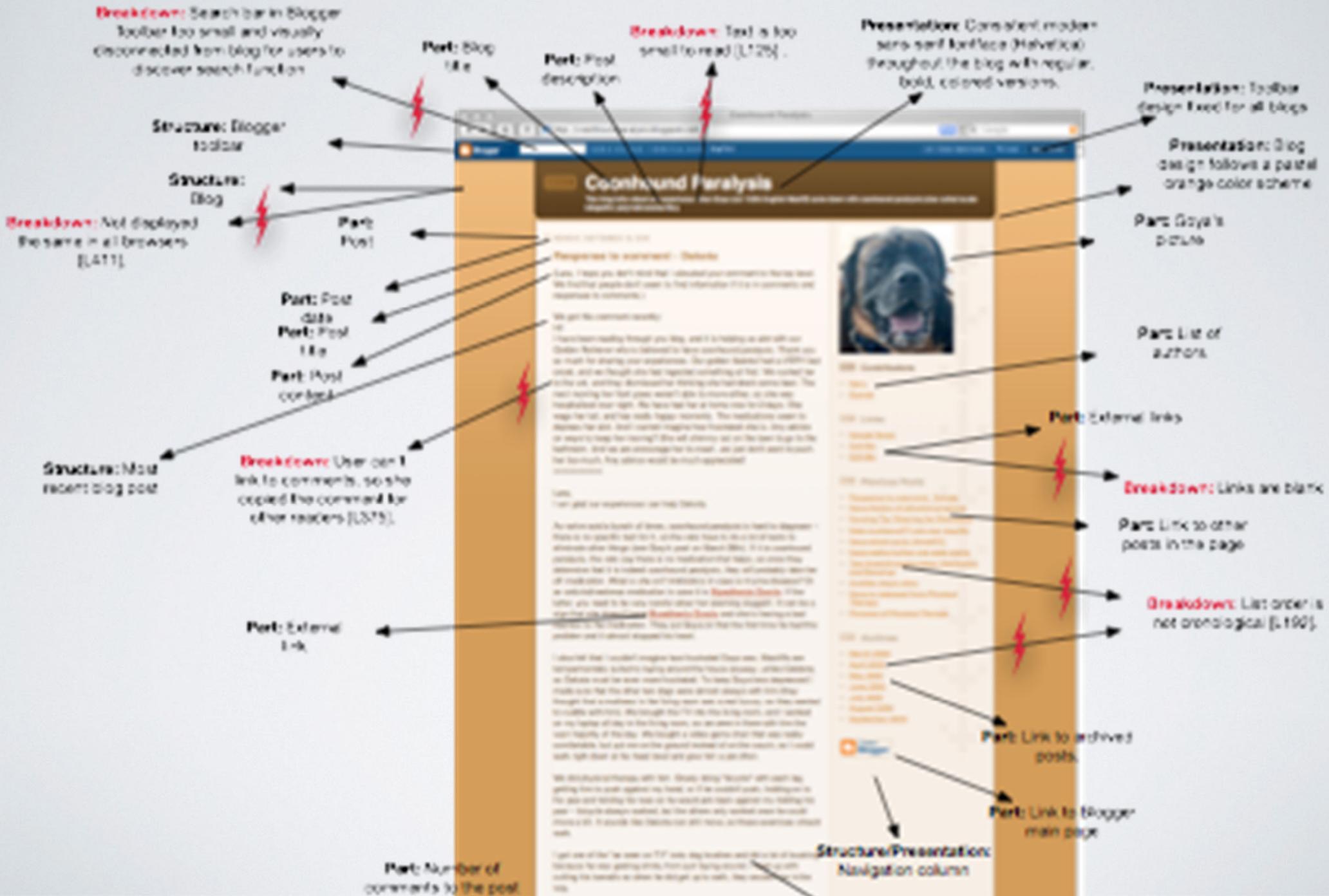
Documents physical artifacts used in work

During the CI, interviewers should inquire into the structure, content, presentation and usage of the artifact, as well as any breakdowns in its current use



Personal Organizer

Artifact Model: Coonhound Paralysis Blog



Driver Field of View

Driver Field of View

- Easy viewable space for controlling entertainment device or phone

⚡ Dashboard too low in relation to seat

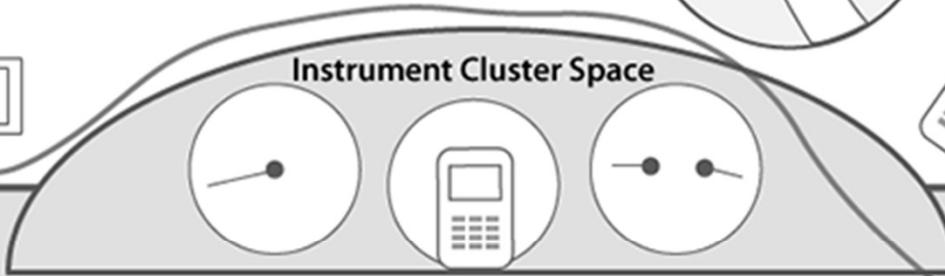


Top of Center Dash

- A place to hang important info for easy viewing
- Easy viewable place to check phone for incoming text or calls



Instrument Cluster Space



Radar Detector



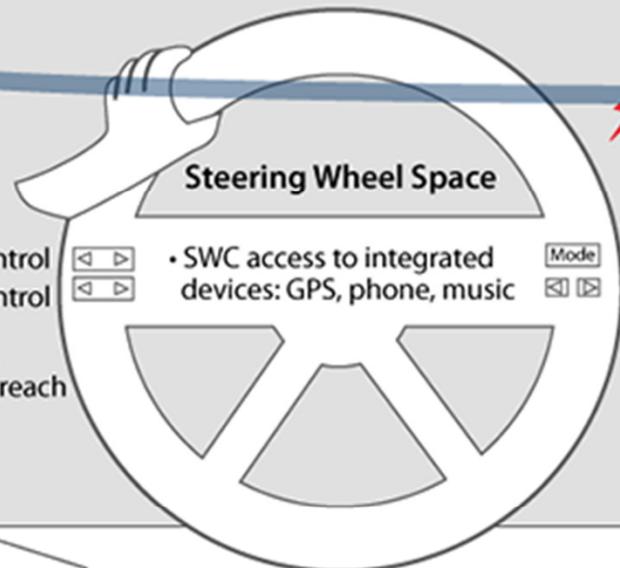
⚡ Cables clutter and hinder from accessing devices

Instrument Cluster Space

- Access and control of driving performance status

⚡ Cluster displays not in view

⚡ Cluster displays graphics distracting



Steering Wheel Space

⚡ Device connection wire intrudes into space

Volume Control
Temperature Control

- SWC access to integrated devices: GPS, phone, music

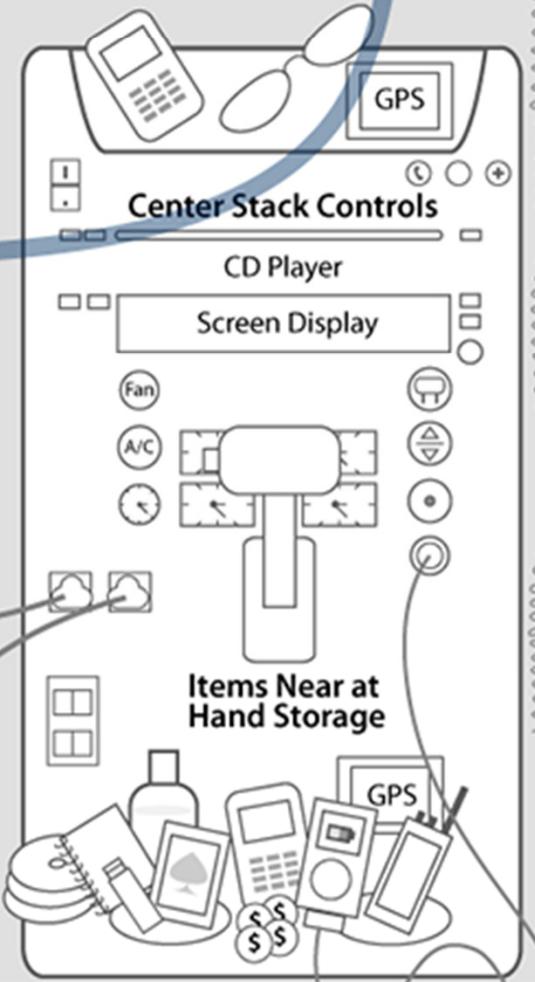


⚡ Icons hard to understand

⚡ Location of DIC control hard to reach



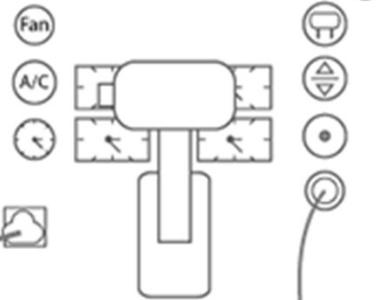
Driver Below Dash Storage



Center Stack Controls

CD Player

Screen Display



Items Near at Hand Storage



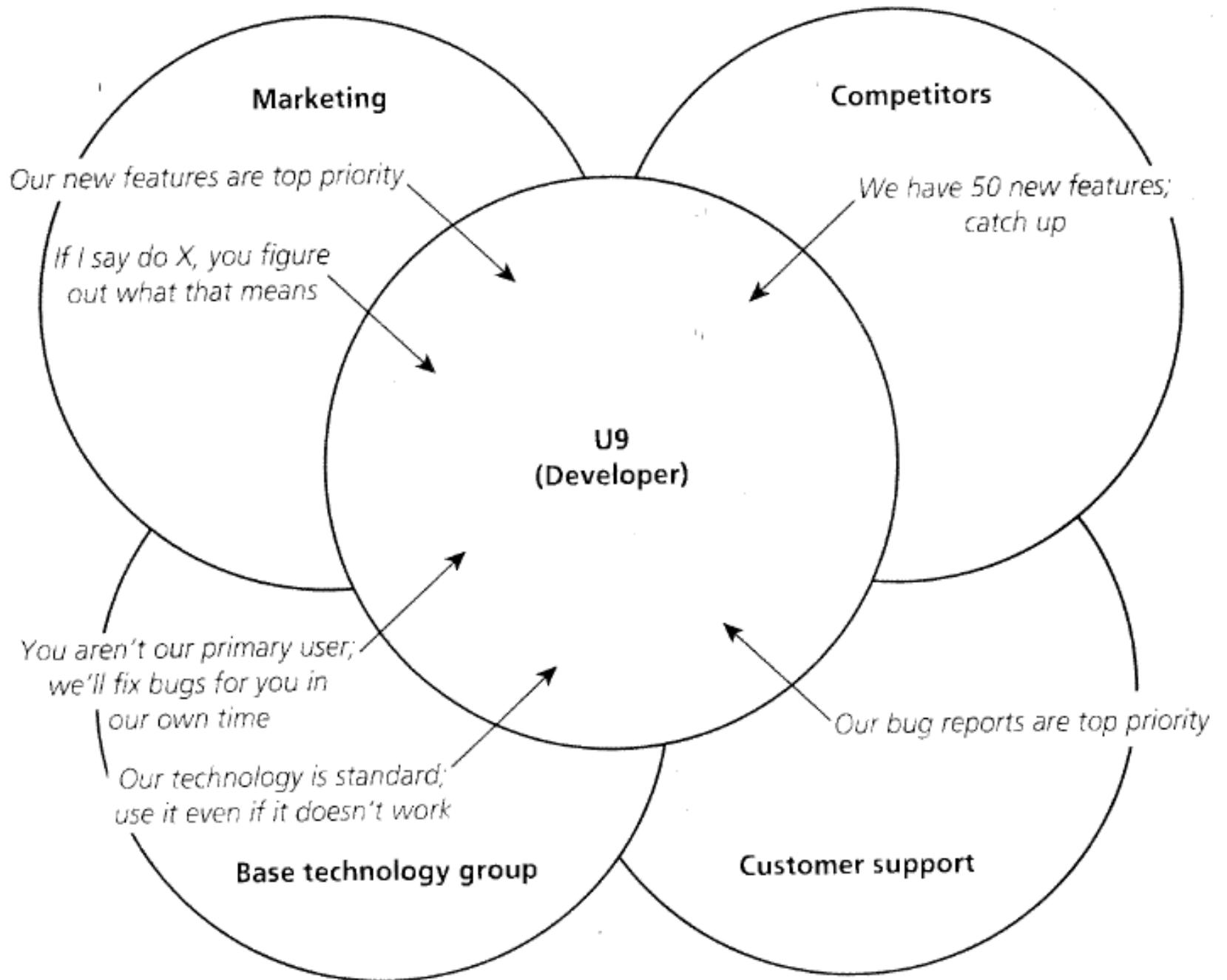
Questions?

Cultural Model

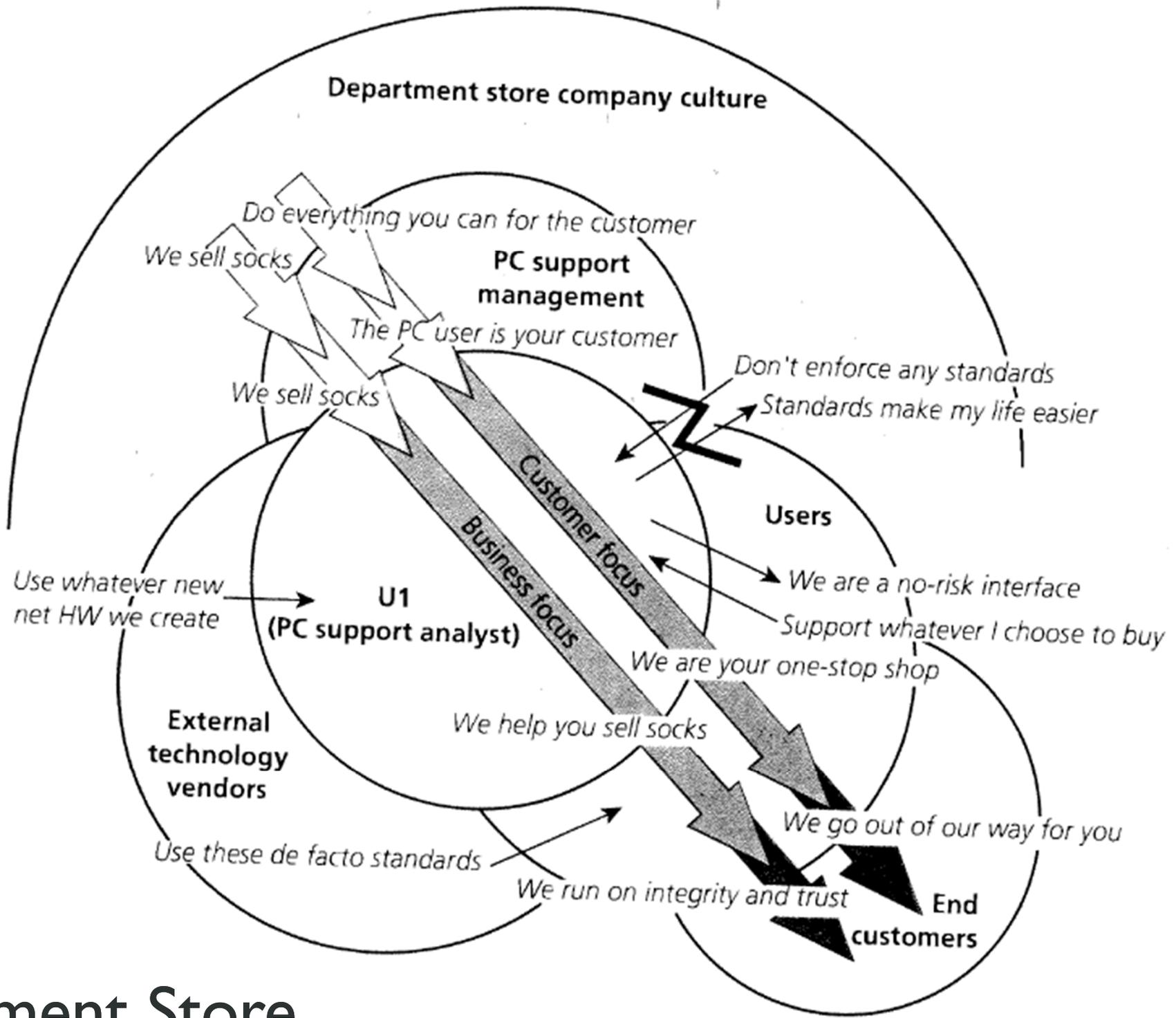
“Work takes place in a culture, which defines expectations, desires, policies, values, and the whole approach people take to work”

Revealed in the language used to describe work, the tone of the place, the policies, and the influence of the overall organization

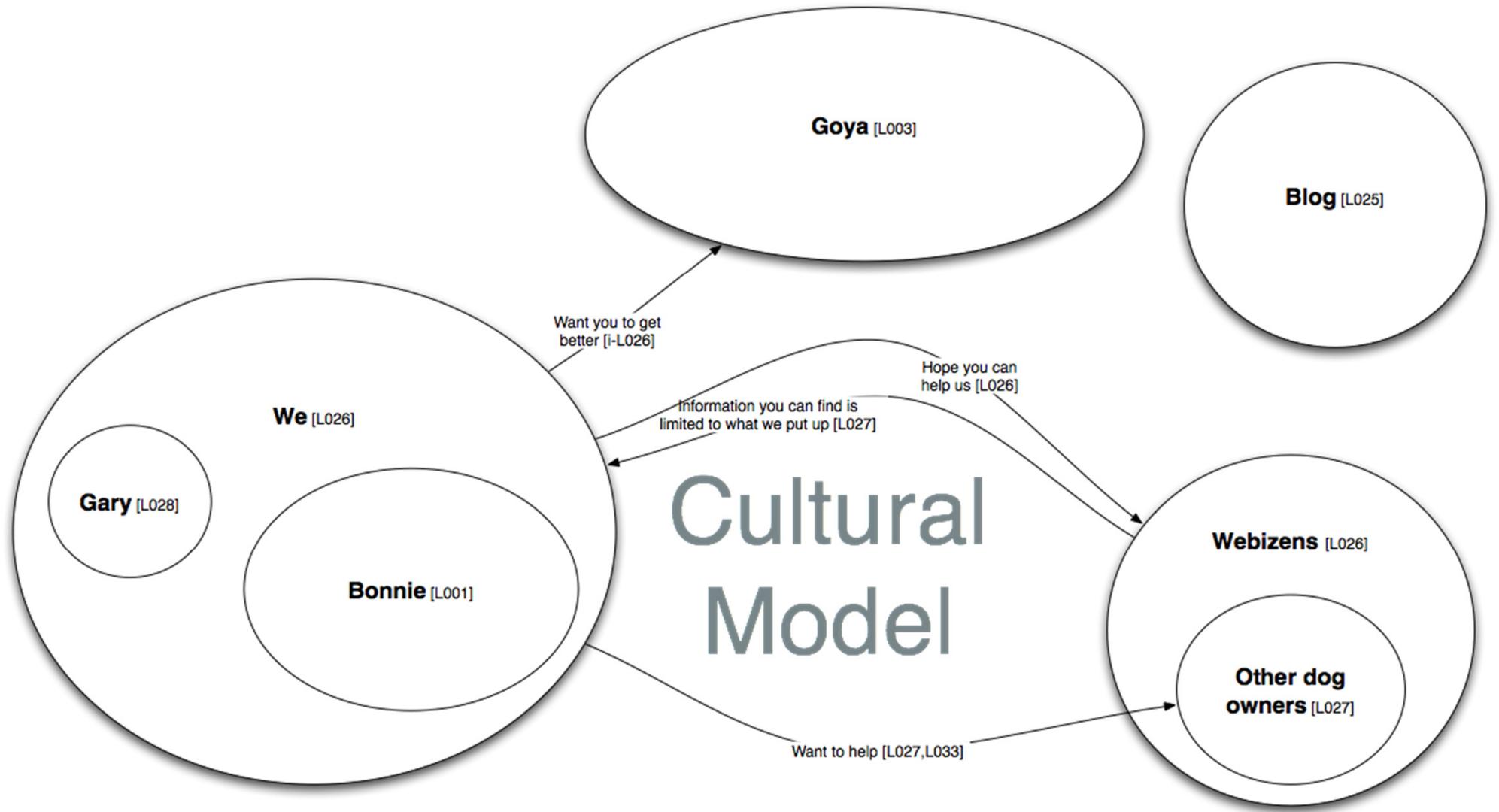
Influencers are the individuals, formal groups or abstract principles that influence the work of specific people



Product Development



Department Store



Blogger

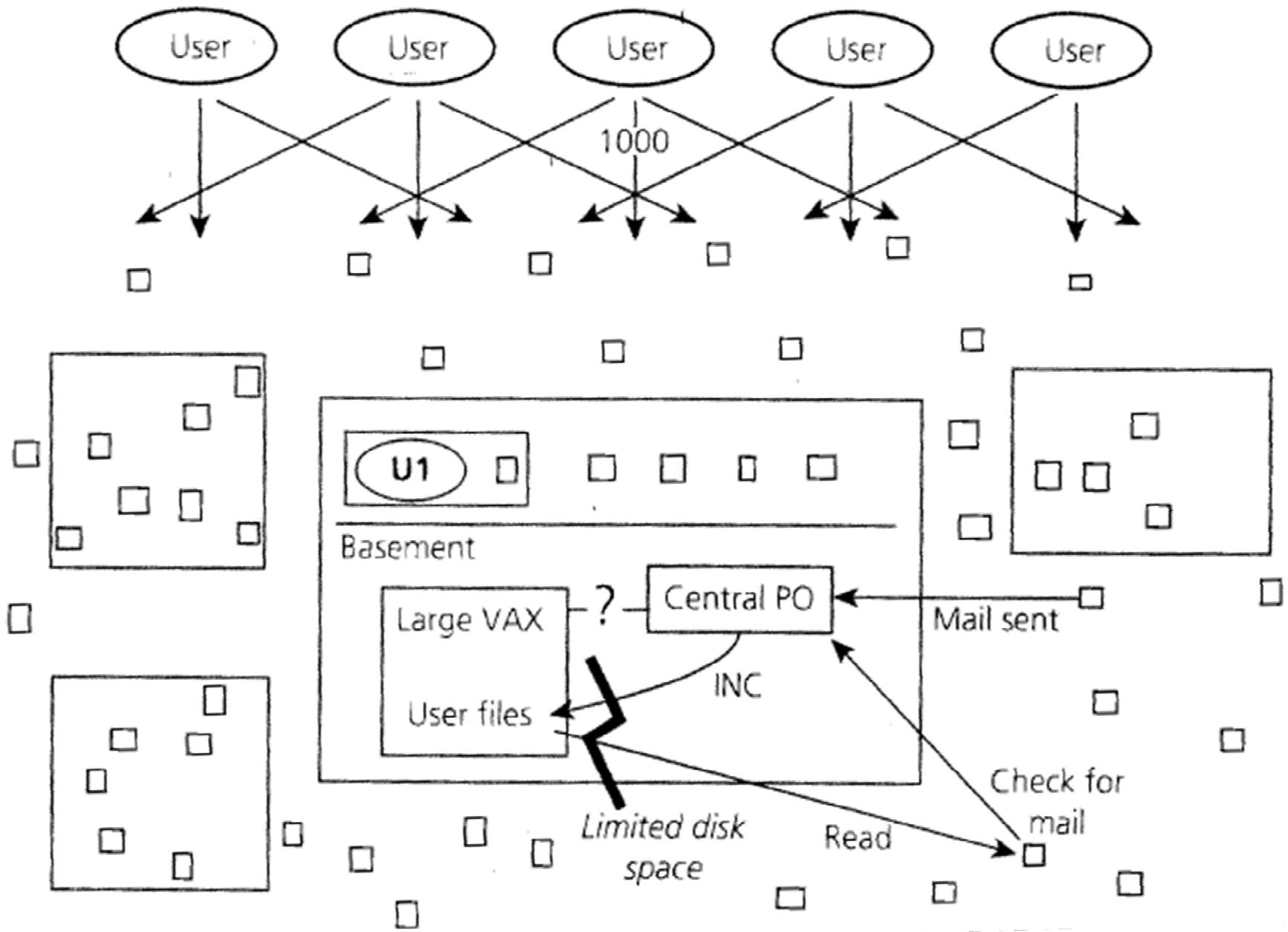
Questions?

Physical Model

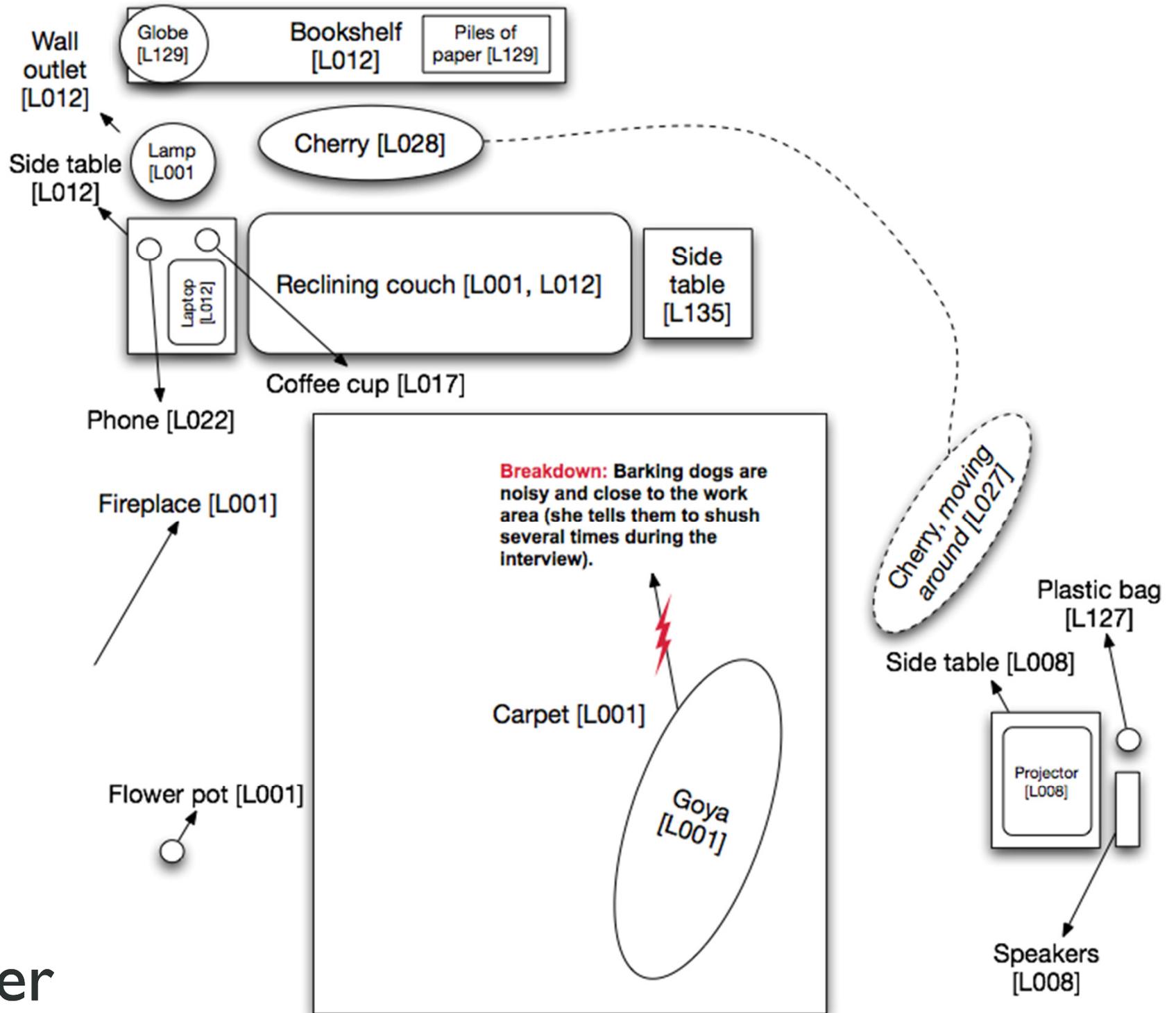
Documents the physical environment where work happens

Includes the organization of space, the grouping of people, and their movement in the space

Focuses on aspects of relevant to the work/focus and not on complete fidelity



University Computers



Opportunities for Design

Breakdowns

Workarounds

Mismatches between what people 'say' and what people 'do'

Offhand comments

Sighs

Rolling of the eyes

Confessions

Assignment I

Conduct contextual inquiry on a web-based service

Conduct a 10-minute contextual interview

Make an affinity diagram

Generate five work models

Generate one initial design idea

There isn't a lot of time — start early!

Assignment details on Canvas

Team assignment

CS-570 — Project teams

Thanks!

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