Scenarios & Requirements

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- What is the process that bridges between qualitative research and interaction design?

- What is a scenario in design?

- What is so particularly interesting to use narratives for scenarios?

- What are the different types of scenarios? in which stages of design were they used respectively?

- What are the key differences between persona-based scenarios and use cases?

- What does the word "requirement" mean?

- What is the requirement definition process? what does it comprise?

How to go from QR and UM to design?

- Review of previous chapters
  - qualitative research - interviewing and observing users, and identifying patterns of how they may interact with a product
  - user modeling - creating composite user archetypes so that we can visualize and empathize with them, and understand their goals, mental models, motivations, behaviors and tasks
  - task tree

- How do we go from this material towards design solutions?

- This design process consists of four activities:
  - scenarios
  - requirements
  - interaction framework (behavior)
  - prototypes (behavior and form)
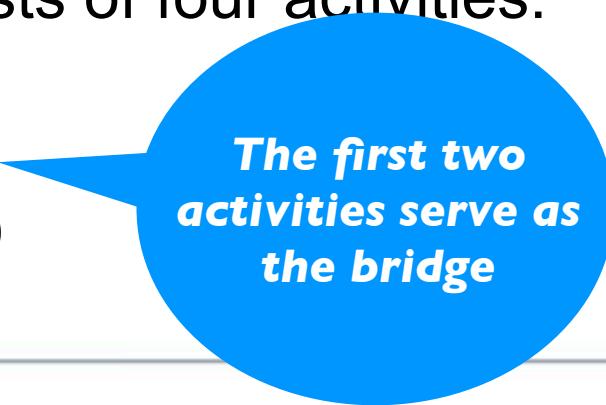
The first two activities serve as the bridge

Scenario is a *narrative* (storytelling) to construct and illustrate design solution.

It describes how one or more personas *achieve* their goals.

- We love to listen to stories

- We use them to communicate ideas and possibilities

- Good design narratives reflect users' mental models

- Story about a pioneer in HCI
- Who was considered the founding father of GUI?
  - a computer science student from MIT; his name is Ivan Sutherland
- What did he invent? when?
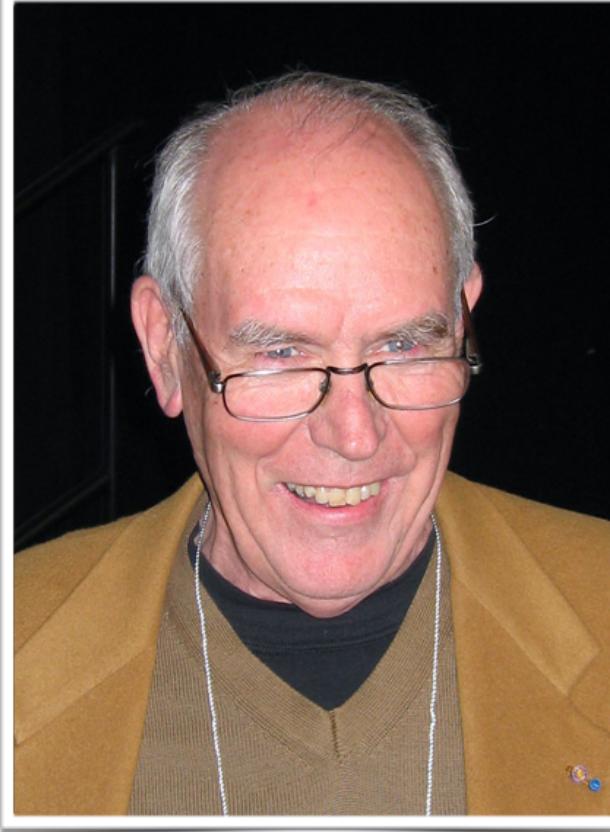
Sketchpad, 1963

- Context scenarios - pre-design scenario focusing on user goals and the problem solving process (goal-subgoal chaining)

- Key path scenario - it is derived from context scenario; it emphasizes on interaction priorities, and introduces design vocabulary

- Validation scenarios - validation scenarios are used to test the design solution in different situations

- Notice these scenarios are used at different stages of design

WHAT IS A GOOD CONTEXT SCENARIO?

- it contains a plot

- it is succinct (brevity)

- it is concrete (personas and their day-in-life)

- it gives visual descriptions of interactive products

- it emphasizes on how personas achieve goals using the product

- it avoids discussing actual technology or business constraints

- it contains "magic"

- Similarity - both describe a user's interaction with a system

- *Scenarios* describe not only the functionality of the system, but also *the priority of functions*, what the user sees and how she interacts with the system

- *Use cases* give *an exhaustive* list of functional requirements of the system

Requirement definition answers the broad questions about *what* a product is and what it *should do*

1. Creating problem and vision statements

2. Brainstorming (eliminate preconception and allow imagination)

3. Identifying persona expectations (mental model)

4. Constructing context scenarios

5. Identifying requirements (data, functional)