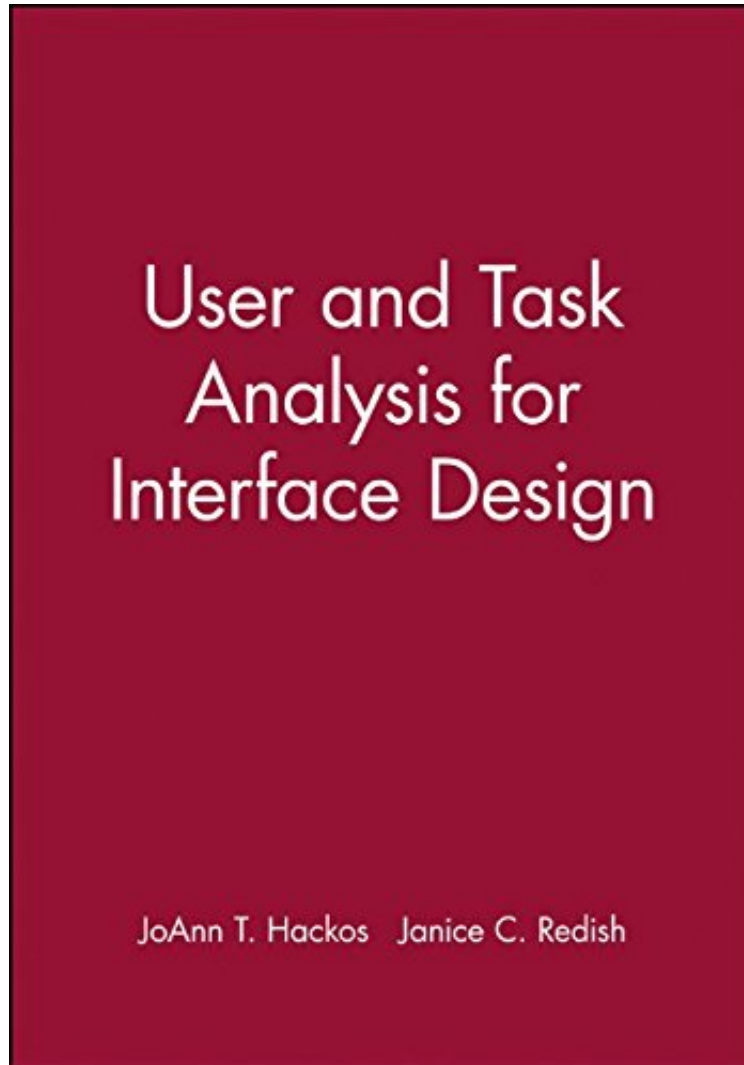


## User and Task Analysis for Interface Design

*JoAnn T. Hackos, Janice C. Redish*  
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#1085263 in Books 1998-02-23 1998-02-09Ingredients: Example IngredientsOriginal language:EnglishPDF  
# 1 9.52 x 1.36 x 7.52l, 1.88 #File Name: 0471178314512 pages | File size: 47.Mb

**JoAnn T. Hackos, Janice C. Redish : User and Task Analysis for Interface Design** before purchasing it in order to gage whether or not it would be worth my time, and all praised User and Task Analysis for Interface Design:

62 of 66 people found the following review helpful. A handbook you will dog ear from useBy atmjFirst of all, I have not read this book cover to cover. I have used it as a manual for task analysis in bits and pieces. Eventually, I will read it cover to cover, as it deserves this attention and I need the information.I was recommended this book by a colleague and since recommended it at least a dozen times myself to fellow human factors engineers and software/system designers. It had the answers to many of the practical questions I was asking and being asked.This book gives practical advice on how to analyse a task based on the "things that need to be done" to the "people that need to do them". Based

on the recommendations, these are not "pie in the sky" ideas but practical tips from the people that do this work day to day. If you read through the table of contents that provides you will find most if not all of your questions on how to go about this type of work answered within the pages of this book. Briefly the Chapters are broken up into main segments of this type of work: 1. Introducing User and Task Analysis for Interface Design UNDERSTANDING THE CONTEXT OF USER AND TASK ANALYSIS 2. Thinking about Users 3. Thinking about Tasks 4. Thinking about the User's environment 5. Making the Business case for site visits GETTING READY FOR SITE VISITS 6. Selecting techniques 7. Setting up site visits 8. Preparing for site visits CONDUCTING THE SITE VISIT 9. Conducting the site visit-Honing your observational skills 10. Conducting the site visit-Honing your interview skills MAKING THE TRANSITION FROM ANALYSIS TO DESIGN 11. Analysing and presenting the data you have collected 12. Working toward the interface design 13. Prototyping the interface design 14. User and task analysis for Documentation and training Appendix A: Template for a site visit plan Appendix B: Resources Appendix C: Guidelines for User-Interface Design The appendices are a collection of very useful information to jog your memory while doing a site visit as well as some general user interface guidelines. This makes for a nice checklist to check if you forgot anything. Not only is this book chock full of good tips, advice and an idea of how to structure this type of work, but it was designed well visually. The fonts and typography are pleasant to look at and the examples, graphics and important points are well illustrated. I guess they did a good job of analyzing the task of the reader as well. 22 of 25 people found the following review helpful. Read it before you need it. By Quinn Creative If there is one strong message in this book, it is: Go talk to the people who will use your product. It's an important message. Software designers and writers spend too much time with each other developing clever tricks, while the poor user, often left to self-train with a poorly written manual, gives up in frustration. The authors follow their own advice--in addition to telling you how to conduct a site visit to the end users, there are clear instructions (based on experience) on planning a visit, structuring questions, how to make the site visit useful for both the analyzers and the users, and figuring out what the user said and what it means about the product. There are reminders about release forms and examples of the forms themselves. Case studies help make the points clear and understandable. A thoroughly readable book in clear and simple language that can be started anywhere for quick help, or read cover to cover for a complete course. 14 of 44 people found the following review helpful. It's about communication not design By A Customer This book does not cover design of the interface well at all. Not worth buying for design. Ok for how to talk to a user

"Hackos and Redish wisely offer us the three things we most need about user and task analysis: practical advice, practical advice, and practical advice." -Ben Shneiderman, University of Maryland "This book is well written, thorough, and loaded with techniques, examples, and resources that bring analysis to everyone." -Marcia L. Conner, Director of Usability Learnability PeopleSoft, Inc. User and Task Analysis for Interface Design helps you design a great user interface by focusing on the most important step in the process -the first one. You learn to go out and observe your users at work, whether they are employees of your company or people in customer organizations. You learn to find out what your users really need, not by asking them what they want, but by going through a process of understanding what they are trying to accomplish. JoAnn Hackos and Janice (Ginny) Redish, internationally known experts in usable design, take you through a step-by-step process to conduct a user and task analysis. You learn: \* How interface designers use user and task analysis to build successful interfaces \* Why knowledge of users, their tasks, and their environments is critical to successful design \* How to prepare and set up your site visits \* How to select and train your user and task analysis team \* What observations to make, questions to ask, and questions to avoid \* How to record and report what you have learned to your development team members \* How to turn the information you've gathered into design ideas \* How to create paper prototypes of your interface design \* How to conduct usability tests with your prototypes to find out if you're on the right track. This book includes many examples of design successes and challenges for products of every kind.

From the Publisher Task analysis is an important aspect of user interface design, insuring that the end product is usable and practical. Written by task analysis experts, this book is the first book that provides full-length coverage of task analysis. It covers in detail every step of the task analysis process, and discusses the methodologies behind it. From the Back Cover "Hackos and Redish wisely offer us the three things we most need about user and task analysis: practical advice, practical advice, and practical advice." -Ben Shneiderman, University of Maryland "This book is well written, thorough, and loaded with techniques, examples, and resources that bring analysis to everyone." -Marcia L. Conner, Director of Usability Learnability PeopleSoft, Inc. User and Task Analysis for Interface Design helps you design a great user interface by focusing on the most important step in the process -the first one. You learn to go out and observe your users at work, whether they are employees of your company or people in customer organizations. You learn to find out what your users really need, not by asking them what they want, but by going through a process of understanding what they are trying to accomplish. JoAnn Hackos and Janice (Ginny) Redish, internationally known experts in usable design, take you through a step-by-step process to conduct a user and task analysis. You learn: \* How interface designers use user and task analysis to build successful interfaces \* Why knowledge of users, their

tasks, and their environments is critical to successful design \* How to prepare and set up your site visits \* How to select and train your user and task analysis team \* What observations to make, questions to ask, and questions to avoid \* How to record and report what you have learned to your development team members \* How to turn the information you've gathered into design ideas \* How to create paper prototypes of your interface design \* How to conduct usability tests with your prototypes to find out if you're on the right track. This book includes many examples of design successes and challenges for products of every kind.

About the Author JoAnn T. Hackos is president of Comtech Services, a design consulting firm that specializes in assisting companies to understand their users, design their products and information, conduct usability tests, and manage development projects. Janice (Ginny) C. Redish is president of Redish Associates, Inc. Ginny helps companies with user and task analysis, usability assessments, interface and information design, and building usability into software and documentation processes.