User and task analysis for interface design, JoAnn T. Hackos, Janice Redish, Wiley, 1998, 0471178314, 9780471178316, 488 pages. "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.

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Tailoring Configuration to User's Tasks Under Uncertainty , Vahe V. Poladyan, 2008, , 184 pages. Ideally, the computing needs of a user are seamlessly matched with the capabilities of the environment: devices, applications, and available resources. The user should enjoy ....

UM99 user modeling ; proceedings of the seventh international conference, Banff, Canada, June 20-24, 1999, Judy Kay, 1999, Computers, 392 pages. User modeling researchers look for ways of enabling interactive software systems to adapt to their users-by constructing, maintaining, and exploiting user models, which are ....

User interface management systems models and algorithms, Dan R. Olsen, 1992, , 231 pages. This book brings together for the first time all major approaches to User Interface Management Systems (UIMS) development from a programmer's algorithmic perspective. The ....

International user interfaces , Jakob Nielsen, Elisa M. Del Galdo, Jun 29, 1996, Computers, 276 pages. Leading authorities from around the world discuss the latest topics in international user-interface design. With most major companies in the computer industry depending on ....

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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.

This is the first book I've read on this subject, and it was a great starting point for me. I'm responsible for implementing a system that, in its current state, is not "user-friendly" enough. This was the book I was looking for to help me express the criticality of the user's perspective to the designers as we embark on the redesign.

A starting point for our dialog will be the classification of users into "novices, advanced beginners, competent performers, and experts," and their corresponding characteristics. The example showing that approximately 80% of users do not move beyond the "advanced beginner" stage on a tool that they use relatively infrequently. This matches our experiences. For our product to be successful, we need to focus on these users, who will be the majority of our population.

Through reading this book, I have a new appreciation for the complexity of the task ahead of us, and the tremendous amount of time and attention it is going to take to get it right. Fortunately, we have a user community that is currently very eager to help us get it right -- this book is going to be a valuable tool to help us collect, structure and analyze their input and experiences.

I considered at a lot of other books before choosing this one -- it hit the mark for me as a manager-level view of user and task analysis, tool development and implementation. It's not a
computer programming book (many user-interface books are focused on the specifics of GUI -- even including code), and it's not a book targeted at psychology majors (they hit the basics of cognitive psychology -- but from a "this is what users are like" perspective, not a theoretical standpoint.) It's an excellent starting point for the rest of us. Read more &rsaquo;

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. Read more &rsaquo;

I just finished planning a contextual inquiry for a new product. This book covered everything I needed to know, from how to structure the plan to suggestions on what to bring for gifts. I especially like the paragraphs that describe real things that happened to the authors and their friends while doing these studies.

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.

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User and Task Analysis for Interface Design includes numerous examples and stories of design successes and challenges for products in many different situations. The examples and stories â€”and the techniquesâ€” will help you build hardware, software, documentation, and training that makes both your company and your users successful and happy.

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