Requisitos: Autor

PROGRAMA:

1. Socio-Technical Systems
   Technical system, people, organization and ambient
   Properties of Socio-Technical Systems
   Motivating example: Electronic meeting systems
   Motivating example: Flexible workflow

2. The Human Factor
   Safety, health and productivity
   Case study: The Three-Mile Island Accident

3. The Technical Factor
   Utility, quality and Innovation
   Case study: Construct power tools

4. Requirements fundamentals
   Research approaches
   Conceptual frameworks
   Case definition, sampling and instrumentation
   Ethnodata and coding
   Case study: The collaborative emergency backpack

5. Participatory/Collaborative Elicitation Techniques
   Ethnography
   Contextual inquiry
   Genre analysis
   Case study: Genre analysis

6. Representation issues
   Maps and models
   Context, Concepts, Flows, recurrences, artifacts, cultural and physical maps
   Prototypes, low-fidelity prototypes
   Case study: The limitations of UML

7. Design processes
   The search for innovation: techniques and tools
   Participatory design
   Scenario based design
   Contextual design
   Case study: Hospital alarm system

8. Evaluation and quality control
   The problem with evaluation
Low-cost evaluation techniques
Case study: Perceived value

9. Theory of design
   Design properties
   Trends in the design process
   Forces: Software Engineering, HCI and CSCW
   Open issues

Fundamental bibliography

- Creative product design, M. Bruce & R. Cooper, Wiley 2000.