



# Keeping Users in Mind

akademy 2006, Dublin

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Human-Computer Interaction Working Group



## Why “Keeping Users in Mind”?

Let's Give Them a Face!

Once We Know Our Users – What's Next?

Where Do We Still Lack User-Orientation?



**Target Users Make a Difference.**



**Task: Design a Calendar Based a Persona.**

Results from an exercise in the sope of a  
workshop at informatica femminile 2005.



## Target Users Make a Difference.



Lukas.

Lukas needs an organizer which is fully able to coordinate his life. Both he and his secretary need to schedule meetings. For the meeting partners, Lukas needs to know both business and personal information. He needs to define tasks and tie them to events and meetings and assign them to others. Still, he wants to keep his privacy and hide private events from his secretary.

His current calendar has some shortcomings as it does not sufficiently support his workflow.

How should a calendar for Lukas look like?



October 2005 - Week 42



	Mon 17	Tue 18	Wed 19	Thu 20	Fr 21	Sa 22	Su 23
8.00							
8.30							
9.00							
9.30							
10.00							
10.30							
11.00							
11.30							
12.00							
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18.00							
18.30							
19.00							
19.30							
20.00							
20.30							
21.00							
21.30							
22.00							

Tasks



### Info

Title: Meeting with [J. Carter](#)



Date: 10/19/2005

Time: 13.00

Location: [Restaurant](#)

Type: Business

Alarm: Email

Project: [Marketing campaign](#)

Related Materials: [briefing.sxi](#)

My Related Tasks: None

Required: Presentation by [Max](#)

### What's Next



October 2005



Calendar Resources



## Target Users Make a Difference.



### Martha.

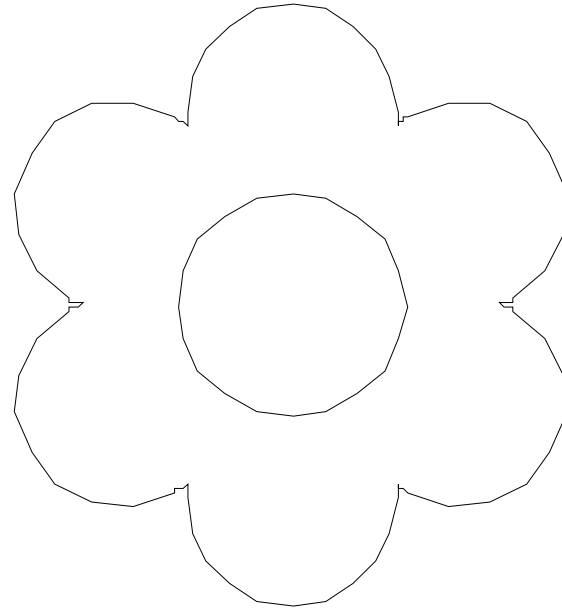
Martha is 65 and has retired 8 years ago. She used to run a small hotel. Now, she is living in a flat in the center of Hamburg. She has problems to walk but is still very sociable and likes to phone with her friends.

She has been using a computer for 3 years now. It was given to her by her daughter to order cloth online. She uses only two sites suggested by her daughter. The bookmarks are saved on her desktop. She does not use any other features.

During the last months, Martha often forgot her friends' birthdays which made her feel ashamed. Her daughter suggested to use an electronic calendar instead of the paper one in the kitchen.

How should a calendar for Martha look like?

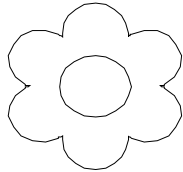
**Tina is getting 22 on  
October, 21.  
That is in 6 days.**



**Open Calendar**

**Close This Reminder**

**October 2005**



**Next Birthdays:**

21.10. Birthday Tina

1.11. Birthday Jon

**Next Visit Doctor:**

18.10. Tooth Doctor

1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	
13	
14	
15	
16	

17	
18	Tooth Doctor, 10.00
19	
20	
21	Tina's Birthday (22)
22	
23	
24	
25	
26	
27	
28	
29	
30	
31	







## Target Users Make a Difference.



### ... A More Realistic Example: Development of a KDE application.

**Thom:**

That **guy in the forum** asked for this cool feature – I'll quickly implement it, it's not too much work.



**Louis:**

**Users** probably want it this way – hm, or do the other way? I don't know, I simply add a config option.



**Jayant:**

Sh\*t, they still haven't implemented this one simple option **I need!** So I'll do it myself.

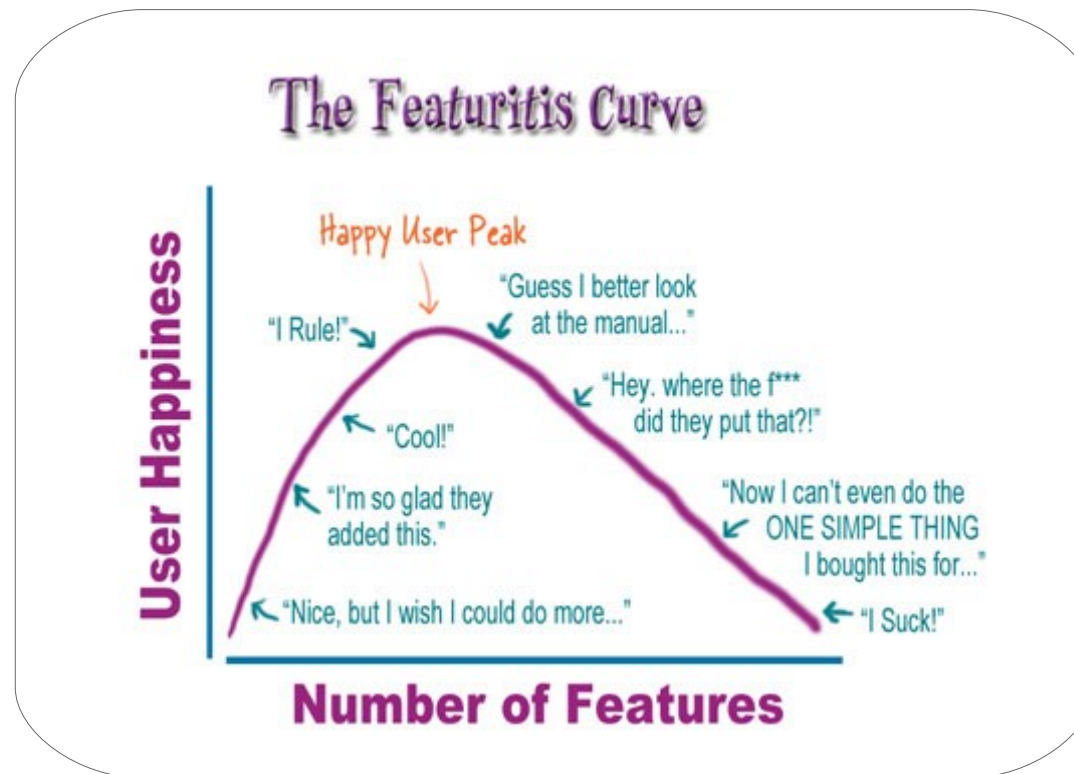




## Target Users Make a Difference.



## How Many Features Make the User Happy?



[ Creating Passionate Users, 2005 ]



Why “Keeping Users in Mind”?

**Let's Give Them a Face!**

Once We Know Our Users – What's Next?  
Where Do We Still Lack User-Orientation?



## A Common Set of Target Users.



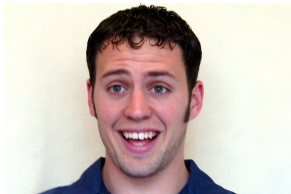
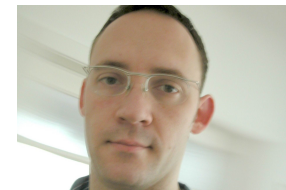
### Workshop: Target Users for KDE 4.

#### HCI Day

Wednesday Sept 27<sup>th</sup>

15.00 – 16.00

Room LB01





Why “Keeping Users in Mind”?  
Let's Give Them a Face!

## Once We Know Who Our Users Are – What's Next?

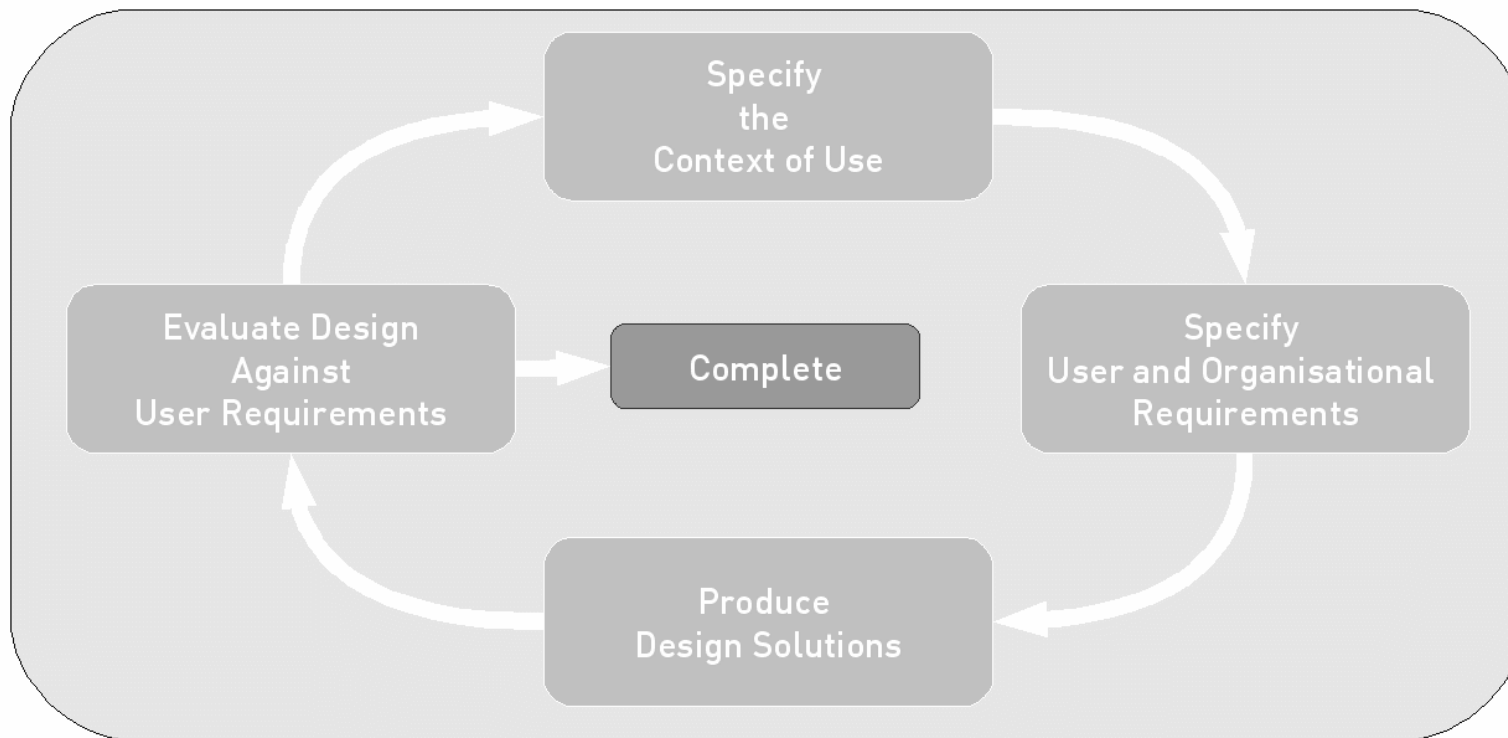
Where Do We Still Lack User-Orientation?



## User-Oriented Design Process.



### Iterative Process of Optimisation along User Requirements.



[ International Organization for Standardization, 1999 ]

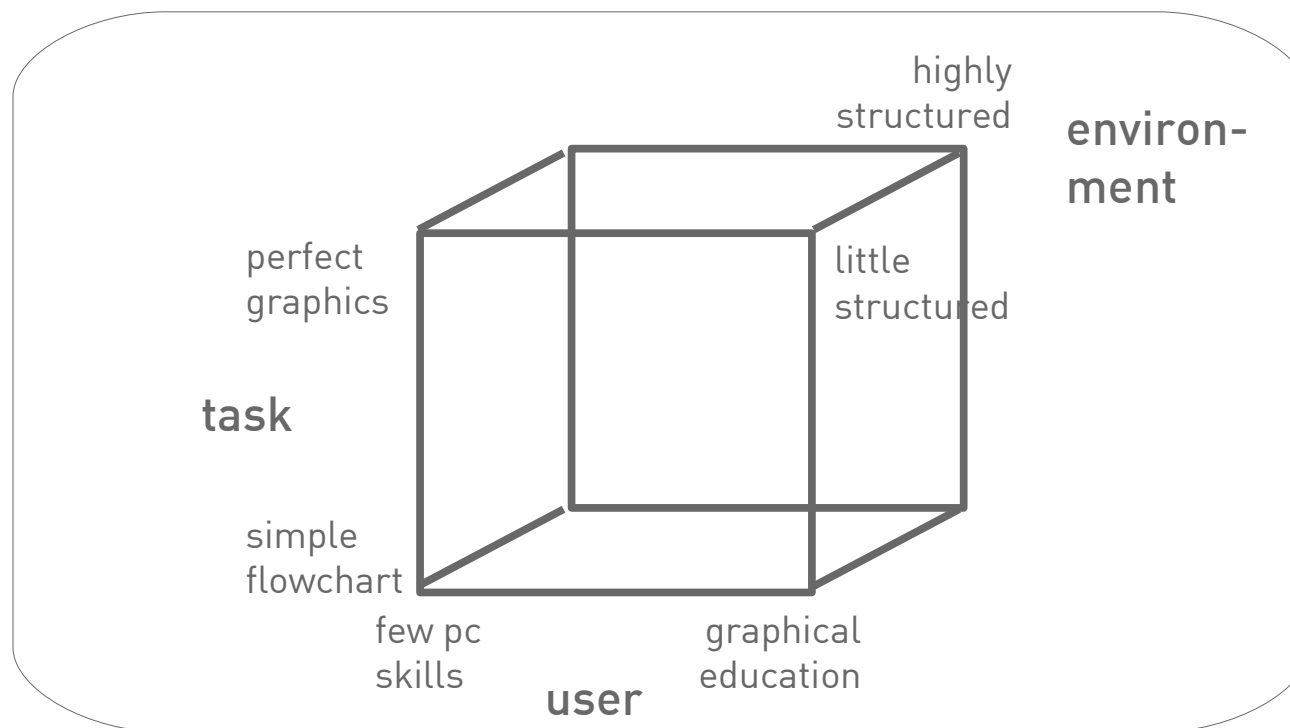


## Kivio Redesign



### First Step: Specify the Context of Use.

Along a specification of the use space, define relevant use cases.







# Kivio Redesign



## Second Step: User Survey.

“Reality Check” of the use cases.  
Feature priority list.

Development	Shape Libs: Use same shape lib for Kivio and KOffice. Priority: High Vision-Compatibility: High Implementation-Efforts: High (KOffice level)	Red	Red	Red
	Connectors Libs: Same features as for shapes. Priority: High Vision-Compatibility: High Implementation-Efforts: low (only few additions to stencil lib)	Red	Green	Green
UI Conception	Manage Stencil Sets: Manage stencils in custom sets, add imported stencils or complete sets, store "snippets" made up of stencils+connectors for later usage. Priority: High Vision-Compatibility: High Conception-Effort: High	Red	Red	Red
	Connectors: Interaction Facilitate interaction with connectors. Priority: High Vision-Compatibility: High Conception-Efforts: Medium	Red	Yellow	Yellow
	Canvas Size: Evaluate if an unlimited work space or page size oriented work space	Red	Red	Red
	Auto-Routing: Provide features and evaluate along with heuristics and testing.	Yellow	Yellow	Yellow
	Import of Shapes: Import shapes from OOOdraw, karbon, inkscape	Green	Green	Green
	Linking other Elements or Documents Priority: Low Vision-Compatibility: Low	Green	Yellow	Yellow

Priority: High

Manage Stencil Sets: Manage stencils in custom sets, add imported stencils or complete sets, store "snippets" made up of stencils+connectors for later usage.

implemented in the lib. We need to integrate them neatly with Kivio's UI

Priority: High

Import of Shapes: Import shapes from OOOdraw, karbon, inkscape



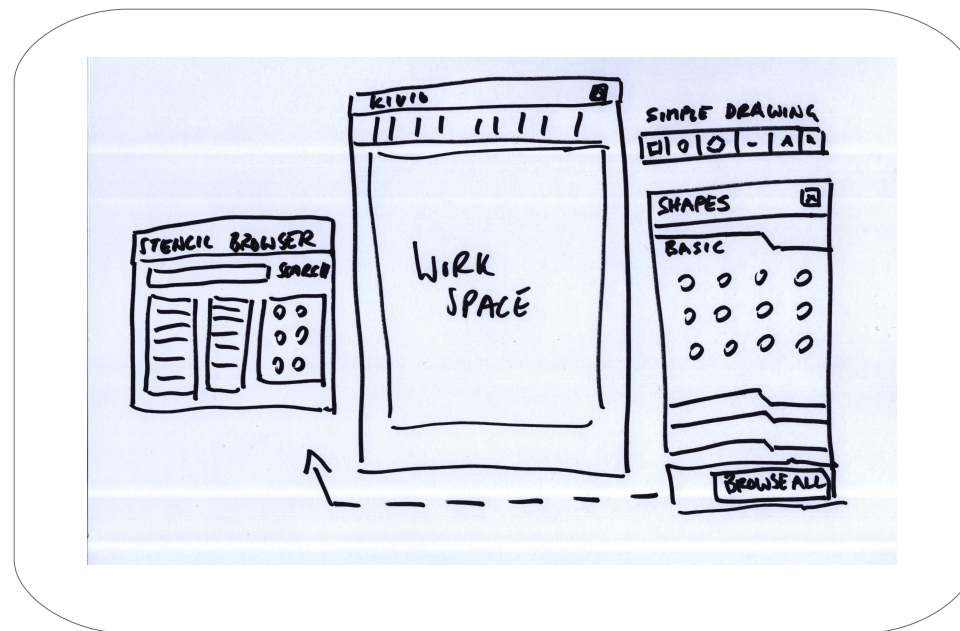


## Kivio Redesign



### Third Step: Initial Design Mockups.

Contact participants from the user survey to answer questions.  
Improve design stepwise along use cases and in user tests.





## User-Oriented Design Process.



More Examples of Successful User-Orientation:

<http://usability.kde.org/activity/reports>



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## Where do We Still Lack User-Oriented?



## Application vs. Core Development.



### Application Development.

Mostly a manageable amount of people in a team.  
(Mostly) clear responsibilities.

→ User-Orientation is doable.

### Core Development.

Huge group of people.  
Unclear responsibilities, especially for non-technical contributors.

→ Difficult to coordinate development towards User-Orientation.



Questions?

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