

## Class 7

1. The Domain
  - a. Experts - Tacit knowledge
  - b. Uncooperative
  - c. Domain models

### Chapter 4

1. Task Analysis
  - a. Goals
  - b. Tasks
  - c. Action
2. Task characteristics
3. Task Sequences
4. Task Analysis
  - a. Workflow Analysis
  - b. Job Analysis
5. Problems and difficulties with the current UI
  - a. Work arounds
  - b. Artifacts
6. Techniques
  - a. Describe the steps required to complete a task
    - a. What is to be done
  - b. Capture a representation of the knowledge that people have or need
    - a. How a task is done
7. How to do it
  - a. A task scenario
  - b. A concrete use case
  - c. Essential use case
  - d. Use scenario
8. Cognitive task analysis
  - a. Cognitive walkthrough
9. Mental models
  - a. Users model
  - b. Characteristics
  - c. Structural models
  - d. Functional models
10. Environmental considerations
  - a. Examples
  - b. Physical
  - c. Safety
  - d. Social
  - e. Organizational
  - f. User Support
  - g. How design is affected