

Class 8

1. 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?
2. How to do it
 - a. A task scenario
 - b. A concrete use case
 - c. Essential use case
 - d. Use scenario
3. Cognitive task analysis
 - a. Cognitive walkthrough
4. Mental models
 - a. Users model
 - b. Characteristics
 - c. Structural models
 - d. Functional models
5. Environmental considerations
 - a. Examples
 - b. Physical
 - c. Safety
 - d. Social
 - e. Organizational
 - f. User Support
 - g. How design is affected