Micro-survey top topics we’ll review today:

THIS WEEK:
Wednesday:
• HTA and UED practice

NEXT WEEK:
Design

DUE SUNDAY: Assignment 3

Work Redesign

Learning objectives:
1. Practice Hierarchical Task Analysis
2. Practice creating a User Environment Design from HTA

Materials originally created by Prof. Jamie Ruiz
From Visioning to Design

- Use Task Analysis to describe new workflow that you describe in the User Environment Design (UED)
Task Analysis

- Task analysis = a view of people interacting with technology to achieve change in an application domain

- Application domain = abstraction of real world
  - E.g. a database system, the cloud

- Definition of a task:
  - A goal together with some ordered set of actions

Goals

- A goal is a state of the application domain that a work system wishes to achieve. Goals are specified at particular levels of abstraction

- Work system = people plus technologies
  - E.g. a smartphone user and his or her phone
Actions

• A task is typically an abstraction of the actions that are required to complete a task
  – i.e. a task has a level of abstraction associated with it
  – Examples
    • Get a cup of tea
    • Schedule a meeting

• An action is a low-level task
  – No problem solving
  – No control structure

Using Tasks to Redesign Work

• Pick a specific task that you want to redesign
  – You don’t want to solve every problem a subject has
  – You may have some idea of the problem you want to solve already

• Find the correct level of task
  – Not adding name to a form
  – Not providing the SAP version of pharmacy management tools
  – Somewhere in between
Task Decomposition

• Aims:
  – describe the actions people do
  – structure them within task subtask hierarchy

• Hierarchical Task Analysis (HTA)
  – text and diagrams to show hierarchy
  – plans to describe order

Breaking up System Design

• Every system has places where user can work
• Each place has a set of functions available
• Each place has links to other, related places
• User Environment Design (UED) is like a floor plan for what work will be performed where and on what
In-class Activity (40 min)

Work in your project team.
1. Using your vision and the task you decided to work on today, create an HTA of the task – text or diagrammatic.
2. From the HTA, create a draft UED
3. By tomorrow afternoon, refine the UED enough to submit it and your vision to Canvas for feedback.

Self-evaluation
1. What exactly did you do to help your team perform the task analysis? Create the draft UED?
2. How did your contributions affect the answers to the questions?
3. What will you do differently next time to contribute more?

Micro-Survey
Add to self-eval or turn in anonymously, separately. Today’s learning objectives were:
1. Practice Hierarchical Task Analysis
2. Practice creating a User Environment Design from HTA