



Scenario

Scenario Based Development

Type of methodology: experimental inquiry method

Description:

Scenarios are describing real or fictional situations, in which end-users are taking on well-defined tasks. The tasks may be specified in detail or can just be roughly outlined. According to the observations and analysis of the end-users within the scenario, the researchers may get pointed towards potential solutions, problems or novel ideas.

Usage:

Scenarios were first used in the context of military planning. Companies picked up this concept for strategic planning. Nowadays, scenarios are also part of product research and development and for are used for interaction design purposes.

Procedure:

- Define goal, context, pre-requisites, actors, interactions and processes
- Start with a rough scenario
- Observe/go through, analyze and refine
- Adapt the scenario, in ways that there are no negative aspects (positive scenario)
- Adapt the scenario, in ways that there are mainly negative aspects (negative scenario)

Literature:

- Bodker S., „Scenarios in user-centered design – setting the stage for reflection and action“, University of Aarhus, Department of Computer Science, Denmark, 2000
- Heijden, Kees v.d., "Scenario - The Art of Strategic Conversation", John Wiley & Sons, 2005
- John M. Carroll : Making Use – scenario-based design of human-computer interactions. MIT Press, 2000

Assignment in the course:

- Develop, play through and analyze 2 (detailed) scenarios per group
- Iterate each scenario as worst-case / best-case
- One prototype design-proposal for each scenario
- Each scenario is described in full (goal, context, prerequisites, actors, interactions and processes) including it's development and discarded ideas
- Each scenario has one hand-drawn sketch including a descriptive text of the prototype design-proposal
- 3-5 pages PDF (excluding the title-page)