# ISO Requirements for Human-Centred Design

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# The Four Requirements

- ❖ Understand and specify context of use

- ❖ Detailed user requirement specification

- ❖ Produce solutions that meet requirements

- ❖ User-centred evaluation and modifications

# 1. Context of Use

❖ Who will be using the system?

❖ What tasks will people do with the system?

❖ In what environment will the system be used?

# 2. User Requirements

- In order to specify user requirements, you need to elicit and understand them

- Requirements Engineering is an art in itself - it's more than "ask the user"

- Requirements need to be specified in detail to

  - drive the design

  - allow formative evaluation and sanity checks

# 3. Produce Solutions That Meet Requirements

- Solutions can be developed in several iterations, e.g.

  - Pen and paper

  - high-level prototype

  - alpha / beta / final version

- Formative evaluations check whether the solution does

  - what it is intended to do

  - what users need it to do

# 4. Feedback from User-Centred Evaluations

❖ ask actual users for feedback, not just designers and developers

❖ incorporate several feedback cycles to ensure that findings from user testing can be incorporated into the design