



# User and Task Analysis for Interface Design

By JoAnn T. Hackos, Janice C. Redish

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"Hackos and Redish wisely offer us the three things we most need about user and task analysis: practical advice, practical advice, and practical advice." -Ben Shneiderman, University of Maryland

"This book is well written, thorough, and loaded with techniques, examples, and resources that bring analysis to everyone." -Marcia L. Conner, Director of Usability & Learnability PeopleSoft, Inc.

User and Task Analysis for Interface Design helps you design a great user interface by focusing on the most important step in the process -the first one. You learn to go out and observe your users at work, whether they are employees of your company or people in customer organizations. You learn to find out what your users really need, not by asking them what they want, but by going through a process of understanding what they are trying to accomplish.

JoAnn Hackos and Janice (Ginny) Redish, internationally known experts in usable design, take you through a step-by-step process to conduct a user and task analysis. You learn:

- \* How interface designers use user and task analysis to build successful interfaces
- \* Why knowledge of users, their tasks, and their environments is critical to successful design
- \* How to prepare and set up your site visits
- \* How to select and train your user and task analysis team
- \* What observations to make, questions to ask, and questions to avoid
- \* How to record and report what you have learned to your development team members
- \* How to turn the information you've gathered into design ideas
- \* How to create paper prototypes of your interface design
- \* How to conduct usability tests with your prototypes to find out if you're on the right track.

This book includes many examples of design successes and challenges for products of every kind.

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## **Editorial Review**

### **From the Publisher**

Task analysis is an important aspect of user interface design, insuring that the end product is usable and practical. Written by task analysis experts, this book is the first book that provides full-length coverage of task analysis. It covers in detail every step of the task analysis process, and discusses the methodologies behind it.

### **From the Back Cover**

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### **About the Author**

**JoAnn T. Hackos** is president of Comtech Services, a design consulting firm that specializes in assisting companies to understand their users, design their products and information, conduct usability tests, and manage development projects.

**Janice (Ginny) C. Redish** is president of Redish & Associates, Inc. Ginny helps companies with user and task analysis, usability assessments, interface and information design, and building usability into software and documentation processes.

## Users Review

### From reader reviews:

#### **Kenneth Kelly:**

This User and Task Analysis for Interface Design book is simply not ordinary book, you have it then the world is in your hands. The benefit you get by reading this book is information inside this book incredible fresh, you will get information which is getting deeper an individual read a lot of information you will get. This specific User and Task Analysis for Interface Design without we recognize teach the one who reading through it become critical in imagining and analyzing. Don't become worry User and Task Analysis for Interface Design can bring whenever you are and not make your carrier space or bookshelves' turn out to be full because you can have it in the lovely laptop even phone. This User and Task Analysis for Interface Design having great arrangement in word along with layout, so you will not feel uninterested in reading.

#### **Paul Delatorre:**

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#### **Ian Hall:**

What is your hobby? Have you heard that will question when you got students? We believe that that query was given by teacher to the students. Many kinds of hobby, Everyone has different hobby. And you know that little person similar to reading or as reading become their hobby. You need to know that reading is very important along with book as to be the factor. Book is important thing to include you knowledge, except your own teacher or lecturer. You get good news or update with regards to something by book. Amount types of books that can you go onto be your object. One of them is niagra User and Task Analysis for Interface Design.

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