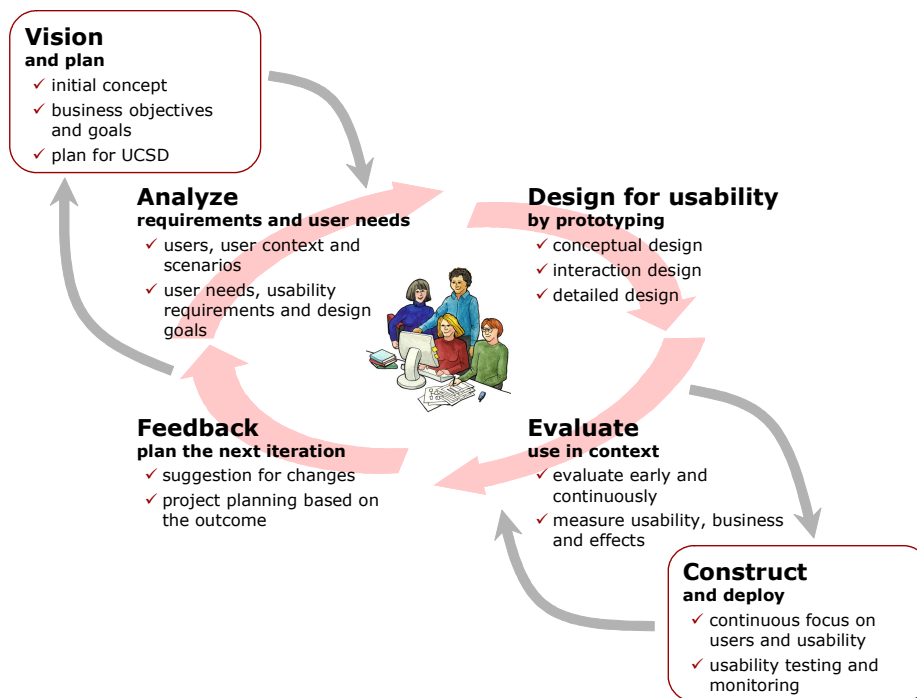


Key Principles for User-Centered Systems Design



User-centered systems design (UCSD) is a process focusing on usability throughout the entire development process and further throughout the system life cycle. It is based on the following key principles.

User focus – the goals of the activity, the work domain or context of use, the users' goals, tasks and needs should early guide the development.

Active user involvement – representative users should actively participate, early and continuously throughout the entire development process and throughout the system lifecycle.

Evolutionary systems development – the systems development should be both iterative and incremental.

Simple design representations – the design must be represented in such ways that it can be easily understood by users and all other stakeholders.

Prototyping – early and continuously, prototypes should be used to visualize and evaluate ideas and design solutions in cooperation with the end users.

Evaluate use in context – baselined usability goals and design criteria should control the development.

Explicit and conscious design activities – the development process should contain dedicated design activities.

A professional attitude – the development process should be performed by effective multidisciplinary teams.

Usability champion – usability experts should be involved early and continuously throughout the development lifecycle.

Holistic design – all aspects that influence the future use situation should be developed in parallel.

Processes customization – the user-centered systems design process must be specified, adapted and/or implemented locally in each organization.

A user-centered attitude should always be established.

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