

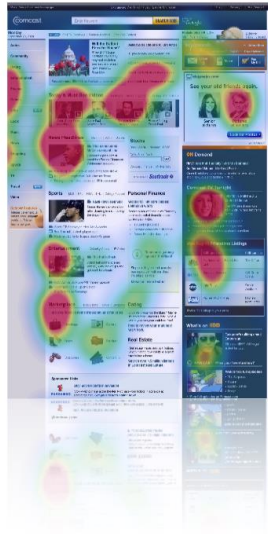


Design Thinking

MIS3506 * Lavin * Fall 2020

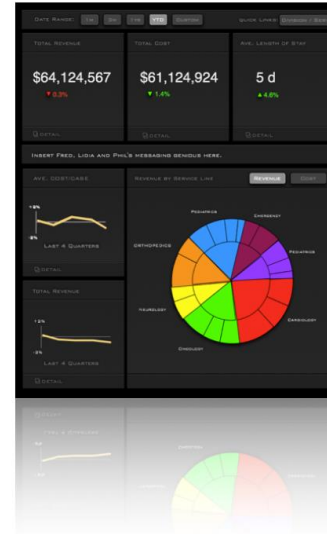
The goal of design “process”

User Insights

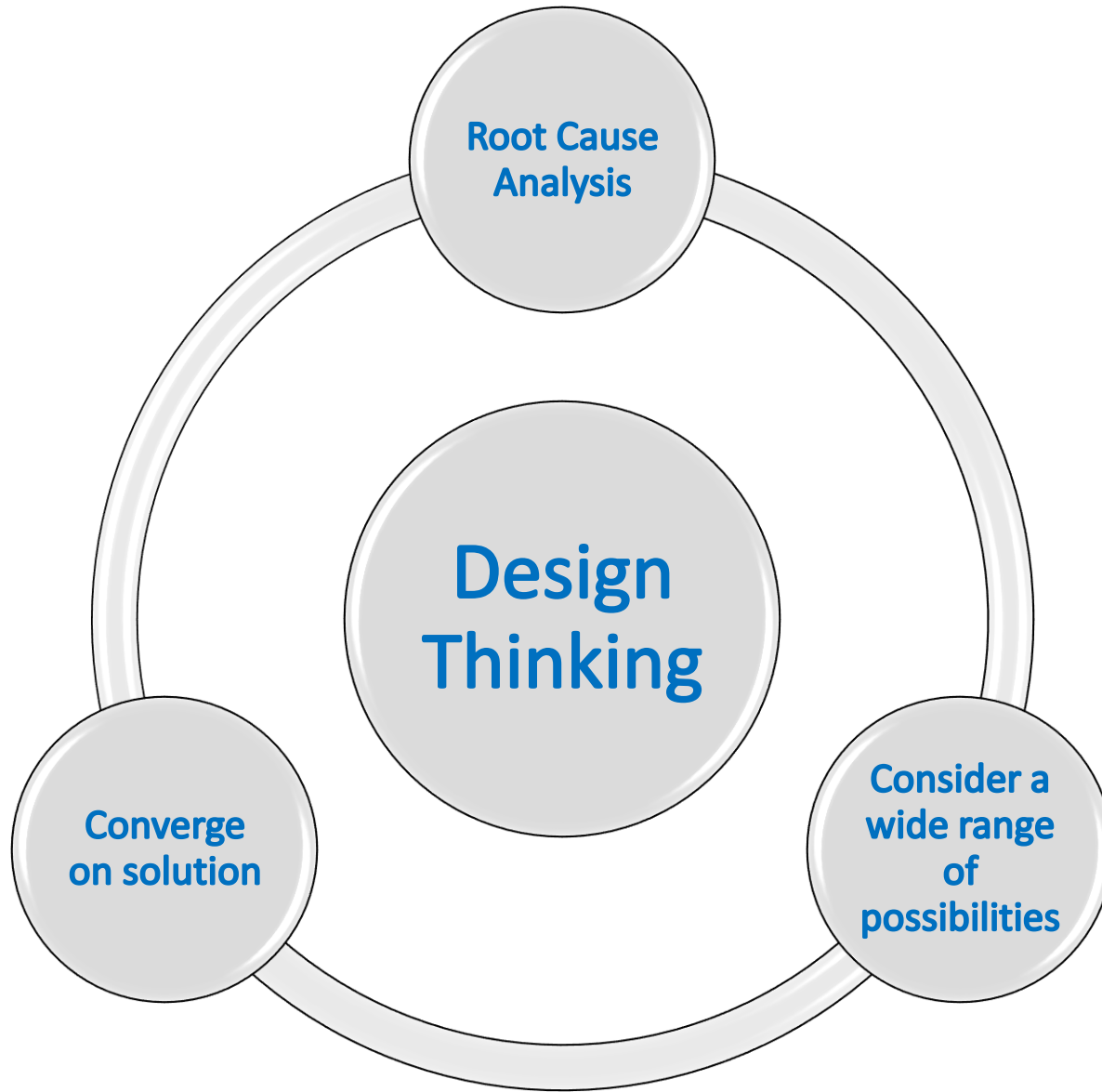


Insert
Magical
Process
Here

Great Experience,
Successful Product



Source: Whalen



What Drives Design?



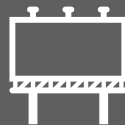
It is amazing how often people solve the problem before them without bothering to question it. (Norman p. 217)



Good designers first understand the real issue

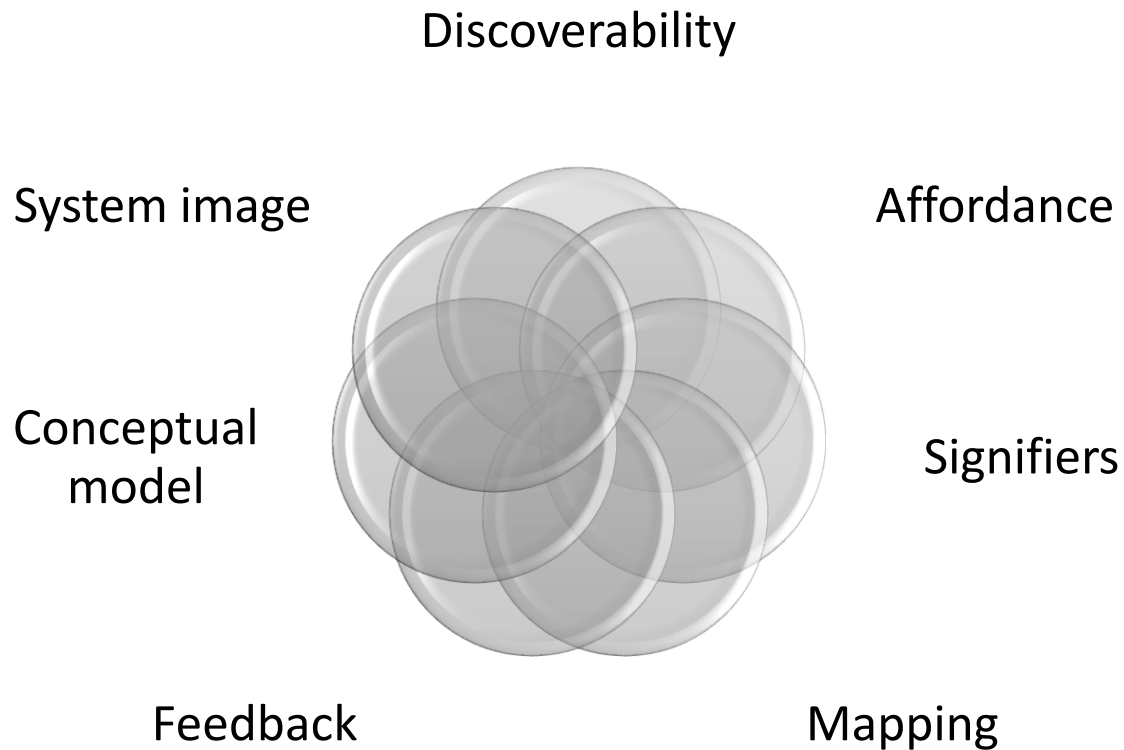


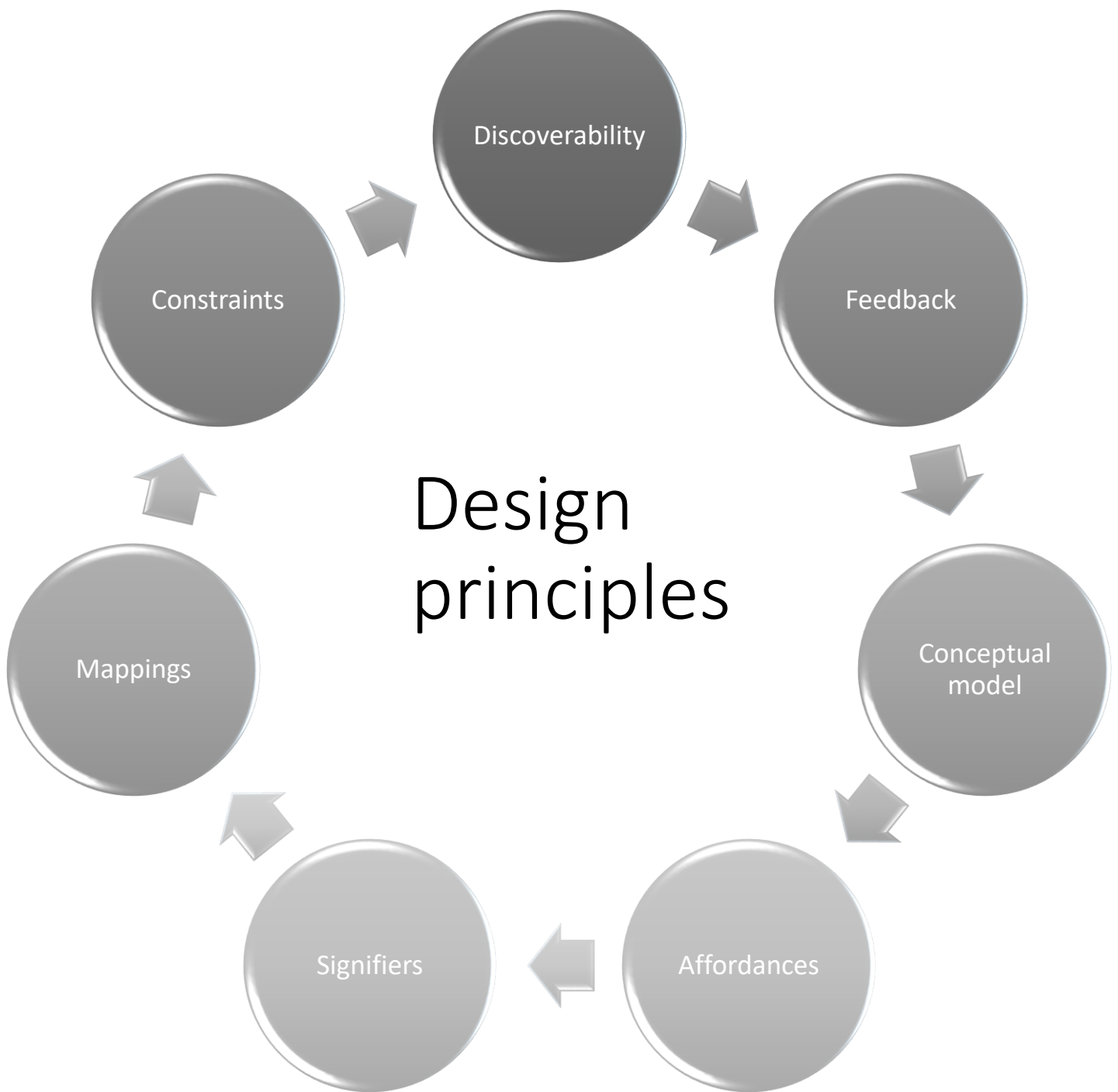
Driven by many things



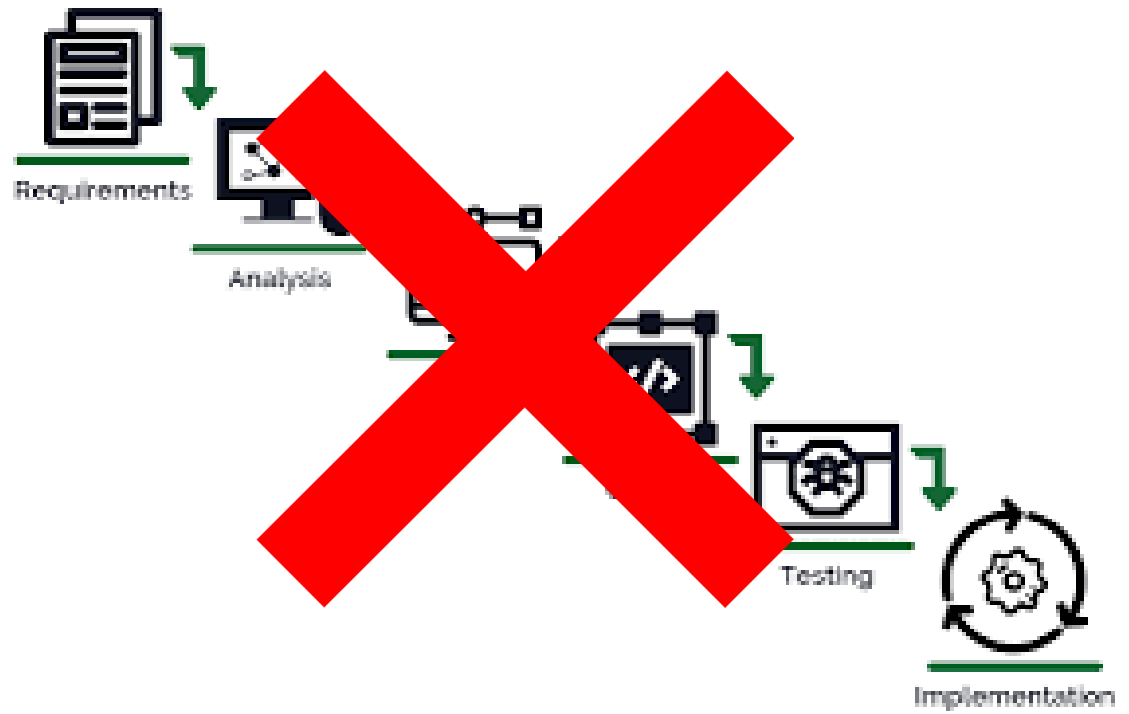
Why do we make products?

The world according to Norman





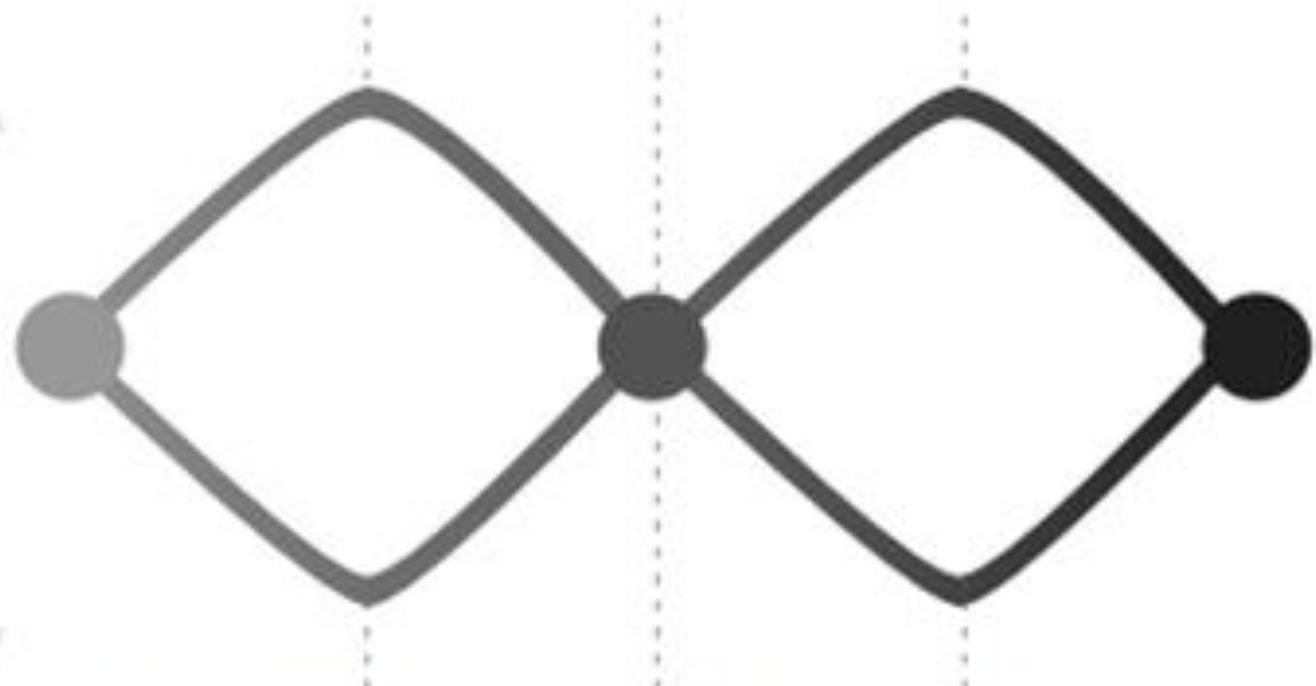
Waterfall



FINDING THE RIGHT
PROBLEM

FINDING THE RIGHT
SOLUTION

ALTERNATIVES



Divergence Convergence Divergence Convergence

TIME

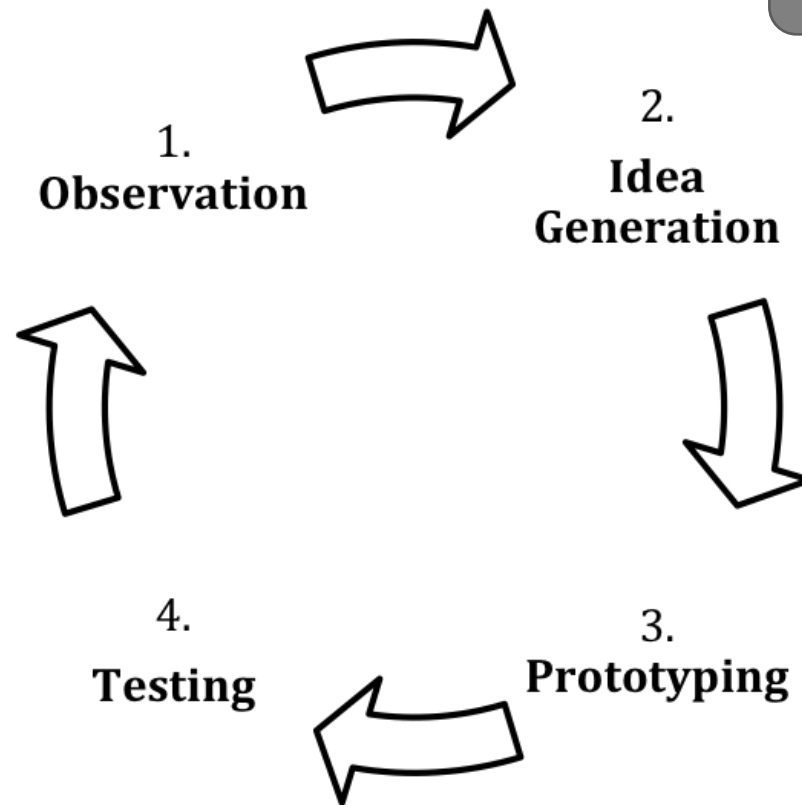
Human Centered Design

- Focus on human needs, desires, capabilities
- Ensure that people's needs are met
- Usable and understandable products
- Accomplishes desired tasks
- Experience is positive & enjoyable



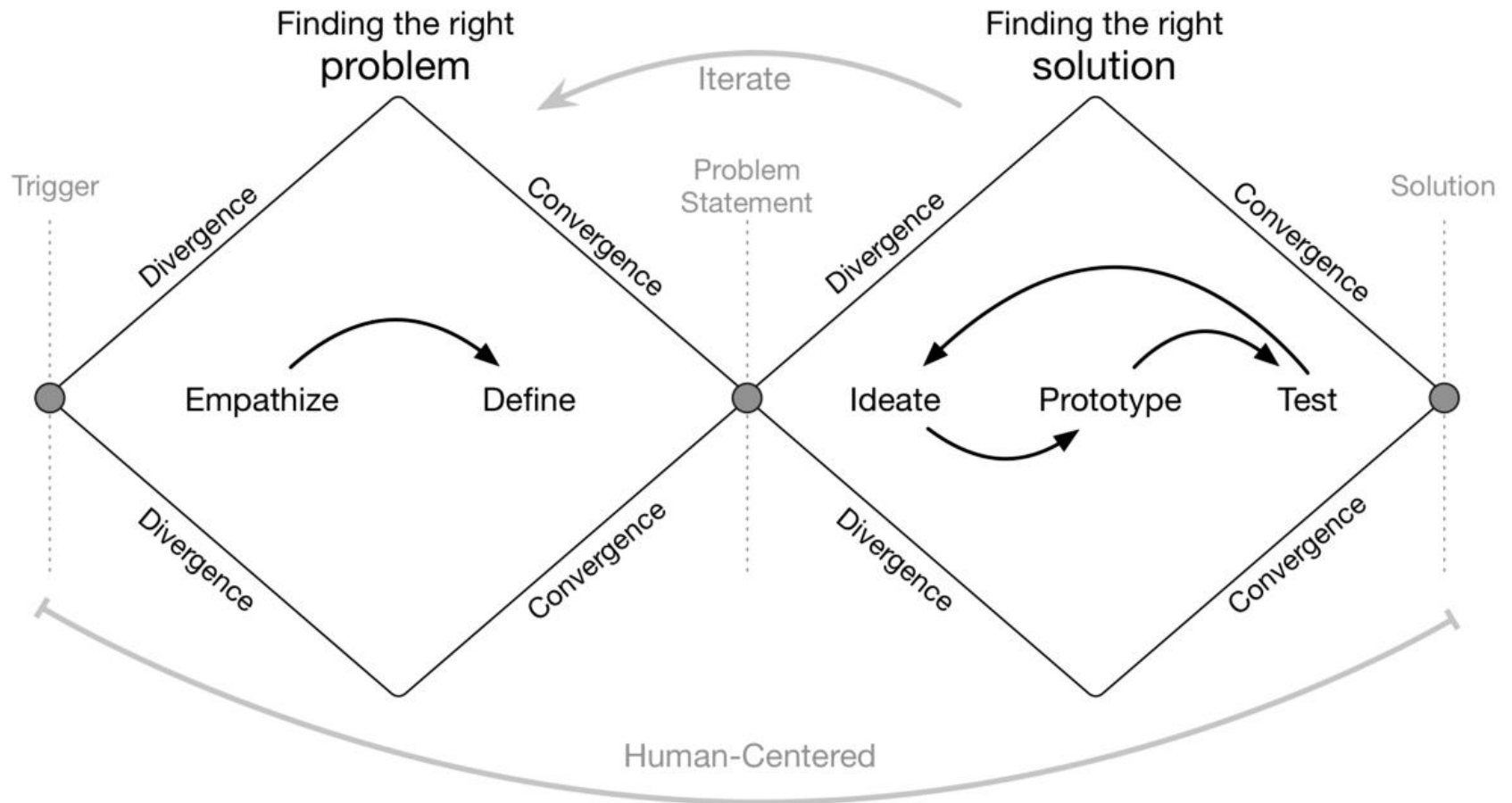
Norman's Human Centered Design

Why is this even a thing?
Isn't it obvious?



Is this applicable in today's APP centric 'lets make the users do the work' world?

The New Double Diamond Model of Design Thinking



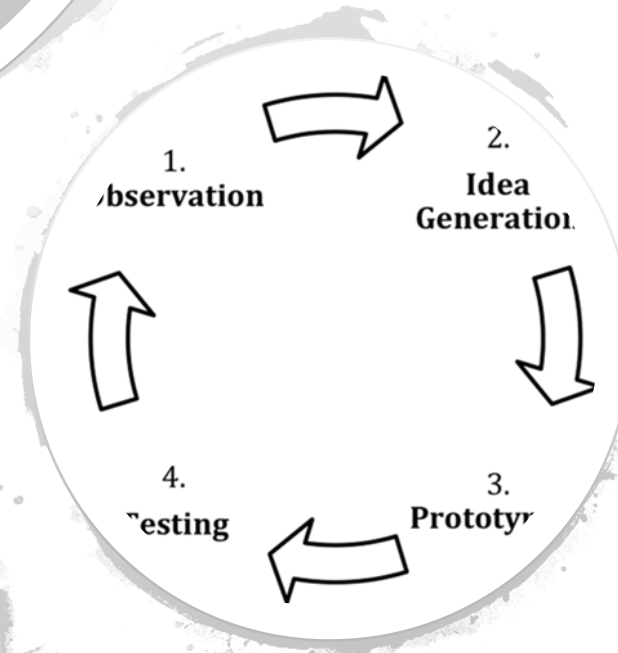
Effective design satisfies

- Shape and form
- Cost and efficiency
- Reliability
- Effectiveness
- Understandability & usability
- Pleasure of appearance
- Joy of Actual Use
- Pride of Ownership

Observation

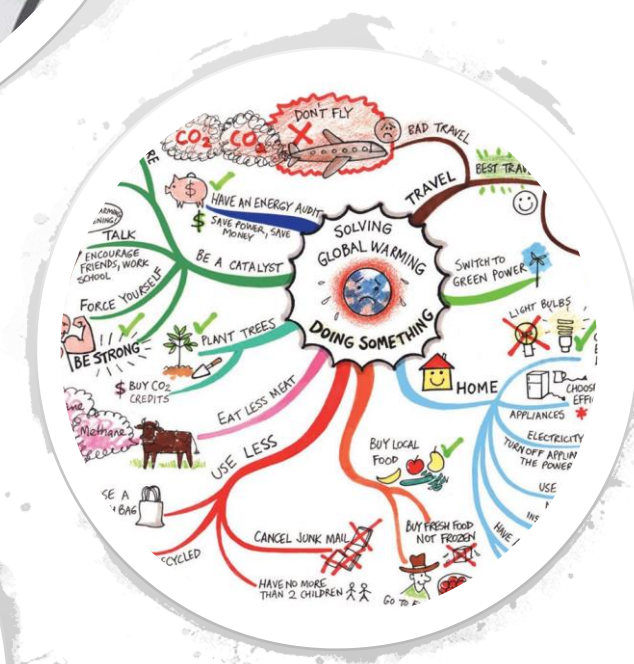
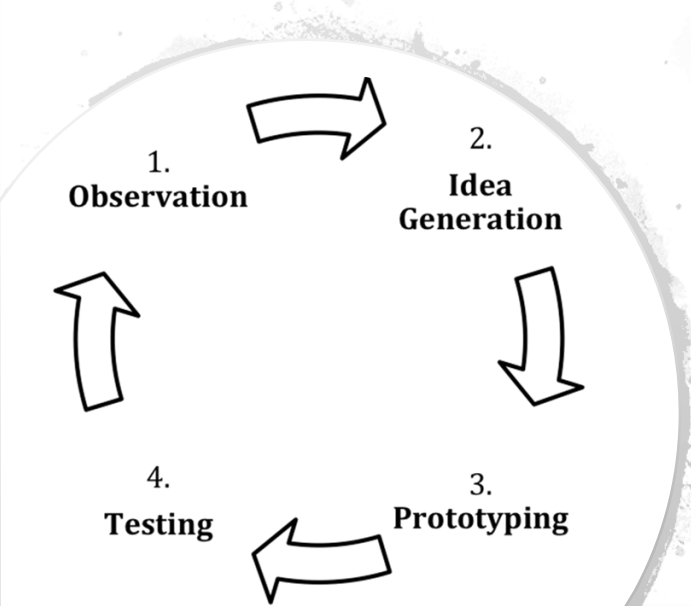


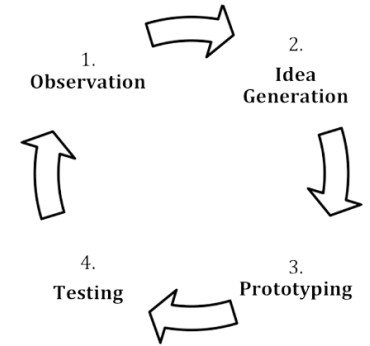
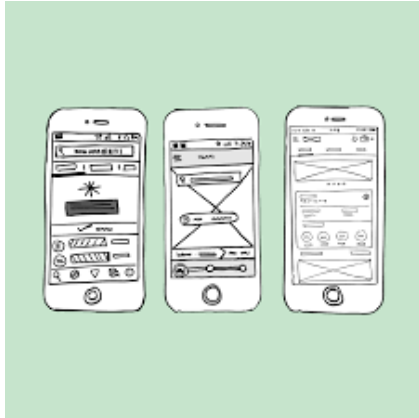
- Research the people and how they use the system
- Understand interests, true needs, motivations
- Natural environment





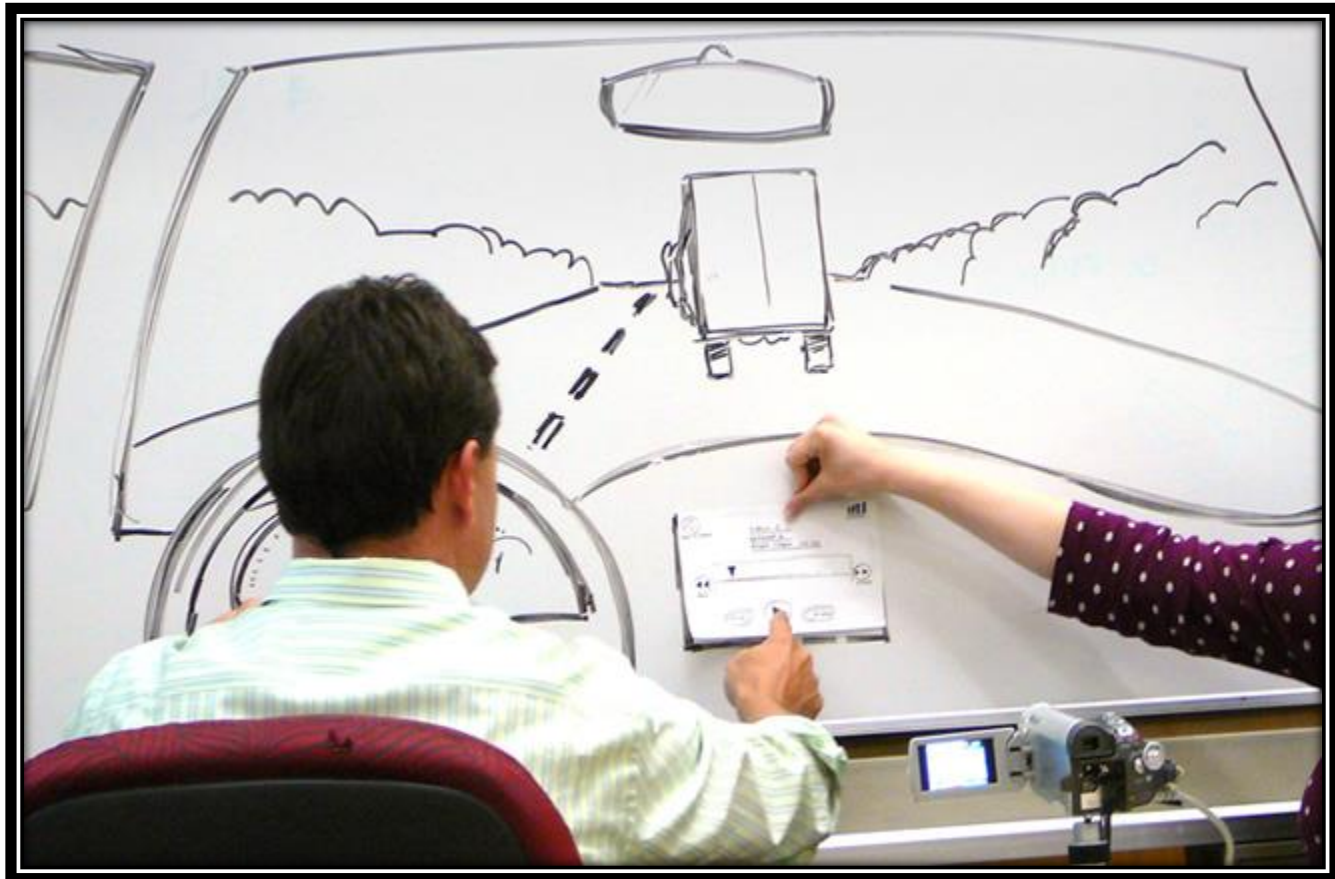
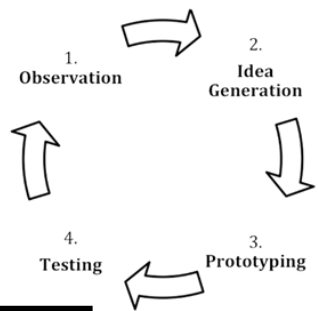
Ideation/Idea Generation





Prototyping

Testing



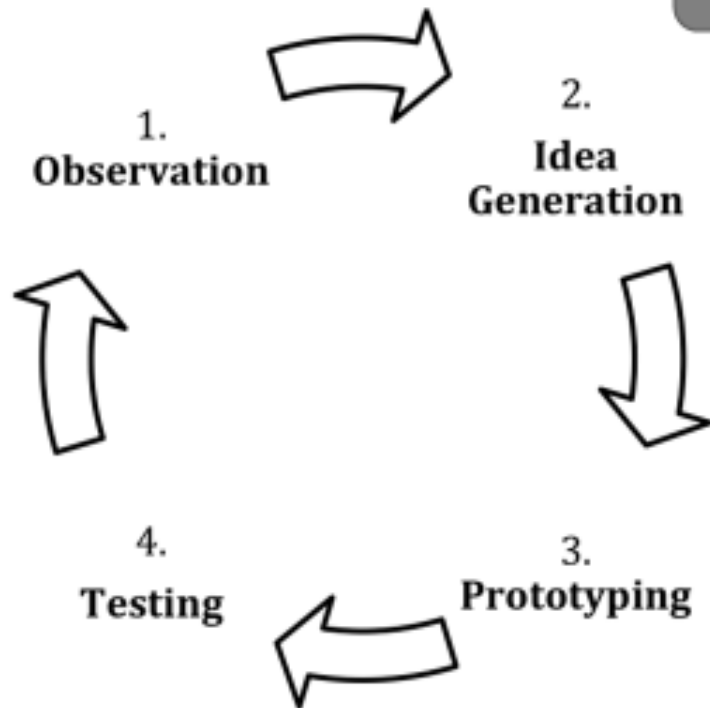
Iteration

- Requirements are determined by watching people in their natural environments
 - People can't always voice their needs
 - Repeated study and testing!
 - Each cycle removes the fog, gain more clarity
- When does it end? It depends!



Norman's Human Centered Design

Why is this even a thing?
Isn't it obvious?



Is this applicable in today's APP centric 'lets make the users do the work' world?

ACD & Tasks vs. Activities

- Design for the Activity – the task is the support!
- Focusing on specific tasks is too limiting – what do you want





Design research

- Need
- Use

Market research

- Want
- Buy

A very old saw to grind – design
vs. marketing

According to Spock





Need vs. want

PHEW!!!



Why make things hard?



Do you love or hate standards?

“Human Interface Guidelines”

Modal Sheets

A custom modal sheet is a full-screen view that slides over your app’s current screen. Use this type of sheet when you want to present a custom interface modally. The top-left corner of the modal sheet is reserved for the Close button, which dismisses the interface. The Close button is always white.



Retitle the Close button if doing so makes sense. Apple Watch supplies a default title for the Close button, but you can change it to convey a different meaning. The most common alternate titles for this button are Done and Dismiss.



Don't use "Back" or "<" in the Close button title. You don't want your custom Close button title to mislead users into thinking that the sheet is part of a hierarchical navigation interface.



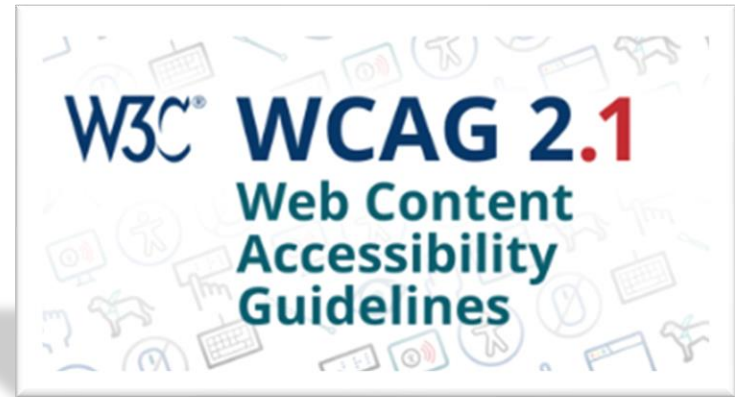
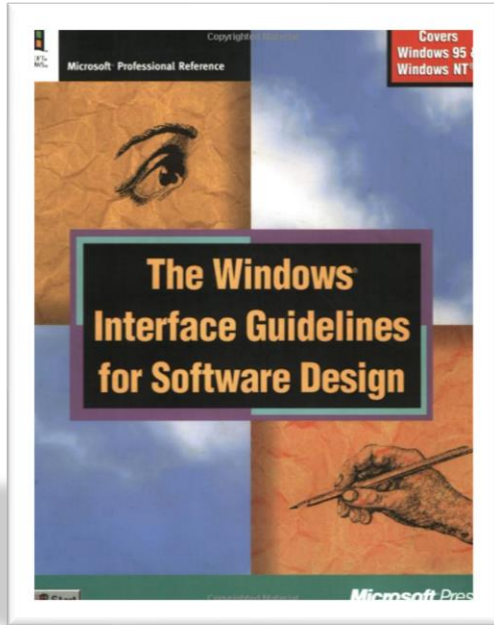
Don't use the Close button to title the page. If the Close button looks like a page or an app title, or if its title is empty, users won't know how to dismiss the modal sheet.



[Play](#)

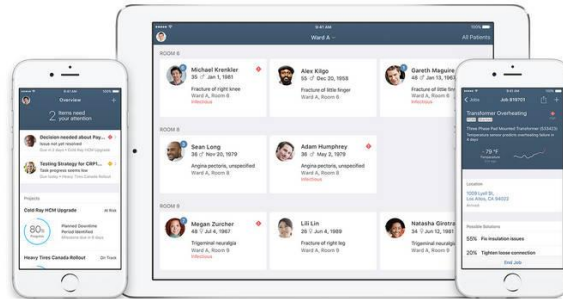
Avoid displaying a second modal sheet from an existing modal sheet. When users close a modal sheet, they expect to return to the main app interface.

And more...

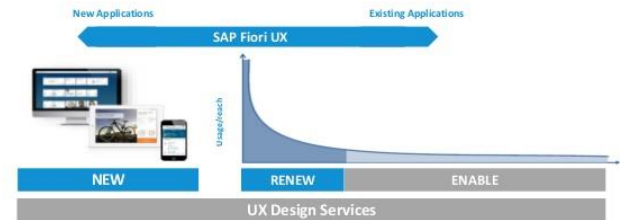


SAP Fiori for iOS

The iOS platform is one of the most advanced mobile platforms with the best native experience. It is only natural to unify the familiar experience of iOS with the best enterprise user experience of SAP Fiori.

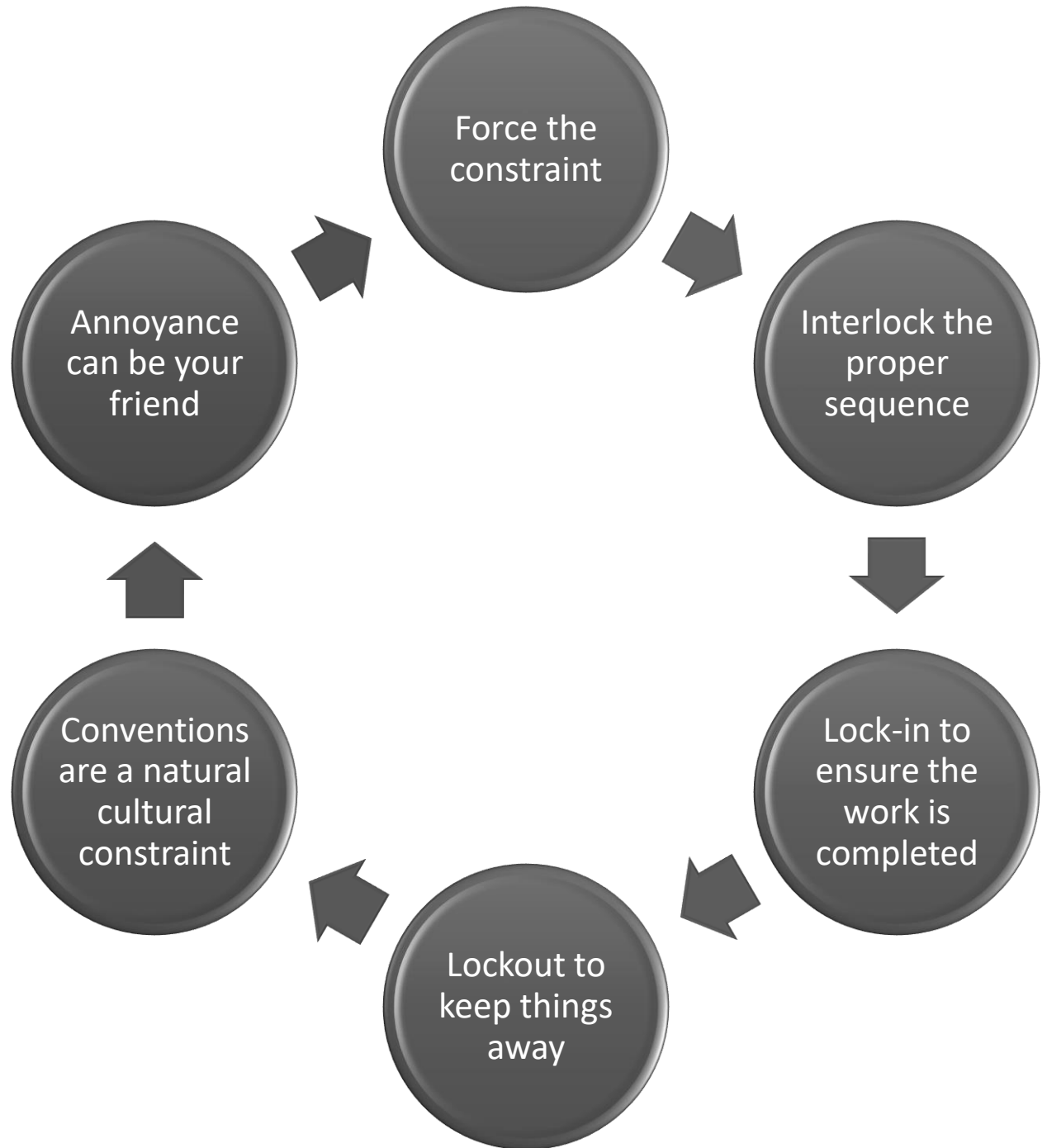


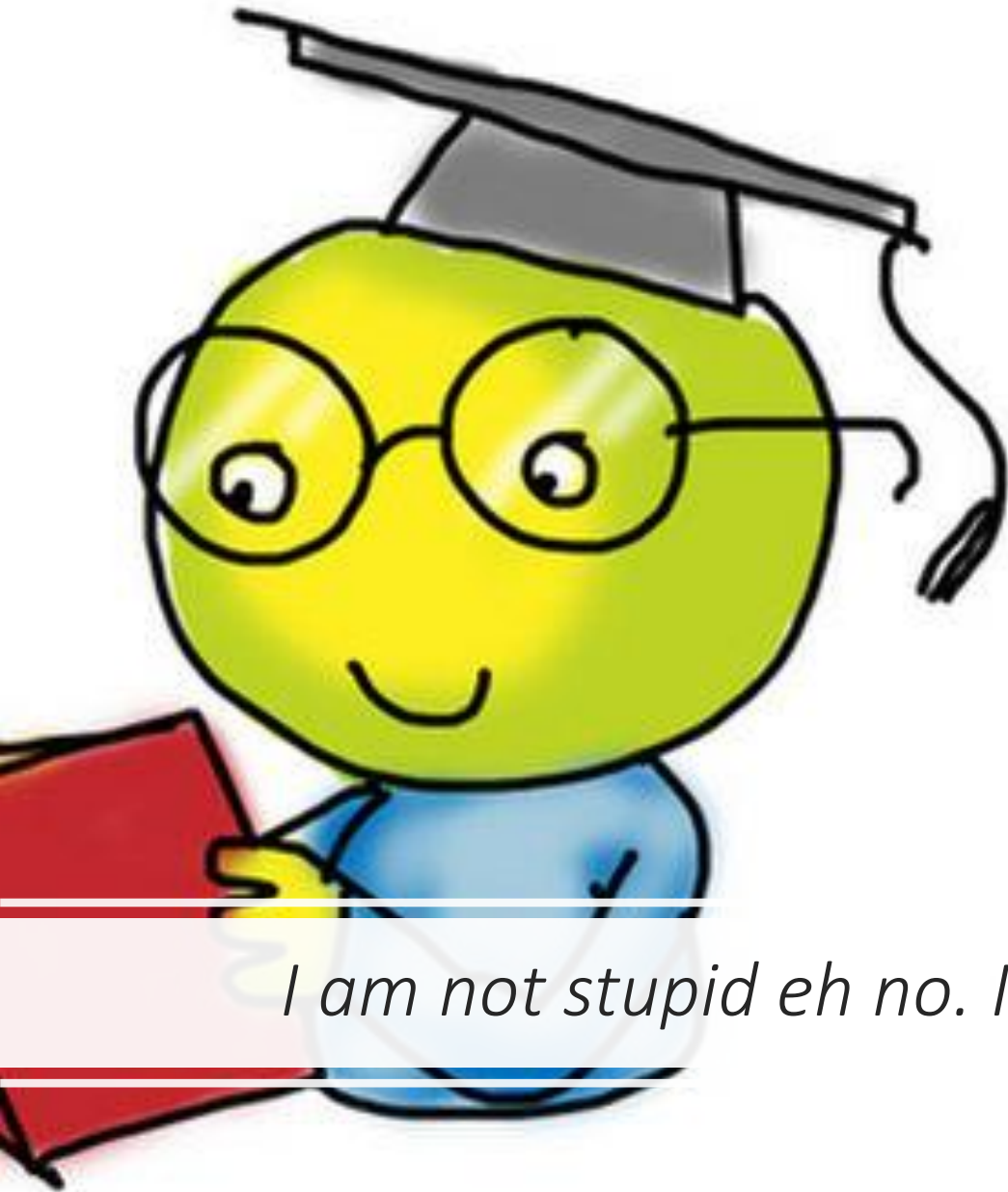
SAP FIORI - UX Strategy and Advantages



Role Based	Responsive	Simple	Coherent	Delightful
Designed for you, your needs and how you work	Supports how and where you work at any time	Focuses on what's important	Provides one fluid, intuitive experience	Makes an emotional connection

Tools





I am not stupid eh no. I want to be stupid