Multiple Design Techniques for Participatory and Evolutionary Design

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Summary

- Data from our case Knowledge Management for Internal Communication and Customer support (KIKK)
- The aim is to study emerging knowledge practices in a software product development organization
- We employed participatory design techniques in a Socio-technical system and we tailored an open source web application system.

Technique:
- Organizational game & Collaboratory talk
- Design by designer: Textual scenarios
- Design by designer: Design Stories – user experiences
- Technique: Exploratory focus group
- Perspective: Double stimulation
- Design by user: CRM application
- Shared design: Web prototype
- Technique: Evaluation & User feedback
- Technique: Design focus group with end users & Demo of web prototype vs existing system

Shared design:
- Developers working in user’s environment
- Trade off
- Company change: Shift of top management
- Design by designer: Rich picture scenarios
- Design by designer: Join business partner’s web
- Design by designer: Document sharing & ICT
- Shared design: Break up & Web tool
- Technique: Ask questions
- Design by user: Design Stories – user experiences
- Shared design: Module for web
- Technique: Workshops
- Design by designer: Design Stories – user experiences
- Technique: Demo & Presentations
- Organize Project Team
- Shared tool: Stories & Narratives
- Ethnographic field methods
- Social activities (dining)
- re-Organize Project Team (1)

Company change:
- Business activities
- New employees
- New office abroad
- New employees

Company change:
- Shift of top management
- New office abroad
- New office abroad
- New office abroad